



March 1, 2014

Re: Section 8 Rent Direct Deposit and Payment Advices

Dear Section 8 Landlord:

I am writing to let you know of an upcoming change to the way we notify you of the direct deposit rent payments we make to you each month.

First, I would like to thank you for having signed up to receive your Section 8 rent payments via direct deposit. As you well know, being on direct deposit means you receive your rent payments more quickly, more securely and without a trip to the bank. It's easy for you and it's easy for us.

As you also know, we continue to send you monthly paper remittance advices through the mail. But do you know that you can have online access, anytime, to all of the exact same information provided on your paper remittance advices? If you did not know this and are not already using our online Payment Access for Landlord (PAL) system, enclosed you will find instructions on how to get set up and use the online payment advice system. You can be set up and using the system in less than 10 minutes. It really is that easy.

Now, I can tell you that the online system is easy to use, convenient and is available anytime. I can tell you that it provides you with access to at least two years of detailed historical payment information, that it contains all of the same information contained on the paper remittance advices that we mail you each month and that you can easily print out the information if you need a hard copy. And all of that is completely true.

But the truth is that, in this era of reduced federal funding, we are looking for any and all opportunities to reduce costs without impacting services. We currently spend almost \$2,000 per year in postage alone to mail remittance advices to landlords, like you, that are already on direct deposit. That does not include the costs of the paper, envelopes and staff time needed to mail the advices each month. We estimate that, in total, mailing paper advices to landlords on direct deposit costs us as much as \$3,500 per year.

With our ability to offer you anytime online access to the exact same remittance information provided by the paper advices, we are asking all of our direct deposit landlords to sign up for, and begin using, the online remittance advice system so that we may stop spending the money to mail paper remittance advices.

Our plan is to stop mailing the paper remittance advices as of April 30, 2014. That means you will continue to receive paper advices for all rent payments made through the end of April. Starting May 1st, we will ask that you obtain your remittance advice

information through the online system. As you will see in the instructions, you can sign up in the online system to receive automated email notifications. You will know immediately, via email, when any new payment information has been posted to your account.

At a minimum, I respectfully request that you sign up for the online system and give it try between now and the end of April. I think you will find that, like direct deposit, it provides all of the functionality of the paper system but is easier to use and can even save you time. It will certainly save us considerable time and money.

If you have any trouble and need help getting set up or using the system, there is contact information at the end of the enclosed instruction sheet. And if, after signing up for and trying the online system, you have any concerns about the loss of the paper remittance advices, please feel free to contact me directly. My email address and direct-dial phone number are listed below.

We truly appreciate the partnership with you as a Section 8 landlord and do not want to make changes that cause you any inconvenience. Please know that we will work with you to address any of your concerns.

Thank you very much for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Bob Peirson', with a long horizontal stroke extending to the right.

Bob Peirson
Finance Director

Phone (direct line): 805-897-1058
bpeirson@hacsb.org