Housing Authority of the City of Austin
Department of Assisted Housing

1124 South IH35 78704
P.O. Box 41119, Austin, TX 78704

Office: (512) 477-1314
HCV Office Fax (512) 494-0686
HQS Office Fax : 512-478-8516

HOUSING CHOICE VOUCHER PROGRAM

Name	Lg	Ext	Number	Email	Title
Lisa Garcia		1300	767-7675	lisag@hacanet.org	Vice President of Assisted Housing
Joseph Robredo Jr.	(SP)	1318	767-7633	josephr@hacanet.org	Assistant Director of Assisted Housing
Diane Falcon	(SP)	1302	767-7616	dianef1@hacanet.org	Director of The Housing Choice Voucher Program
Elvira Lathrop	(SP)	1329	767-7643	elviral@hacanet.org	Director of Special Programs and Intake
Christina Contreras		1306	767-7619	christinac@hacanet.org	Compliance Manager of Intake
Dan Mosley		1362	767-7667	danm@hacanet.org	Compliance Manager - Housing Choice Voucher Program
Debra Collins-Aldridge		1308	767-7622	debrac@hacanet.org	Compliance Manager - Housing Choice Voucher Program
Dylan Shubitz		1307	767-7621	dylans@hacanet.org	Special Programs Manager
Aneka Phillips		1330	767-7644	anekap@hacanet.org	Assistant Compliance Manager - Housing Choice Voucher Program
Angelica Rostro		1312	767-7627	angelicar@hacanet.org	Assistant Compliance Manager - Housing Choice Voucher Program
Bonnie Marfil		1327	767-7642	bonniem@hacanet.org	Assistant Compliance Manager - Housing Choice Voucher Program
Becky Summersett	(SP)	1347	767-7659	beckys@hacanet.org	FSS Supervisor

HCV ELIGIBILITY SPECIALIST STAFF

Name	Lg	Ext	Number	Email	Title	Caseload			Supervisor
Ellie Darby	(SP)	1333	767-7647	ellied@hacanet.org	Eligibility Specialist	A	Through	BORUNDA	Dan
Carmella Taylor		1326	767-7641	carmellat@hacanet.org	Eligibility Specialist	BOSARGE	Through	CLAGUE	Dan
Denise Morales		1325	767-7640	denisem@hacanet.org	Eligibility Specialist	CLARK	Through	EGGLESTON	Dan
Michelle Rocha	(SP)	1344	767-7656	micheller@hacanet.org	Eligibility Specialist	EILERS	Through	GONZALEZ	Dan
Melinda Spencer		1320	767-7635	melindas@hacanet.org	Eligibility Specialist II	GOODE	Through	HOSKIN	Dan
Lily Feldman		1354	767-7664	lilyf@hacanet.org	Eligibility Specialist	HOUGH	Through	LACKEY	Dan
Melissa Williams		1309	767-7623	melissaw@hacanet.org	Eligibility Specialist	LACOURVEIR	Through	MCLEMORE	Debra
Chris Heale		1324	767-7639	chrish@hacanet.org	Eligibility Specialist	MCMARION	Through	PARKER, D	Debra
Angela Escalante-Carrera		1339	767-7652	angelae@hacanet.org	Eligibility Specialist II	PARKER, E	Through	ROBINSON,A	Debra
Kara Lozano		1336	767-7650	karal@hacanet.org	Eligibility Specialist	ROBINSON,B	Through	SOLIDAY	Debra
Chelsea Rolfzen		1305	767-7618	chelsear@hacanet.org	Eligibility Specialist	SOLIS	Through	VEGA	Debra
Aimee Wooster		1321	767-7636	aimeew@hacanet.org	Eligibility Specialist II	VELA	Through	Z	Debra
Borami C. Lee		1310	767-7625	boramic@hacanet.org	Eligibility Specialist				Debra
Criselda Lopez	(SP)	1331	767-7645	criseldal@hacanet.org	Financial Specialist				Diane

SPECIAL PROGRAMS AND INTAKE STAFF

Name	Lg	Ext	Number	Email	Title		Supervisor
Brenda Herndon		1348	767-7660	brendah@hacanet.org	Special Grants Coordinator		Dylan
Analicia Bazan	(SP)	1317	767-7632	analiciab@hacanet.org	Special Projects Coordinator		Dylan
Rachel Pound		1301	767-7615	rachela@hacanet.org	HUD-VASH Coordinator	A through K	Dylan
Leander Corbett		1323	767-7658	leanderc@hacanet.org	HUD-VASH Coordinator	L thorugh Z	Dylan
Brenda Silva	(SP)	1343	767-7655	brendas@hacanet.org	FSS Coordinator - HCV Program		Becky
Lisa Marie Garcia		1332	767-7646	lisamg@hacanet.org	FSS Coordinator - HCV Program		Becky
Victoria Perez		1334	767-7648	victoriap@hacanet.org	Intake Team Eligibility Specialist II	A through LAK	Christina
Darby E. Ray		1304	767-7617	darbyr@hacanet.org	Intake Team Eligibility Specialist II	LAL through Z	Christina
Poleth Robledo	(SP)	1342	767-7653	polethr@hacanet.org	Housing Transfer Specialist		Christina
Vacant		1352	767-7663		Landlord Outreach Specialist		Elvira
Vacant		1328	767-7665		Digital Imaging and Information Assistant		Elvira
Hopie Soto	(SP)	1303	767-7616	hopies@hacanet.org	Assisted Housing Receptionist		Elvira
Dawn Flores		1322	767-7637	dawnf@hacanet.org	Administrative Assistant		Elvira

Additional Useful Contacts

* Key Bank 800# Client's (Debit Card)	1-866-295-2955	The client's User id /SSN/ client number is 999+ 6 digit Entity ID
* Landlord Outreach Email:	landlord@hacanet.org	New owner information and documentatin, partner portal, general questions.
* Rent Request Only Email:	rentrequest@hacanet.org	To request rent increases only. Inspection replies should be sent to HQS staff.
* Portability Email:	portability@hacanet.org	All portability inquiries should be sent here.
* Conference Room	1353 767-7831	
* PIC/EIV Technical Assistance	1-888-245-4860	Pic password reset, EIV amd PIC website issues

(SP) = Spanish Speaker

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HOUSING QUALITY INSPECTION DEPARTMENT
Effective 4-01-2017

Name	Lg	Ext	Number	Email	Title		Supervisor
Manuel Serrato	(SP)	1349	767-7661	manuels@hacanet.org	Inspection Manager		Lisa
James Gonzales		1311	767-7626	jamesg@hacanet.org	Inspection Coordinator		Manuel
Albino Garcia		1315	767-7630	albinog@hacanet.org	Zone 4	Housing Quality Inspector	Manuel
Don Gilliam		1360	767-7817	dong@hacanet.org	Zone 1	Housing Quality Inspector	Manuel
Douglas Carlin		1316	767-7631	douglasc@hacanet.org	Zone 6	Housing Quality Inspector	Manuel
Dwight Meyer		1313	767-7628	dwightm@hacanet.org	Zone 7	Housing Quality Inspector	Manuel
Fernando Compean		1335	767-7649	fernandoc@hacanet.org	Zone 2	Housing Quality Inspector	Manuel
Gabe Castro		1314	767-7629	gabec@hacanet.org	Zone 5	Housing Quality Inspector	Manuel
James Hollar		1350	767-7662	jamesh@hacanet.org	Zone 3	Housing Quality Inspector	Manuel
Rafael Marfil		1319	767-7634	rafaelm@hacanet.org	Floater	Housing Quality Inspector	Manuel

Inspection Zones
Effective 4-01-2017

***Note: HACA does not have jurisdiction in Hays County zip codes 78610, 78640 and 78652, and Bastrop County zip codes 78602, & 78612.**

Request Rent changes by submitting an email with the address, proposed rent change to: rentrequest@hacanet.org

FLOATER	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	ZONE 6	ZONE 7
Rafael Marfil	Don Gilliam	Fernando Compean	James Hollar	Albino Garcia	Gabe Castro	Douglas Carlin	Dwight Meyer
Ext 1319	Ext 1360	Ext 1335	Ext 1350	Ext 1315	Ext. 1314	Ext 1316	Ext 1313
767-7634	767-7817	767-7649	767-7662	767-7630	767-7629	767-7631	767-7628
	78613	78652	78621	78701	78617	78726	78702
78758	78641	78704	78653	78703	78719	78727	78721
	78645	78735	78724	78705	78744	78728	78722
	78660	78736	78725	78709	78747	78729	78723
VASH	78664	78745	78752	78731	78774	78730	
SPECIAL	78665	78746	78754	78741		78732	
GRANTS	78681	78748		78751		78734	
SPECIAL	78717	78749		78756		78750	
PROJECT				78757		78753	
INITIALS						78759	
ONLY							