

Frequently Asked Questions

Housing Authority of the City of Austin

Q: Who will change my mailing address?

A. CVR will provide assistance with changing your mailing address with the post office if needed.

Q: Who will transfer my utilities?

A. CVR will provide assistance with transferring utilities if needed.

Q: How will my utilities transfer if I have a past due bill?

A. Past due bills generally must be paid, before utilities to be transferred. CVR will work with you to find a service provider in the area who maybe able to assist with this.

Q: Where will the relocation office be located?

A. The office will be located in the Community Center.

Q: Will we have pest control treatments before we move?

A. HACA

Q: What is the difference between HCV vouchers and PBRA?

A. HCV vouchers allow residents to choose where they want to live and the rental amount is generally between 30% and 40% of your income. PBRA provides a subsidy for as long as you are in the unit and is based off of 30% of your income.

Q: What if i need reasonable accommodations?

A. If you need a reasonable accommodation, please let the relocation team know and we will direct residents to who they need to talk to.

Q: If I choose to stay at Chalmers South with my voucher, will I still have RAD protections?

A. No, if you decide to stay at Chalmers South and decline your right to return to Chalmers East, you will be a participant on the Housing Choice Voucher Program (Section 8) and forfeit your right to RAD protections.

Contact us

(512) 308-6785



Chalmers East Apartments
1801 E 4th St.
Austin, TX 78702



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Q: Will my household items be moved in the same truck as my neighbors? Or will each move be conducted separately?

A. Each move will be conducted separately.

Q: Do I have to choose to use my voucher at another private property before it's time to move to Chalmers South?

A. No, you will be able to move directly to Chalmers South with your voucher.

Q: Can I keep my same neighbors?

A. To be determined.

Q: Will my rent be different be under the voucher when we move South or anywhere else?

A. Yes, the rental amount that you will pay will be different, but it will still be based off of 30% of your income.

Q: Will my rent be different if I choose to keep my voucher permanently?

A. Yes, the rent amount will be based off of 30% of your income for up to 42 months if you choose to keep your voucher permanently.

Q: How will we receive notice of appointments from the relocation team?

A. The relocation team will send out relocation appointment letters in February to begin meeting with all of the residents. Letters, notices and phone calls will be sent to residents throughout the relocation process.

Q: What utility bills will I pay? Water, wastewater electric, trash etc.

A. The utility bills that you will be responsible for will be dependent on where you relocate too. If you relocate to Chalmers South, you would be responsible for electric. If you choose to relocate to another HACA property or use your voucher elsewhere, your utility responsibilities will be determined by the unit you select.

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Q: How about deposits for cable and utilities?

A. HACA has worked with (Insert Power Company Name) to not require utility deposits. For cable, reconnection fees can be reimbursed through relocation.

Q: Will all 1 bedrooms single person in one section (elderly disabled) and larger families in other sections?

A. Need to look at the floor plan

Q: Who will make the decision to place the residents in their units?

A. Property Management (CMS) will be responsible for the placement of residents into vacant units.

Q: What other amenities will they have? Are they the same for all?

A. All units at Chalmers East are expected to have new appliances, including stove, refrigerator, dishwasher and washer/dryer hookups

Accronyms:

HACA – Housing Authority of the City of Austin

HUD – Department of Housing and Urban Development

HCV – Housing Choice Voucher (Section 8)

PBRA – Project Based Rental Assistance

RAD – Rental Assistance Demonstration

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