



Housing Authority of the City of Austin Department of Assisted Housing

1124 South IH35, 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 |
| Darby Ray | | 1349 | 767-7642 | darbyr@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 |
| Ana Deoliveira | | 1310 | 767-7625 | anad@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 |
| Angelica Rostro | | 1320 | 767-7635 | | Eligibility Specialist | GOODE Through HOSKIN | Dan |
| Royce Watson | | 1354 | 767-7664 | roycew@hacanet.org | Eligibility Specialist | HOUGH Through LACKEY | Dan |
| Rosemary Rios | | 1309 | 767-7623 | rosemaryr@hacanet.org | Eligibility Specialist | LACOURVEIR Through MCLEMORE | Debra |
| Chris Heale | | 1324 | 767-7639 | chrish@hacanet.org | Eligibility Specialist | MCMARION Through PARKER, D | Debra |
| Breanna Tenorio | | 1339 | 767-7652 | breannat@hacanet.org | Eligibility Specialist | PARKER, E Through ROBINSON,A | Debra |
| Debra Aldridge | | 1336 | 767-7650 | | Eligibility Specialist | ROBINSON,B Through SOLIDAY | Debra |
| Chelsea Rolfzen | | 1305 | 767-7618 | chelsear@hacanet.org | Eligibility Specialist II | SOLIS Through VEGA | Debra |
| Aimee Wooster | | 1321 | 767-7636 | aimeew@hacanet.org | Eligibility Specialist II | VELA Through Z | Debra |
| Lily Feldman | | 1326 | 767-7641 | lilyf@hacanet.org | Eligibility Specialist | | Dan |
| 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 through Z Dylan |
| Borami C. Lee | | 1343 | 767-7655 | boramic@hacanet.org | FSS Coordinator - HCV Program | Becky |
| Brenda Silva | | 1346 | 767-7658 | 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 |
| Kara Lozano | | 1304 | 767-7617 | karal@hacanet.org | Intake Team Eligibility Specialist II | LAL through Z Christina |
| Poleth Robledo | (SP) | 1342 | 767-7653 | polethr@hacanet.org | Housing Transfer Specialist | Christina |
| Nancy Green | | 1352 | 767-7663 | nancygr@hacanet.org | Landlord Outreach Specialist | Elvira |
| Vacant | | 1328 | 767-7665 | | Information Desk and Transfer Assist | Elvira |
| Hopie Soto | (SP) | 1303 | | hopies@hacanet.org | Assisted Housing Receptionist | Elvira |
| Dawn Flores | | 1322 | 767-7637 | dawnf@hacanet.org | Administrative Assistant | Elvira |

Additional Useful Numbers

| | | |
|---------------------------------------|-------------------------|---|
| * 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



**Housing Authority of the City of Austin
Department of Assisted Housing**

1124 South IH35, Austin, TX 78704
* Office: (512) 477-1314

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

**HOUSING QUALITY INSPECTION DEPARTMENT
Effective 01-16-2019**

| Name | Lg | Ext | Number | Email | Title | Supervisor |
|--------------------|------|------|----------|----------------------|----------------------------------|------------|
| Don Gilliam | (SP) | 1360 | 767-7816 | dong@hacanet.org | Inspection Manager | Lisa |
| James Gonzales | | 1311 | 767-7626 | jamesg@hacanet.org | Inspection Coordinator | Don |
| Albino Garcia | | 1315 | 767-7630 | albinog@hacanet.org | Zone 4 Housing Quality Inspector | Don |
| Douglas Carlin | | 1316 | 767-7631 | douglasc@hacanet.org | Zone 6 Housing Quality Inspector | Don |
| Dwight Meyer | | 1313 | 767-7628 | dwightm@hacanet.org | Zone 7 Housing Quality Inspector | Don |
| Uriel Villasenor | | 1335 | 767-7649 | urielv@hacanet.org | Zone 1 Housing Quality Inspector | Don |
| David Del Castillo | | 1327 | 767-7661 | davidd@hacanet.org | Housing Quality Inspector | Don |
| Gabe Castro | | 1314 | 767-7629 | gabec@hacanet.org | Zone 5 Housing Quality Inspector | Don |
| James Hollar | | 1350 | 767-7662 | jamesh@hacanet.org | Zone 3 Housing Quality Inspector | Don |
| Rafael Marfil | | 1319 | 767-7634 | rafaelm@hacanet.org | Zone 2 Housing Quality Inspector | Don |

**Inspection Zones
Effective 01-16-2019**

| *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 | ZONE 1 | ZONE 2 | ZONE 3 | ZONE 4 | ZONE 5 | ZONE 6 | ZONE 7 |
|---|----------------------|----------------------|----------------------|----------------------|-----------------------|----------------------|----------------------|
| | Uriel Villasenor | Rafael Marfil | James Hollar | Albino Garcia | Gabe Castro | Douglas Carlin | Dwight Meyer |
| | Ext 1335 767-7649 | Ext 1319 767-7634 | Ext 1350 767-7662 | Ext 1315 767-7630 | Ext. 1314 767-7629 | Ext 1316 767-7631 | Ext 1313 767-7628 |
| 78617 | 78621 | 78726 | 78702 | 78652 | 78613 | 78701 | |
| 78719 | 78653 | 78727 | 78722 | 78704 | 78641 | 78703 | |
| 78742 | 78721 | 78728 | 78723 | 78735 | 78645 | 78705 | |
| 78744 | 78724 | 78729 | 78758 | 78736 | 78660 | 78709 | |
| 78747 | 78725 | 78730 | | 78745 | 78664 | 78731 | |
| 78774 | 78752 | 78732 | | 78746 | 78665 | 78741 | |
| | 78754 | 78734 | | 78748 | 78681 | 78751 | |
| | | 78750 | | 78749 | 78717 | 78756 | |
| | | 78753 | | | | 78757 | |
| | | 78759 | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |