



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
Dylan Shubitz		1307	767-7621	dylans@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
Rachel Pound		1301	767-7615	rachelp@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	Family Self-Sufficiency Program Manager

HCV ELIGIBILITY SPECIALIST STAFF

Name	Lg	Ext	Number	Email	Title	Caseload	Supervisor
Ellie Darby	(SP)	1333	767-7647	ellied@hacanet.org	Eligibility Specialist II	A Through BROCKBANK	Dan
Ana DeOliveira		1310	767-7625	anad@hacanet.org	Eligibility Specialist II	BROOKS Through CORONADO	Dan
Que'Neshia Cox		1325	767-7640	queneshiac@hacanet.org	Eligibility Specialist II	CORREA Through FLORES, N	Dan
Michelle Rocha	(SP)	1344	767-7656	micheller@hacanet.org	Eligibility Specialist II	FLORES, O Through HAROS	Dan
Erika Bergeron		1354	767-7664	erikab@hacanet.org	Eligibility Specialist	HARPER Through JOHNSON, K	Dan
Rosemary Rios	(SP)	1309	767-7623	rosemaryr@hacanet.org	Eligibility Specialist	JOHNSON, L Through MARIN	Debra
Chris Heale		1324	767-7639	chrish@hacanet.org	Eligibility Specialist	MARINEZ Through NANEZ	Debra
Breanna Tenorio		1339	767-7652	breannat@hacanet.org	Eligibility Specialist II	NASH Through REED, M	Debra
Tiffany Bonner		1336	767-7650	tiffaneyb@hacanet.org	Eligibility Specialist	REED, N Through SIMERSON	Debra
Chelsea Rolfzen		1305	767-7618	chelsear@hacanet.org	Eligibility Specialist II	SIMMONS Through VAN HOOK	Debra
Daniel Ramones		1321	767-7636	danielra@hacanet.org	Eligibility Specialist	VANBUREN Through Z	Debra
Lily Feldman		1326	767-7641	lilyf@hacanet.org	Eligibility Specialist		Dan
Criselda Sanchez	(SP)	1331	767-7645	criseldas@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
Eliza Lopez		1334	767-7648	elizal@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
Andrea Smith		3408	589-7532	andreas@hacanet.org	FSS Coordinator - HCV Program	Becky
Heidi Swanson		1328	767-7665	Heidis@hacanet.org	Intake Team Eligibility Specialist II	Christina
Kara Lozano		1304	767-7617	kara@hacanet.org	Intake Team Eligibility Specialist II	A through Z Christina
Christina Contreras (vacant)		1342	767-7653	christinac@hacanet.org	Housing Transfer Specialist	Christina
Nancy Green		1352	767-7663	nancygr@hacanet.org	Landlord Outreach Specialist	Dylan
Chris Crowder		1320	767-7635	chrisc@hacanet.org	Information Desk and Transfer Assist	Dylan
Hopie Soto	(SP)	1303	476-6826	hopies@hacanet.org	Assisted Housing Receptionist	Dylan
Dawn Flores		1322	767-7637	dawnf@hacanet.org	Administrative Assistant	Dylan

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



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HOUSING QUALITY INSPECTION DEPARTMENT Effective 7-1-2019

Name	Lg	Ext	Number	Email	Title	Supervisor
Don Gilliam		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 8 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
Cynthia Goebel		1335	767-7649	cynthiag@hacanet.org	Zone 1 Housing Quality Inspector	Don
Angelo Rodriguez		1327	767-7661	angelor@hacanet.org	Zone 7 Housing Quality Inspector	Don

Inspection Zones Effective 7-1-2019

<p>*Note: HACA does not have jurisdiction in Hays County zip codes 78610, 78640 and 78652, and Bastrop County zip codes 78602, & 78612.</p> <p>Request Rent changes by submitting an email with the address, proposed rent change to: rentrequest@hacanet.org</p>	ZONE 1		ZONE 2		ZONE 3		ZONE 4		ZONE 5		ZONE 6		ZONE 7		ZONE 8	
	Cynthia Goebel	Rafael Marfil	James Hollar	Albino Garcia	Gabe Castro	Douglas Carlin	Angelo Rodriguez	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 1327 767-7661	Ext 1313 767-7628								
	78621	78613	78719	78721	78664	78701	78617	78728								
	78653	78641	78722	78723	78717	78702	78744	78753								
	78724	78645	78741	78725	78726	78703	78747									
	78752	78660	78742		78727	78704										
	78754	78665	78748		78729	78705										
		78681			78731	78709										
		78691			78750	78711										
		78734			78756	78712										
		78730			78757	78735										
		78732			78758	78736										
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