



## 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                                  |
| Ana DeOliveira         |      | 1338 | 767-7717 | anad@hacanet.org       | Assistant Compliance Manager- Intake & Special Programs       |
| 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        |
| Andrew Adams      |      | 1310 | 767-7625 | andrewa@hacanet.org    | Eligibility Specialist    | BROOKS Through CORONADO   | Dan        |
| Que'Neshia Cox    |      | 1325 | 767-7640 | queneshiac@hacanet.org | Eligibility Specialist    | 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      |
| Lily Feldman      |      | 1339 | 767-7652 | lilyf@hacanet.org      | Eligibility Specialist II | NASH Through REED, M      | Debra      |
| Tiffany Bonner    |      | 1336 | 767-7650 | tiffaneyb@hacanet.org  | Eligibility Specialist II | REED, N Through SIMERSON  | Debra      |
| Alejandra Morales |      | 1305 | 767-7618 | alejandram@hacanet.org | Eligibility Specialist    | SIMMONS Through VAN HOOK  | Debra      |
| Daniel Ramones    |      | 1321 | 767-7636 | danielra@hacanet.org   | Eligibility Specialist    | VANBUREN Through Z        | Debra      |
| Chelsea Rolfzen   |      | 1305 | 767-7618 | chelsear@hacanet.org   | Eligibility Specialist II |                           | Debra      |
| 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            | Rachel                |
| Eliza Lopez       | (SP) | 1334 | 767-7648 | elizal@hacanet.org    | Special Grants Coordinator            | Rachel                |
| Dawn Flores       | (SP) | 1322 | 767-7637 | dawnf@hacanet.org     | Special Programs Coordinator          | Rachel                |
| Analicia Bazan    | (SP) | 1317 | 767-7632 | analiciab@hacanet.org | Special Projects Coordinator          | Rachel                |
| Breanna Tenorio   |      | 1326 | 767-7641 | breannat@hacanet.org  | HUD-VASH Coordinator                  | A through Liz Rachel  |
| Micaela Villegas  |      | 1323 | 767-7658 | micaelav@hacanet.org  | HUD-VASH Coordinator                  | Lo thorough Z Rachel  |
| 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 | A through L Christina |
| Kara Lozano       |      | 1304 | 767-7617 | karal@hacanet.org     | Intake Team Eligibility Specialist II | M through Z Christina |
| Delechia Brown    |      | 1342 | 767-7653 | delechiab@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                 |
| Vacant            |      |      |          |                       | Administrative Assistant              | Dylan                 |

|                                       |                         |                                                                                 |
|---------------------------------------|-------------------------|---------------------------------------------------------------------------------|
| * 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 documentation, 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 March 1, 2021

| 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 | 797-2758 | albinog@hacanet.org  | Zone 2 Housing Quality Inspector | Don        |
| Angelo Rodriguez |    | 1327 | 814-8825 | angelor@hacanet.org  | Zone 8 Housing Quality Inspector | Don        |
| Cynthia Goebel   |    | 1335 | 814-7566 | cynthiag@hacanet.org | Zone 5 Housing Quality Inspector | Don        |
| Douglas Carlin   |    | 1316 | 666-7606 | douglasc@hacanet.org | Zone 1 Housing Quality Inspector | Don        |
| Dwight Meyer     |    | 1313 | 214-2745 | dwrightm@hacanet.org | Zone 6 Housing Quality Inspector | Don        |
| Gabe Castro      |    | 1314 | 815-2588 | gabec@hacanet.org    | Zone 7 Housing Quality Inspector | Don        |
| James Hollar     |    | 1350 | 571-3541 | jamesh@hacanet.org   | Zone 3 Housing Quality Inspector | Don        |
| Rafael Marfil    |    | 1319 | 763-7474 | rafaelm@hacanet.org  | Zone 4 Housing Quality Inspector | Don        |

### Inspection Zones Effective March 1, 2021

|                                                                                                                                                                                                                                                                                                                    | ZONE 1         | ZONE 2        | ZONE 3       | ZONE 4        | ZONE 5         | ZONE 6       | ZONE 7      | ZONE 8           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------|--------------|---------------|----------------|--------------|-------------|------------------|
|                                                                                                                                                                                                                                                                                                                    | Douglas Carlin | Albino Garcia | James Hollar | Rafael Marfil | Cynthia Goebel | Dwight Meyer | Gabe Castro | Angelo Rodriguez |
| <p>*Note: HACA does not have jurisdiction in Hays County zip codes 78610, 78640 and 78652, and Bastrop County zip codes 78602, &amp; 78612.</p> <p>Request Rent changes by submitting an email with the address, proposed rent change to: <a href="mailto:rentrequest@hacanet.org">rentrequest@hacanet.org</a></p> | 1316           | 1315          | 1350         | 1319          | 1335           | 1313         | 1314        | 1327             |
|                                                                                                                                                                                                                                                                                                                    | 666-7606       | 797-2758      | 571-3541     | 551-9295      | 814-7566       | 214-2745     | 815-2588    | 814-8825         |
|                                                                                                                                                                                                                                                                                                                    | 78613          | 78664         | 78728        | 78721         | 78621          | 78617        | 78741       | 78701            |
|                                                                                                                                                                                                                                                                                                                    | 78641          | 78717         | 78753        | 78723         | 78653          | 78744        | 78719       | 78702            |
|                                                                                                                                                                                                                                                                                                                    | 78645          | 78726         |              | 78725         | 78724          | 78747        | 78722       | 78703            |
|                                                                                                                                                                                                                                                                                                                    | 78660          | 78727         |              |               | 78752          |              | 78742       | 78704            |
|                                                                                                                                                                                                                                                                                                                    | 78665          | 78729         |              |               | 78754          |              | 78748       | 78705            |
|                                                                                                                                                                                                                                                                                                                    | 78681          | 78731         |              |               |                |              |             | 78709            |
|                                                                                                                                                                                                                                                                                                                    | 78691          | 78750         |              |               |                |              |             | 78711            |
|                                                                                                                                                                                                                                                                                                                    | 78734          | 78756         |              |               |                |              |             | 78712            |
|                                                                                                                                                                                                                                                                                                                    |                | 78757         |              |               |                |              |             | 78735            |
|                                                                                                                                                                                                                                                                                                                    |                | 78758         |              |               |                |              |             | 78736            |
|                                                                                                                                                                                                                                                                                                                    |                | 78759         |              |               |                |              |             | 78737            |
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|                                                                                                                                                                                                                                                                                                                    |                |               |              |               |                |              |             | 78739            |
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|                                                                                                                                                                                                                                                                                                                    |                |               |              |               |                |              |             | 78746            |
|                                                                                                                                                                                                                                                                                                                    |                |               |              |               |                |              |             | 78751            |