



AHA Office Schedule During Holidays

Please review the holiday schedule for the Housing Authority of the City of Alameda main office (located at 701 Atlantic Avenue):

- Wednesday, December 24th -- 8:30am to 4pm
- Thursday, December 25th -- AHA Offices are closed
- Monday, December 29th and Tuesday, December 30th – 8:30am – 12:30pm
- Wednesday, December 31st – 8:30am – 12:30pm
- Thursday, January 1st, – AHA Offices are closed

City of Alameda Firefighters Toy Program

Attention AHA Households with children ages (0-17), please register your child (or children) to receive a free holiday toy via the City of Alameda Firefighters Holiday Toy Program. All AHA households are eligible to participate in the Firefighters Holiday Toy Program.

Please complete this online application to register your family for the Toy Program. Please have your T-Code available when completing the online application. The deadline to apply is December 15, via the link below:

<https://form.typeform.com/to/Ci5dIQVx>



Walk-In Hours are Available at AHA's Main Office

The Housing Authority of the City of Alameda (AHA) welcomes walk-ins from all applicants and housing program participants. Please come by AHA's main office (located at 701 Atlantic Avenue, Alameda, 94501) on Mondays through Thursdays between the hours of 8:30 am to 11:30 am. No appointment is necessary, but there may be a short wait depending on the volume of walk-in traffic. Please note that AHA has made changes to the front lobby reception process to respect your privacy. When you get to the front of the line, please wait at the marked location until you are called by AHA staff at front window. There is no seating inside the lobby (seating is available outside). If more than six people are in the line in front of you, then please continue the line outside.

AHA Housing Programs Staff Contact Information

For participants in AHA's Assistance Programs (HCV, PBV, Mod Rehab, and Shelter Plus Care)

Tenant last names starting A - FRED	Simone Kittles (510) 747-4301	skittles@alamedahsg.org
Tenant last names starting FREE - KP	Dee Dee Adeosun (510) 747-4319	dadeosun@alamedahsg.org
Tenant last names starting KQ - REYE	Corliss Glanton (510) 747-4309	cglanton@alamedahsg.org
Tenant last names starting REYF - Z	Jo Ann Harris (510) 747-4329	jharris@alamedahsg.org
Assistant Director of Housing Programs	Komal Goundar (510) 747- 4367	kgoundar@alamedahsg.org

Property Manager Contact Information

Property	Property Manager	Email Address	Phone
Anne B. Diamant	Nicole Bobbitt	Nicole.bobbitt@fpimgt.com	(510) 521-3117
China Clipper	June Campbell	June.campbell@fpimgt.com	(510) 995-8651
Eagle Village	Kathryn Campo	Kathryn.campo@fpimgt.com	(510) 227-5704
Esperanza	June Campbell	June.campbell@fpimgt.com	(510) 995-8651
Everett Commons	Amarah Mccowan	Amarah.mccowan@fpimgt.com	(510) 217-8683
Independence Plaza	Christina Soto	Christina.soto@fpimgt.com	(510) 865-7288
Littlejohn Commons	Danielle Bernard	Danielle.bernard@fpimgt.com	(510) 239-4030
Parrot Gardens	Danielle Bernard	Danielle.bernard@fpimgt.com	(510) 995-8341
Parrot Village	Danielle Bernard	Danielle.bernard@fpimgt.com	(510) 995-8341
Rosefield Village	Kathryn Campo	Kathryn.campo@fpimgt.com	(510) 227-5704
AHA & AHA Scattered Sites	Amarah Mccowan	Amarah.mccowan@fpimgt.com	(510) 217-8683
Linnet Corner	Tori Blanca	Torionna.blanca@fpimgt.com	(510) 473-1240
Estuary I	Erica James	Erica.james@fpimgt.com	(510) 225-6790

PROPERTY MANAGER AFTER-HOURS EMERGENCY PHONE NUMBER (888) 463-4623

Accessing your AHA Housing Specialist

All requests can be made through the Rent Café portal (such as income changes, household changes, etc.). You can request an appointment with your AHA housing specialist via email, phone, video conference, or by visiting AHA's main office at 701 Atlantic Avenue.

AHA's Ombudsman Program

The Housing Authority of the City of Alameda Ombudsman is a solution-oriented community resource available to all AHA tenants, AHA program participants, AHA landlords, and other community organizations that represent AHA tenants or clients. AHA tenants, AHA program participants, and AHA landlords are encouraged to first call their designated AHA contact person before contacting the Ombudsman Program. Ombudsman Program contact info is (510) 747-4358 / ombudsman@alamedahsg.org.

Important Information for Housing Program Participants

Online Recertification: Rent Café enables AHA participants and their family members to complete regular recertifications online via cell phones, tablets, laptops, or desktop computers. Participants can upload proof of income, assets, or other recertification documents directly via Rent Café. AHA staff are currently offering participants in-person and online assistance with completing the recertification process. Assistance can also be provided over the phone. Note: All adult household members must attend the recertification meeting in person at AHA's main office at (701 Atlantic Avenue in Alameda) as part of the process. AHA participants will be sent notice of such a meeting in writing in advance.

Rent Café Website Link: The Rent Café online system can be accessed via this link:

<https://recertification.alamedahsg.org/>.

Rent increase/decrease (interims): Log in to Rent Café and click on "Report A Change" to complete a rental payment adjustment. Documents can be directly uploaded into Rent Café for efficient processing of your interim request.

Informal Hearings (For AHA housing program participants only): Requests for an Informal Hearing must be made in writing and delivered to the AHA by the close of the business day, no later than 14 calendar days from the date of AHA's decision or notice to terminate assistance. The written request can be mailed or dropped off in-person at 701 Atlantic Avenue in Alameda.. Requests received after 14 days will not be eligible for an Informal Hearing.

Termination: If you received a lease termination notice or have given your landlord notice, contact your Housing Specialist. If you have received a termination of assistance notice, please follow the directions in the notice.

HQS Inspections: Please note HQS inspections are actively occurring at all AHA properties. Participants in AHA housing programs and properties may have multiple inspections due to funding and landlord requirements.

Maintenance/Repairs: Consult your lease for contact info or contact your property manager.

Translation: Translation is available for free in all languages. Call 510-747-4300 for assistance.

Reasonable Accommodations for persons with disability: Send email to ra@alamedahsg.org or call (510) 340-4349.

Notice to Live in Aides: If you are an approved Live In Aide (LIA) in a Housing Choice Voucher household, this is a reminder that you can be removed at any time by the voucher holder and if that happens you must leave the property. If the voucher holder you are assisting passes away, you must also leave the property. Please note you are not a tenant and have no continued right to reside at the property or receive assistance if the LIA relationship is ended by the tenant/voucher holder, or by the Housing Authority. The voucher holder is responsible for communicating changes regarding the LIA to the Housing Authority. However, if the voucher holder passes away or is absent from the unit for more than 30 days, the LIA must report this to AHA promptly.

Social Services are available: These social services are provided at no cost to voucher holders and AHA tenants, plus family members living in their households. Contact the LifeSTEPS team at:

- Angel Reyes (Family and Scattered Sites): (510) 410-0161 / areyes@lifestepsusa.org
- Trevor Jackman (Rosefield Village): (510) 566-3706 / tjackman@lifestepsusa.org
- Sarah Debusk (Seniors): (510) 306-8033 / sdebusk@lifestepsusa.org
- LeTasha Coleman (Estuary I): (510) 575-0304 / lcoleman@lifestepsusa.org
- Cassandra Broadway (Linnet Corner): (510) 414-8792 / cbroadway@lifestepsusa.org



Housing Authority
— of the —
City of Alameda

701 Atlantic Avenue
Alameda, CA, 94501

PRESORTED STANDARD
US POSTAGE

PAID
OAKLAND, CA

PERMIT NO 2030

QUARTERLY NEWSLETTER

AHA Main Office Hours

Monday - Thursday 8:30am to 4pm

NEW: AHA T-Codes for Voucher Holders Required

In order to protect your privacy, when voucher holders engage with AHA staff in the front lobby or via email or phone conversations, AHA staff will request the name of the head of household as well as the household's T-Code. This information can be found on any printed correspondence from AHA plus in the online Rent Café portal. Please ensure you have this required information available when you call, email, or visit AHA's main office. Please note if you live at an AHA property (managed by FPI management) the T-Code provided by FPI Management will be different from AHA's T-Code.

Lock-Outs

Please be careful not to lock yourself out. All after-hours lock outs will be charged at least \$50 (or more) for the call out service. In addition, all replacement keys must be paid for in advance. AHA property management cannot provide credit for replacement keys.