

AHA Open Office Hours (No Appointment is necessary)

The Housing Authority of the City of Alameda (AHA) welcomes walk-ins from all voucher holders. Please come by AHA's main office (located at 701 Atlantic Avenue in Alameda) because no appointment is necessary on Mondays through Thursdays between the hours of 8:30 am to 11:30 am. If you arrive after 11am and AHA staff are unable to meet with you by 11:30am, you may be directed to return another day or make an appointment. No walk-ins are accepted after 11:30am, so please plan to arrive early. Please bring your ID. You can also complete most voucher actions online via the portal (link below): <https://www.alamedahsg.org/tenant-portal/>.

Reporting Income Changes and/or Housing Composition Changes

Do you receive housing assistance through the Housing Choice Voucher or Project-Based Voucher program? Please note, you must report the income change and/or family composition change to both your property manager and your housing specialist at the Housing Authority of the City of Alameda (at 701 Atlantic Avenue).

Project-Based Voucher conversions to Housing Choice Voucher

Current Project-Based Voucher (PBV) holders may make a request to convert to a Housing-Choice Voucher (HCV) after 12 months in the PBV program. Once a conversion is approved to use the HCV voucher, you must move from your current PBV unit. The online link to make the conversion request can be found here: <https://form.alamedahsg.org/Forms/PBVtoHCVRequest>

Monthly Workshop for Renters Seeking Housing

The Housing Authority of the City of Alameda hosts a monthly workshop for voucher holders who are seeking housing in the City of Alameda. During the workshop these important topics will be discussed; RFTA's (Request for Tenancy Approval), AHA's vacancy listings, rental housing search process, porting (into Alameda or out of Alameda). The upcoming sessions will be hosted on the following dates/times inside the Ruth Rambeau Community Room at Independence Plaza (703 Atlantic Avenue).

- Wednesday, October 7th at 3:30pm
- Wednesday, November 5th at 2:30pm
- Thursday, December 3rd at 2:30pm

Social Services are Available

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
- Michael Ennis (Linnet Corner): (510) 295-4433 / mennis@lifestepsusa.org

AHA voucher holders can also ask their AHA Housing Specialist for a referral. Or contact LifeSTEPS directly via this link: <https://form.alamedahsg.org/Forms/lifesteps>

Important Information for Housing Program Participants (i.e Voucher Holders)

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 our offices at 701 Atlantic Avenue, Alameda CA 94501, as part of the process. AHA participants will be sent notice of such a meeting in writing in advance.

Changes: Program participants must report to AHA any family income changes or notices to move. These notices must be reported at AHA's main office or through the Rent Cafe online portal. Your property manager is not an AHA employee and will not communicate these changes to AHA.

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. You can also report family composition changes in Rent Cafe.

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 the AHA's decision or notice to terminate assistance. The written request can be mailed or dropped off in-person to 701 Atlantic Avenue, Alameda, CA, 94501. 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) 340-4326.

Notice to Live in Aides: If you are an approved Live-In Aide (LIA) in an assisted household (HCV, PBV, Mod Rehab, SPC, etc.), this is a reminder that you can be removed at any time by the person receiving assistance (voucher holder in some cases) and if that happens you must leave the property. If the family member you are approved to assist 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/ receive assistance if the LIA relationship is ended by the tenant/voucher holder, or by the Housing Authority. The assisted family is responsible for communicating changes regarding the LIA to the Housing Authority. However, if the sole family member passes away or is absent from the unit for more than 30 days, the LIA must report this to AHA promptly.

Property Manager Contact Information

Property	Property Manager	Email Address	Phone
Anne B. Diament	Nicole Bobbitt	annebdiament@assetliving.com	(510) 521-3117
China Clipper	June Campbell	chinaclipperplaza@assetliving.com	(510) 995-8651
Eagle Village	Kim Torres	eaglevillageCA@assetliving.com	(510) 227-5704
Esperanza	June Campbell	esperanza@assetliving.com	(510) 995-8651
Everett Commons	Alexis Martinez	everettcommons@assetliving.com	(510) 217-8683
Independence Plaza	Christina Soto	independenceplaza@fpimgt.com	(510) 865-7288
Littlejohn Commons	Kim Torres	littlejohncommons@assetliving.com	(510) 239-4030
Parrot Gardens	Kim Torres	parrotgardens@assetliving.com	(510) 995-8341
Parrot Village	Kim Torres	parrotvillage@assetliving.com	(510) 995-8341
Rosefield Village	Kim Torres	rosefieldvillage@assetliving.com	(510) 227-5704
AHA & AHA Scattered Sites	Alexis Martinez	aha@assetliving.com	(510) 217-8683
Linnet Corner	Erica James	linnetcorner@assetliving.com	(510) 473-1240
Estuary I	Erica James	estuary@assetliving.com	(510) 225-6790

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

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 - ED	Simone Kittles (510) 747-4301	skittles@alamedahsg.org
Tenant last names starting EE - HAS	Dee Dee Adeosun (510) 747-4319	dadeosun@alamedahsg.org
Tenant last names starting HAT - MCCL	Corliss Glanton (510) 747-4309	cglanton@alamedahsg.org
Tenant last names starting MCCM - SM	Jo Ann Harris (510) 747-4329	jharris@alamedahsg.org
Tenant last names starting SN - Z	Juliana Ramirez (510) 747-4356	jramirez@alamedahsg.org
Assistant Director of Housing Programs	Komal Goundar (510) 747- 4367	kgoundar@alamedahsg.org

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.



Housing Authority
— of the —
City of Alameda

701 Atlantic Avenue
Alameda, CA, 94501

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QUARTERLY NEWSLETTER

NEW AHA Main Office Hours

Monday - Thursday 8:30am to 3pm