

UHA Newsflash

PUBLISHED BY THE UPLAND HOUSING AUTHORITY FOR
HOUSING CHOICE VOUCHER PROGRAM PARTICIPANTS AND OWNERS

JULY 2011

HOUSING AUTHORITY NO LONGER SEES CLIENTS WITHOUT AN APPOINTMENT

Due to funding cuts, staffing levels at the Upland Housing Authority have been reduced. UHA has updated many procedures to ensure that our clients continue to have access to the services they need.



Clients will not be seen without an appointment.

Please be sure to schedule an appointment with the person you need to speak with before visiting the UHA offices. You can schedule an appointment by phone using the staff directory located on the back of this page, or by submitting a "Request For Appointment".

Paperwork can be mailed in or dropped off during business hours.

A drop-box is available in the UHA lobby. Please note: you will not be able to see your worker when dropping off paperwork unless you have an appointment.

Forms are available 24 hours a day on the UHA website, uplandhousing.com.

Forms are also available in the client self-service area of the UHA lobby during regular business hours. The following forms for participants are available:

- Request For Appointment: Use this form to request an appointment with your worker. Your worker will contact you within one (1) business day after receiving your request to assist you or schedule an appointment.
- Change of Income: Use this form to report any change in your household's income.



Follow these steps to download forms from the UHA website:

1. Go to www.uplandhousing.com.
2. Click on the "Forms" link on the menu on the left side of the page.
3. Click on the form you need from the section for participants and residents. The form will open as a PDF file that you can print and fill out.

Please note: You will need Adobe Acrobat Reader installed on your computer to download and open the forms. If you do not have Adobe Acrobat Reader, you can download a free copy from their website, get.adobe.com.



If you don't have a computer, you can visit your local library for free computer and internet access to download the forms.



Upland Housing Authority
1200 N. Campus Avenue
Upland, CA 91786

UHA HAS A NEW PHONE SYSTEM: TIPS FOR SUCCESSFUL CALLS

Due to reduced staffing levels, the Housing Authority may not be able to answer all calls right away. However, we have updated our phone system to provide more information for our callers. Here are some tips to make using our new phone system easier:

Know the extension of the person you are calling. A list of Section 8 staff members and their extensions is included below. Dialing an extension is the fastest way to reach a UHA staff member:

- Dial (909) 982-2649.
- When you hear the recorded greeting, dial the extension and you will be transferred.

If you don't know the extension of the person you need to speak with, you can also use our name directory. To use the name directory:

- Dial (909) 982-2649.
- When you hear the recorded greeting, press "8".
- When you hear the name of the person you want to speak with, press "#" and you will be transferred.

Remember that UHA may not be able to answer your call right away. If the person you are trying to reach is not available when you call, please leave a message. Your call will be returned generally within one (1) business day. Be sure that your message includes:

- Your name;
- The telephone number where you can be reached;
- The reason for your call.

UHA SECTION 8 STAFF DIRECTORY

| SECTION 8 PROGRAM | PHONE: (909) 982-2649 | FAX: (909) 982-0237 | |
|--------------------------------|------------------------------|----------------------------|-----------------------------|
| <i>Position</i> | <i>Name</i> | <i>Extension</i> | <i>E-Mail Address</i> |
| Assisted Housing Team Leader | Sylvia Magdaleno | 102 | sylvia@uplandhousing.com |
| Eligibility Worker | C. Packer | 103 | cpacker@uplandhousing.com |
| Eligibility Worker | Monica Roque | 104 | mroque@uplandhousing.com |
| Occupancy Specialist/Inspector | Annette Gonzalez | 106 | agonzalez@uplandhousing.com |