



INVESTING IN COMMUNITIES

HCV FAQs

(Frequently Asked Questions)

July 1, 2013 Update

Question:

Are my documents safe if I use the HCV / CNV Intake drop box located outside of the HCV office at 630 I Street, near the main entrance at 7th Street?

Answer:

YES!

We collect all documents from the HCV drop box four times a day during our business hours. Your documents are scanned directly to your file from the drop box.

Using the drop box saves you time and /or money (parking). The drop box is there for your convenience. Our new 630 I Street location has limited parking.

We no longer issue receipts for documents submitted inside our office. Therefore the service is the same whether you come into the office or use the drop box.

Using the drop box also allows customers in the lobby to be assisted faster and provides additional parking for those customers that may have an appointment.

PLEASE REMEMBER:

If you need to see your Housing Specialist please make an appointment for faster service. Always use the parking spaces identified as HCV Parking, or disabled if you have a disabled parking permit.

If you park in a Resident Only space your vehicle may be towed at your expense. The HCV / CNV Intake drop box is located near our entrance at 7th Street. It is blue in color.

See the map that is posted along with our office hours for the exact location by following the link at:

<http://www.shra.org/Portals/0/pdf/hcv/HCV%20Closure%20Calendar%202013.pdf>

Or follow these steps:

In “HCV Updates”; click the top of the page for: “When is the HCV and Housing Applications Office open?”