



INVESTING IN COMMUNITIES

# HCV FAQs

(Frequently Asked Questions)

## **August 12, 2013 HCV Update**

**Question:** What should I do if I don't receive SHRA's HAP (Housing Assistance Payment) share of the rent on the first of the month?

**Answer:** You should wait until the 10th of the month. If you still have not received either a check or an electronic deposit in your account, you should call (916) 440-1390 and a call center representative will transfer you to a specialist that can assist you.

While SHRA makes every effort to get your money to you timely, there is no guarantee that the post office will deliver a check timely. Therefore, setting up electronic deposit might be a better option for you.