



HOUSING AUTHORITY of the County of Butte

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MANDATORY DIRECT DEPOSIT FOR SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

Landlord Q & A

Why am I required to sign up for Direct Deposit?

1. HACB has implemented mandatory direct deposit as a cost saving measure as the agency faces a 25% reduction in federal funding to administer the Section 8 Housing Choice Voucher Program.
2. Direct Deposit is a faster and more efficient way to get paid.
3. No more lost checks, which saves time and money.

How will HACB safeguard my private and sensitive information?

1. HACB staff is extensively trained on privacy and security of sensitive data.
2. Paper information is filed in a locked file area with limited access.
3. Electronic information is stored on a network computer in a locked room with limited access.

What if I don't want to sign up for direct deposit?

1. Under special circumstances you *may* continue to receive paper checks.
2. To request an exemption from Direct Deposit, you **MUST** make a written request to the "Interim Section 8 Manager" at the above address.
3. All letters will be reviewed and a determination made within fourteen (14) calendar days.

How can I access my payment history?

1. Go to the follow website on your computer: www.hmsforweb.com/pal
2. Complete the registration by following the on screen instructions. (Registration requires you have an email address).
3. Once registered, login and check your payment history and print out individual payment information.
4. Receive payment email notifications by selecting to turn on email notifications after you login to **HMS PAL™** by clicking on "Email Settings" in the left menu. The email will let you know that your current month's statement is available online, and it will provide you with a link that will bring you to the login page.

Thank you again for continued support of the program. *If you have any questions or concerns, please contact the Section 8 Housing Manager at (530) 895-4474.*



The Housing Authority is an equal opportunity employer and housing provider.

