



June 19, 2019

Dear Customer:

The Housing Opportunities Commission (HOC) values you as a resident and continuously works to improve our service delivery to you. Occasionally, that means that we have to make organizational changes that we hope will allow this agency to deliver exceptional service and enhance your experience as a valued customer.

Effective July 1, 2019, HOC will again provide direct service as your landlord. Moving forward, you can receive assistance at the locations shown below based on whichever location is convenient. All services will be performed by a Scattered Sites Team member at the East Deer Park Office (231 East Deer Park Drive, Gaithersburg, MD), or Holly Hall Apartments temporarily (10110 New Hampshire Avenue, Silver Spring, MD). In the fall, we will open a new, centrally-located, Customer Service Center at 880 Bonifant in Silver Spring.

During this transition period, please direct any questions or concerns you may have to the Customer Service Center at (240) 627-9400. Soon, your new Scattered Sites Team Property Manager will send a letter of introduction that will include additional information on rental payments, recertifications, transfers, and maintenance requests.

Some of the improvements we will be rolling out over the next few months will make it easier for you to:

- Submit a Maintenance or Work Order Request Online
- Eliminate unnecessary recertification paperwork where possible
- Ensure that when HOC maintenance is onsite, we fix any items in need of repair or we will submit a work order onsite for anything we can't fix on the same day
- Have direct contact who can assist with all of your leasing needs
- Experience improved follow up and response times

Important Notes:

- You still are required to complete an annual re-certification for your household members, income and assets. Re-certifications will continue to occur at a location convenient for you.
- If you pay your rent online or by phone you are still able to access this convenient service.

- If you pay your rent in person, a rent drop box will be located on the side of the East Deer Park building and in front of the Holly Hall office.

Should you have any additional questions regarding this change, please call the Regional Property Manager, Sherraine Rawlins at (240) 249-8989.

Sincerely,

Charnita Jackson

Director of Property Management