



Thank you so much to all the participants who joined the Virtual Information Session for Landlords in May. It was a pleasure being able to connect with you. Virtual Information Sessions are another way we are increasing our communication with our partners.

## Tenant Based Assistance Changes

Heraclitus, the Greek philosopher said, “Change is the only constant in life.” As we all know that rings true for the housing industry, including for the Tenant Based Assistance department. Recently, we have had a lot of changes within our agency and department. With all these changes, we are changing our structure and workflow as well. Our hope is to make the work more manageable for our team and provide consistent, high-quality service to our clients and landlord partners.

Effective May 22, 2023, clients, and landlords are supported by teams rather than an individual housing specialist. Portability, which includes clients porting in or out of our jurisdiction, and VASH remain separate due to the uniqueness of these programs. For all other programs, there are now separate teams responsible for intake, annual and interim recertifications, moves, rent increases and other communication for all programs. Clients will either email [housing@hasco.org](mailto:housing@hasco.org) or call us at (425) 290-8499 ext. 567 for all their needs.

## Response Time Updated

To accommodate and make these changes effortlessly, we also wanted to share that our response time has changed from two business days to **three business days**. This will allow the appropriate staff member to reply to your request properly. If you have not received a response after three business days, please remember that you can always contact us by reaching out to our Landlord Liaison directly at [landlord@hasco.org](mailto:landlord@hasco.org).

## Rent Increases

Landlords will still submit rent increases as they always have, using the [rentincrease@hasco.org](mailto:rentincrease@hasco.org) email address. For additional information regarding the rent increase process, including step by step instructions, please visit our rent increase newsletter at located under “**Newsletter Archives.**”

Thank you so much for taking the time to read the newest issue of the HASCO digital newsletter! If you have any questions about this article or have other questions about being a landlord for Housing Choice

*Ways Home. Paths Forward.*



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Voucher holders, please do not hesitate to reach out to our Landlord Liaison directly at [Landlord@hasco.org](mailto:Landlord@hasco.org).

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