



HOUSTON HOUSING AUTHORITY

Transforming Lives & Communities

2640 Fountain View Drive ■ Houston, Texas 77057 ■ 713.260.0500 P ■ 713.260.0547 TTY ■ www.housingforhouston.com

2021 Move Briefing FAQ

1. When can I request to move?

You can request to relocate anytime within the last 4 months of your lease or if you are on a month of month lease.

2. How do I request to move?

You have to submit a request to relocate form. The form can be found on the Houston Housing Authority website www.housingforhouston.com. Once on the website click on the voucher program, then click on client forms. Once there look for the Request to Relocate.

3. How do I submit the form?

The form can be submitted via email, fax, mail, or dropbox.

- Email participantdocs@housingforhouston.com, this email address only accepts PDF attachments (no picture and no questions)
- Fax 713-260-0678
- Mail 2640 Fountain View Drive. Houston, Texas 77057
- Dropbox is located outside the main entrance

Whenever submitting information to the Housing Authority, always include your name and client number.

4. Once I submit my form, when will I be scheduled for a briefing.

The timeframe to be scheduled for a briefing is 120 days from when you submitted your request. Your landlord will be contacted to confirm if you are in good standing. If you are in good standing, you will be scheduled for the briefing. If you are not in good standing, your move request will be denied.

5. How will I attend the briefing?

Our office is closed, and all our briefings are done online via a briefing video. You will receive a call asking you to confirm your email address. The representative will inform you when the move briefing video will be available online.

Once your email is confirmed wait 4 business days to access the link to view the move briefing video online. The link is located on the HHA website www.housingforhouston.com. Click on the **HOUSING CHOICE VOUCHER**, then click on Housingforhouston.talentlms.com. Please try a few times over a few days before calling us back if you cannot log in. Keep in mind the date the representative informed the link will be active, do not try to log-in before because it will not be active.

Domain: housingforhouston

Username: your complete email address (also try email address up to the @)

Password: the client number (try it with and without the leading 0s)

6. Once I view the video, when will I get my move packet?

Our office will automatically be notified when you have completed the video. You will receive a voucher via email in 7 days (one week) from completing the video. Keep in mind we do not work on the weekends. You will have to sign and turn the voucher to receive the remainder of the move packet. In total, your move pack will come in two emails, the first being the voucher, the second being the remainder of the move packet. Our office will only email you the voucher to sign and return 2X before we cancel the move, and you will need to resubmit the request to move in 12 months. The emails will come from a housing authority email address. Please look for an email that ends with @housingforhouston.com. Check in the spam, junk, and other folders, not just your inbox. Search your email account for @housingforhouston.com to see if it comes up.

The move briefing is approximately 25-30 minutes long. **If you take less than 25 min to view the videos, you will not be issued a voucher to move** even if you receive the certificate of completion.

7. I can't sign the voucher online. What can I do?

If you cannot sign the voucher online, you will have to print it, sign it and scan it so that it can be returned via email. You can find a FedEx or a UPS store near you.

8. I return my signed voucher. When will I get the rest of the move packet?

Once the signed voucher has been returned, you will get the move packet within 3 business days.

9. I found a unit and the property manager has filled out my voucher packet how do I turn it in?

The voucher can be submitted via email, fax, drop box or mail.

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