

Dear Section 8 HCV Landlord;

The Saginaw Housing Commission is implementing a new and improved way of distributing your Housing Assistance Payments (HAP) through direct deposit. As a part of the direct deposit we have created a “Landlord Access” Web site from which you can view or print your statements.

**As of SEPTEMBER 1, 2010, we will no longer print or mail HAP Checks, following checks may be withheld.**

The Saginaw Housing Authority (SHC) is excited to introduce our Landlords to our new online **HMS PAL™** system. Using this system, you will be able to register and access information regarding your monthly Housing Assistance Payments (HAP) for all your current tenants.

Please take the time to visit the website and familiarize yourselves with the new system at: [www.hmsforweb.com/pal](http://www.hmsforweb.com/pal). There are instructions provided to assist you in accessing your information. Each landlord will be required to register at **HMS PAL™** and set up a user account. After successful registration, you can log in and check your payment history and print out individual payment information. You will need an e-mail address to complete the on-line process. If you do not have an e-mail account, you can sign up for a free account at [www.hotmail.com](http://www.hotmail.com), [www.gmail.com](http://www.gmail.com), [www.msn.com](http://www.msn.com), or [www.yahoo.com](http://www.yahoo.com). Obtain the email address before registering on the **HMS PAL™** site.

Through **HMS PAL™**, you will be able to view an 18 month payment history and current year to date totals. Your most current payment data will be available online on the day following a check run process. This includes mid-month payments that are applicable for new move-ins, lease ups, and payments that have been held for abatements. However, please allow 3-5 business days for the receipt of your actual payment in your bank account as it takes time for the bank to process your direct-deposits.

You can opt to receive email notifications that a recent payment has been posted to the web, by enabling email notifications. If you would like to receive an email notification,

you must select to turn on email notifications after you log in to **HMS PAL™** by clicking on "Email Settings" in the left menu. All landlords who received a payment the previous day and have turned on email alerts will receive an email. 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.

If you have questions about how to use **HMS PAL™** please check the FAQ (Frequently asked Questions) link provided throughout the **HMS PAL™** website. If you forget your username or password, there is a "Forgot Password" link below the login dialogue that will email that information to your email address. If you have technical problems with the **HMS PAL™** site, you can email [support@hmsforweb.com](mailto:support@hmsforweb.com) for assistance. If you have questions about payment dates, payment amounts, etc, you should contact SHC directly.

At SHC, we are always looking for ways to expedite and simplify our functions in order to better serve both our Landlords and clients. By implementing the usage of **HMS PAL™**, we hope to offer an easier and more convenient method for you to verify Housing Assistance Payment (HAP) information on a monthly basis. For any questions or comments regarding **HMS PAL™**, please email: [support@hmsforweb.com](mailto:support@hmsforweb.com).

**Enclosed you will find an Authorization Agreement for Direct Deposit of Housing Assistance Payments. Please complete the ENTIRE form, provide the requested information and return it to the SHC by the end of the month to avoid delays in your HAP payments.**

If you have any questions or concerns, please do not hesitate to contact me at 989-755-8183 extension 207. Thank you for your assistance in this matter.

Sincerely,



Aimee Owens

Section 8 HCV Program Manager