

Direct Deposit FAQ

When will the service begin?

- Participating landlords who have completed all necessary enrollment forms will receive their first direct deposits on September 3, 2008 (the second business day of the month).

When will my payment be deposited?

- The money will be deposited on the second business day of each month.

Can money be deposited to multiple accounts?

- No, the direct deposit system will not allow deposits to multiple accounts.

Can partial direct deposits be made?

- No, the direct deposit system will not allow partial direct deposits.

Does the name on the account need to be the same as the landlord on the HAP contract?

- Yes

Can I sign up at a later date?

- Yes, if the account information is supplied at that time along with the direct deposit form.

Can account information be changed at a later date?

- Yes

If I no longer want direct deposit, how long will it take to stop the process?

- Inform the Accounting Department by the 20th of the month and your next month's payment will be a paper check.

Who do I contact if there is a problem with the direct deposit?

- Inform the Accounting Department.

What happens in the event that the property is sold to a new owner?

- Inform the Accounting Department in writing.

Will I still receive deposit and tenant information each month?

- Yes, a document (similar to the check stub you currently receive) will be mailed each month.