

**\*\*Please Read Carefully\*\***

## **Notice — Discontinuation of Owner Services Email & Updated Submission Procedures**

Dear Housing Providers / Owners' Representatives / Property Managers,

Effective January 5, 2026, the dedicated "owner services" email address will be **discontinued**. In order to better streamline our processes and ensure that your requests are handled by the most appropriate staff members, please follow the updated submission guidelines below going forward:

### **Updated Procedures**

- **Requests for Tenancy Approval (RFTA), Housing Assistance Payment (HAP) contracts and Changes of Ownership/Management** — please submit directly to the appropriate staff member handling your property. The assignment will be based on an alphabetical split by the participant's (tenant's) last name.
  - **A – L** - [ContractUnit-RF@RochesterHousing.org](mailto:ContractUnit-RF@RochesterHousing.org)
  - **M – Z** - [ContractUnit-HR@RochesterHousing.org](mailto:ContractUnit-HR@RochesterHousing.org)
  - **Rent increase requests** — please submit via email to [rentincrease@rochesterhousing.org](mailto:rentincrease@rochesterhousing.org).
- The Rochester Housing Authority Contract Unit will now only respond to submission and inquiries concerning the following:
  - Requests for Tenancy Approval (moving papers/RFTAs)
  - Moves and new admissions that are currently in process
  - Changes of ownership/management or discontinuation of management
  - Rent increase approvals

Please note: all other inquiries sent to the former owner-services email address will be forwarded to the relevant department or staff member for an appropriate response.

**Direct deposit information and registration keys for the landlord portal** — please submit via email to [directdeposit@rochesterhousing.org](mailto:directdeposit@rochesterhousing.org)

**Inspection inquiries** — please submit via email to [HQS@rochesterhousing.org](mailto:HQS@rochesterhousing.org)

Need Help?

If you're unsure who to contact for your request or need assistance directing your inquiry appropriately — please call **(585) 697-6105**, and we'll be happy to contact you with the correct staff member.

We appreciate your cooperation and understanding as we make this transition. Our goal is to provide more efficient, timely, and accurate service to all our property owners and partners.

Thank you for your attention and continued partnership.