

# HOUSING AUTHORITY OF BEXAR COUNTY

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## RESIDENT'S PORTAL COMING SOON !

*With the recent pandemic, our Agency was more creative and found new ways to conduct business and deliver the service. We are happy to announce the introduction of the **Resident's Portal** to conduct Annual Recertification, changes in income or family composition, review status, and others.*

### ***What must you know before this transition take effect?***

- *The transition will start in May 1st, 2021, **and we expect to complete them in six (6) months.***
- *All tenant will be responsible for creating an account when the Portal is completed.*
- *You will need an email address and you must know your Agency Identity ID to create your account.*
- *By Fall 2021, transactions will start being conducted in the Portal.*
- *For October 2021 HABC will also have a Self-Station Area in our building, for families without computer or internet access.*

***We are in a new technology era and HABC is moving to work in that way too. Some of you already have this experience with Food Stamp, Social Security, Medicare, etc.***

***Together we can make this transition successful!***

