



May 27, 2010

Dear Landlord:

The Fort Worth Housing Authority implemented a new housing software system in April 2010. This new software will improve our agency's operations and allow staff to be more productive and efficient. The first housing assistance payments to landlords through the new system were made in May 2010. Despite detailed planning for the new software, we experienced a few problems with the data conversion, resulting in problems with some housing assistance payments. We are requesting that all landlords review payments and statements carefully and report any mistakes to our office immediately. This includes overpayments and underpayments. We are working diligently with the software company to resolve all problems.

We mailed statement details for the May payments through the United States Postal Service. The June payments will be made the first week of June in the usual manner. We will mail statements for the June payments also during the first week of June.

We are excited about a feature of the new software that will provide detailed information to landlords online about their tenants, payments, and inspections. We expect this feature to be functional by the **July 1, 2010**. You will be able to access it from the FWHA website at [www.ftwha.org](http://www.ftwha.org). Once this feature is functional, we will discontinue mailing the statements.

We will have a meeting with landlords to demonstrate the new system and to answer any questions you may have. The location, date and time of the meeting are listed below:

**Fort Worth Housing Authority  
1201 E. 13<sup>th</sup> Street  
Fort Worth, TX  
Thursday, June 17, 2010  
10:00 am – Noon**

If you have any problems with payments, you may e-mail a description of the problem to a temporary e-mail address. The address is [payments@ftwha.org](mailto:payments@ftwha.org). If you do not have access to e-mail, you may call 817.333.3604 and leave a message describing the problem. Someone will research the problem and respond to you.

Thank you for your assistance and patience.

Sincerely,

Selarstean M. Mitchell  
Vice President of Assisted Housing