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## MassHousing Quality Assurance and Section 8 Subsidy Administration Mailing Instructions

The MassHousing Quality Assurance and Section 8 Subsidy Administration Departments went paperless effective January 1, 2021.

Accordingly, we use electronic correspondence methods that have helped us continue to provide the fast and efficient service you deserve and expect. Please note that no changes were made to communication by telephone.

Below are email addresses for dedicated mailboxes that we use for a select number of Quality Assurance and Section 8 Subsidy Administration related tasks. All other mail must be sent to Quality Assurance and Section 8 Subsidy staff using their direct email address.

- Special Claims: [Section8admin@masshousing.com](mailto:Section8admin@masshousing.com)
- HAP Contract Renewals: [Section8admin@masshousing.com](mailto:Section8admin@masshousing.com)
- Rent Comp Studies: [Section8admin@masshousing.com](mailto:Section8admin@masshousing.com)
- Rent Schedules: [Section8admin@masshousing.com](mailto:Section8admin@masshousing.com)
- Auto-OCAF responses: [Section8admin@masshousing.com](mailto:Section8admin@masshousing.com)
- Change of Business Relationship (COBR): [COBR@masshousing.com](mailto:COBR@masshousing.com)
- Affordable Fair Housing Marketing Plans (AFHMP): [AFHMP@masshousing.com](mailto:AFHMP@masshousing.com)
- Limited English Proficiency Certification: [LAPCert@masshousing.com](mailto:LAPCert@masshousing.com)
- Change of Primary Portal Administrator (PPA): [FOAdatachange@masshousing.com](mailto:FOAdatachange@masshousing.com)
- Change of Section 8 Voucher Contact: [FOAdatachange@masshousing.com](mailto:FOAdatachange@masshousing.com)

Comments and Suggestions: [Sec.8-QA-Feedback@masshousing.com](mailto:Sec.8-QA-Feedback@masshousing.com)

Please note that the mailboxes above are for Quality Assurance – Section 8 Subsidy Administration tasks only.

As always, our goal is to provide quality customer service and address your needs with speed and efficiency. We thank you for your help with this goal.

If you have any questions regarding this reminder, please contact LaVergne Randolph at: [lvrandonphjr@masshousing.com](mailto:lvrandonphjr@masshousing.com) or Joseph Hughes at: [Jhughes@masshousing.com](mailto:Jhughes@masshousing.com).