

June 8, 2018

Dear Landlord,

At Spokane Housing Authority we are working diligently to become more efficient and paperless. Our goal is to obtain and process Housing Assistance Payments (HAP) Contracts for payment within 14 calendar days. We are asking for your assistance with this goal.

The next step we're taking is to implement HAP Contracts through DocuSign. If you have not used DocuSign before, it is an online service that electronically signs with a click of a button, at no charge to you.

An electronic HAP Contract process will work like the following:

1. SHA staff receives a signed lease and then send a semi-completed HAP to you through DocuSign
2. You will receive an email with a subject "Please DocuSign: Tenant's Name" and then review the HAP to complete certain fields and electronically sign it, or decline to sign and respond with necessary changes
3. Once you sign the HAP, a finalized version arrives for staff, and a countersigned HAP is then sent for you to download or print
4. The tenant's file is then processed and you will receive payment on the next monthly payment date

If you have questions or concerns, we are happy to talk with you.

Please contact LLinfo@spokanehousing.org, visit us during lobby hours, or call Rob at 509-252-7126, Laurie at 509-252-7137, Joanne at 509-252-7159, Jessica at 509-252-7133, Tyann at 509-252-7140, or Raedeen at 509-252-7103. To learn more about DocuSign, please visit www.docuSign.com.

Sincerely,

Spokane Housing Authority.