



HOUSING AUTHORITY OF BERGEN COUNTY

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LYNN BARTLETT
EXECUTIVE DIRECTOR

Memorandum

From: Lynn Bartlett, Executive Director 
Subject: TenMast System Upgrade
Date: February 25, 2016

Please be advised, the Housing Authority of Bergen (HABC) will be undergoing an operational software upgrade organization wide. This process will commence at the close of business close Friday, February 26, 2016. We anticipate our upgrade to be fully operational Monday, March 21, 2016.

What this ultimately means for new landlords and participating tenants is that New Admissions and Relocations currently being processed with a move in date either in February or March; Housing Assistance Payments (HAP) will be processed in the beginning or middle of April. This is assuming the landlord and tenant have provided all necessary documentation in a timely manner.

In the interim while the upgrade is ongoing; the Assisted Housing Department will be on hand to process in person recertification appointments and answer any questions.

All Assisted Housing Specialists will be in full day training Monday, March 14 – Wednesday, March 16. We kindly ask if it is not an urgent matter to follow back up with your caseworker after this period.

We apologize for any inconvenience this might cause and we look forward to better serving our community in a more efficient and productive manner.