FALL RIVER HOUSING AUTHORITY 85 Morgan Street, Fall River, MA 02722

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February 1, 2024

IMPORTANT NOTICE for PUBLIC HOUSING RESIDENTS ONLINE TENANT PAYMENT OPTION: <u>TEMPORARILY SUSPENDED</u>

Attention Public Housing Residents:

Please be advised that Fall River Housing Authority (FRHA) has <u>temporarily disabled the online</u> <u>payment feature</u> of the <u>Tenant Portal</u>. At this time, we kindly request that you make your payments to FRHA through <u>one of these other acceptable methods</u>:

- > Check
- > Money Order
- ≻ ACH

Please be further advised that the <u>Tenant Portal</u> itself continues to be operational. Registered **portal users are still able to log in** and access the *other* features (i.e., Secure Document Exchange, Tenant Balance Lookup, etc.) it has to offer.

We expect online payment services will be <u>restored in the near future</u>. And as soon as they become available, we will issue a follow-up notice to all tenant households with updated information and instructions.

We sincerely apologize for any inconvenience that this temporary measure may cause. Your patience, understanding and cooperation at this time is greatly appreciated.

If you have any questions or concerns regarding the <u>Tenant Portal</u> or your rent payment options, please contact your Management Office.

Sincerely, FRHA Management

