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Birmingham Housing Authority Launches Housing Choice Voucher (Section 8) Call Center to Meet High Demand

BIRMINGHAM, AL – Today, the Housing Authority of the Birmingham District (HABD) is launching the Housing Choice Voucher (Section 8) Call Center to mitigate long wait times and delays and meet Birmingham’s high demand of current and prospective Section 8 program participants and landlords.

In the past few years, the demand for HABD’s Section 8 program – which serves more than 6,000 households and over 1,000 private landlords – has outpaced both available funding and HABD’s ability to be fully staffed due to national employment trends. As a result, at any given time, residents and landlords have faced less than ideal wait times and delays in response.

The Housing Choice Voucher Call Center will operate in partnership with *Gilson Housing Partners*, a national provider of streamlined software and operational support in the affordable housing industry, to meet demand and resolve those challenges. Moving forward, Section 8 program participants, landlords, and those interested in the program will be able to call one phone number – **(205) 974-4440** – and speak to a live representative without extended wait times or leaving a voicemail. Representatives will be able to inform callers of waitlist status, explain program processes like inspections or applications, and provide needed forms and documents by email or text.

“The creation of the Housing Choice Voucher Call Center is another step we’re taking to streamline services for our Section 8 program participants and landlords”, **said HABD President and CEO Dontrelle Young Foster**. “The services we provide through the Section 8 program are critical and we value the relationships we have with program participants and landlords. This new partnership with *Gilson Housing Partners* will help us in our efforts to strengthen those relationships and better serve Birmingham residents.”

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