

RHA DIRECT DEPOSIT FAQs

All NEW and EXISTING landlords must sign up for direct deposit. It is MANDATORY for participation in the Raleigh Housing Authority (RHA) Section 8 program.

What is direct deposit?

This payment method automatically places your housing assistance payment (HAP) into your checking, savings, or Money Market account. It's convenient and secure.

What are the advantages of direct deposit?

- Saves you trips to your financial institution.
- Eliminates the possibility of lost, stolen or forged checks.
- Helps reduce the risk of overdrafts.

How can I get direct deposit?

Complete the direct deposit form, which can be downloaded online. Also, the following steps are **required** to have your housing assistance payment directly deposited into your bank account:

- You **must** have a checking or savings account.
- Direct Deposit will only be made to one bank account.
- The entire amount of the Housing Assistance Payment (HAP) will be deposited. No partial deposits will be made.

Can I fax or email my direct deposit form?

No. You must drop off or mail your completed form with your original signature to:

**Raleigh Housing Authority
Attention: Section 8 Direct Deposit
900 Haynes Street
Raleigh, NC 27604**

Where is the routing number and account number on my check?

The sample check graphic below shows where check routing numbers and your account numbers can normally be found on your checks. If your checks differ from this format, you may need to contact your bank.

The image shows a sample check with the following fields and labels:

- DATE: 1355
- PAY TO THE ORDER OF: _____ \$ _____
- _____ DOLLARS
- Memo: _____
- Routing Number: 22220593
- Check: 355
- Account Number: 0005588888

Will I be receiving a statement listing the tenants and amounts paid in the mail?

No, you must register online at www.hmsforweb.com/pal to access our online payment system (**HMS PAL**). Using this system, you will be able to register and access information regarding your Housing Assistance Payments (HAP) for all your current tenants. They store up to 13 months of payment information. You will need your tax ID# and email address.

How do I get an email address?

If you do not already have an email address, you can sign up for free email service through the following suggested websites: www.yahoo.com, www.hotmail.com, or www.gmail.com.

When will the HAP be deposited into my account?

Monies are normally deposited on RHA's **second business day** of the month.

What if I need to make changes to my account?

You need to contact us immediately. Any **changes** to your account information must be submitted **in writing** along with a new direct deposit request form and voided check or bank document that includes your name, account #, routing number, and address. Please submit a new form to RHA no later than the 10th of the month in order for changes to take effect on the 1st of the following month.

What if I have additional questions or concerns regarding my direct deposit?

You may contact the Leased Housing department at 919.508.1105 during our regular business hours or you can contact our staff, Benita Wilson (bwilson@rhaonline.com) or Maria Barber (mbarber@rhaonline.com) for assistance.