

Springfield Housing Authority

LANDLORD LEARNING LAB



Payment Questions: How to Report Missing Payments

If you believe a Housing Authority payment is missing, delayed, or incorrect, we can help but only if we receive complete information. Providing all details upfront allows us to research and respond quickly.

Please include the following:

- **Tenant's full name and unit address**
(If you manage multiple units, please list the correct property name as well.)
- **The exact month(s) and year(s) you believe payment is missing**
(Example: "Missing HAP for September 2025 and February 2026.")
- **Whether the payment is fully missing or partially short**
(If short, let us know what amount you expected.)
- **Confirmation of any ownership/management changes**
(New bank account? New management company? A recent W-9 submitted?)
- **How you normally receive payment**
(Direct deposit or mailed check – this helps us track the payment path.)

Tip of the Week

The clearer your ledger, the faster we can resolve the issue.

