



CONTACT INFORMATION

Our official agency name is the: **HOUSING AUTHORITY OF THE CITY OF CUMBERLAND** hereafter referred to as "**HACC**". HACC is one of the agencies contained within the Cumberland Housing Group.

Rent and other charges can be paid using the following methods and locations:

- A. Through the use of a bank generated monthly account withdrawal (ACH) which can be set up with your Property Manager or at the Central Office. The ACH automatically withdraws your rent amount each month from your designated account
- B. At the Cumberland Centre Street or White Oaks branch of 1st United Bank.
- C. At the Central Office of the Cumberland Housing Group located at 635 East First Street, Cumberland, Maryland 21502 during regular business hours or at anytime through the use of the secure drop box located at the office entrance.
- D. Sent by first class mail to the Cumberland Housing Group at the above address.

THE HACC WILL NOT ACCEPT CASH at any offices or by mail. All payments must be in the form of a personal check, cashier's check, automatic withdrawal (ACH) or money order made payable to the Housing Authority of the City of Cumberland or HACC.

OFFICE HOURS - Our offices are open Monday thru Friday 8:00 a.m. - 4:00 p.m. excluding holidays and lunch (12:00 p.m. – 12:30 p.m.).

The Main Office telephone Number is 301-724-6606 with the following menu options:

- Menu Option # 1 to contact your Property Manager or for other housing related items
- Menu Option # 2 to obtain your Automated Account Information
- Menu Option # 3 to report a maintenance request during working hours
- Menu Option # 4 to leave a message for the Cumberland Housing Security Patrol

In the event of an **EMERGENCY** maintenance request (as defined in this book in Addendum A), please call 301-724-2055.

Our main Web Site is www.CumberlandHousing.org which contains a selection for HACC and provides additional updated information and the monthly Newsletter.