

STAY CONNECTED WITH THE HCV TEAM

COC is pleased to announce the launch of our new HCV Participant and Landlord Portal through Rent Café, now available on our website at www.charteroakcommunities/portals.org. The portal is available 24 hours a day, 7 days a week and offers a variety of convenient, user-friendly features designed to streamline communication and enhance customer service.

Some of the key features include:

- HCV Participants can complete annual recertifications online, submit interim requests, view the Housing Specialist assigned to their case, and access important program information.
- Landlords can view payment ledgers, review inspection results, and update their contact and banking information.

To provide the highest level of service and minimize wait times, our office serves clients by appointment only. If an in-person appointment is needed, please contact our office using the directory below, and a member of our team will be happy to assist you. Appointments help ensure that each customer receives the time and attention they need. Reasonable accommodations will be made for urgent situations and individuals with disabilities.

The HCV office is located at 22 Clinton Avenue, 1st Floor, Stamford, CT, and is open Monday through Friday, from 8:00 a.m. to 5:00 p.m. Our office is closed on most federal holidays and may also close due to inclement weather. Therefore, we strongly recommend calling ahead to confirm that the office is open before visiting.

HCV Team Directory:

If you are a current participant of the HCV Program whose voucher is administered by COC or if you are a unit owner of a current program participant, you may contact the HCV team member assigned to your case using the directory below. Each specialist is assigned an alphabetical caseload by **participant last name**.

Please note, specialist assignment is subject to change without notice. Please visit the online portal or our website to confirm the most recent and updated Specialist assignment:

HCV Participant by Last Name/Service Area	HCV Specialist Name	Phone: 203-977-1400 & Extension	HCV Specialist Email
A-DAR	Ruth Jean- Pierre	3336	RJean-Pierre@charteroakcommunities.org
DAS-HIM	Ali Diop	3313	AliouneD@charteroakcommunities.org
HIN-MOO	Jenny Vitali	3360	JVitali@charteroakcommunities.org
MOP-SAI	Elvin Rodriguez	3306	ERodriguez@charteroakcommunities.org
SAJ-Z	Ed Poole	3333	EPoole@charteroakcommunities.org
Port Ins: A-L SRO Program: Forest and Stone	Melissa Reyes	3330	MAReyes@charteroakcommunities.org
Port Ins: M-Z SRO Program: Woodland Place	Wendy Herrera	3302	WHerrera@charteroakcommunities.org
Waiting List and New Port-Ins	Veronica Nieves	3312	VNieves@charteroakcommunities.org
HCV Program Manager	Gabriela Parada	3304	GParada@charteroakcommunities.org
HCV Program Administrator	Anna Augustin	3314	AAugustin@charteroakcommunities.org
Inspections	Curtis Robinson	3311	CRobinson@charteroakcommunities.org
	Patricia Sanzaro	3355	PSanzaro@charteroakcommunities.org
Section 504 Coordinator for Reasonable Accommodations and VAWA Requests		3352	RA@CharterOakCommunities.org