

## **IMPORTANT NOTICE REGARDING VOUCHER LANDLORD PAYMENTS**

On 9/15/2015, Yolo Housing began the migration to a new data platform. This resulted in the system being unavailable until 9/28/2015 and impacted our ability to process tenant changes and to process payments during this time.

At this time, **due to the software upgrade, we continue to experience a delay in our ability to issue Housing Voucher Payments (HAP) to landlords and utility reimbursement payments (URP) for October.**

Our software vendor has assured us that they will be working to resolve these issues over the weekend, which, hopefully, will allow us to resume issuing payments as early as Monday, 10/5/2015. We are continuing to monitor the situation and are actively engaged with the vendor at this time to make corrections.

**We apologize for this delay.** Unfortunately, it is beyond our control. Please bear with us as we get the new system's issues corrected.

Thank you for your understanding and for your participation and dedication in helping us serve Yolo's most vulnerable.