
NEWSLETTER



Letter from the Executive Director

As we welcome the start of Spring, I want to extend my appreciation to our voucher participants, landlords, and community partners for your continued trust and collaboration with the Housing Choice Voucher (HCV) Program. This season reminds us of new beginnings, growth, and renewal—values that align closely with the work we do each day to support housing stability and opportunity throughout our community.

Over the past several months, our team has remained committed to strengthening services, improving communication, and ensuring that families have access to safe and affordable housing. We have continued to refine internal operations, enhance customer service practices, and streamline program processes to better support you. One of our most exciting recent accomplishments is the completion of our new administrative office in Williamsport, Maryland—a milestone that represents growth, stability, and a renewed commitment to serving our community with greater accessibility and efficiency. Our agency looks forward to hosting a community open house in the third quarter of the year.

Additionally, we are also focusing on expanding landlord engagement, improving program accessibility, and supporting families as they navigate the housing market. Our goal is to continue building strong relationships that benefit both landlords and participants. We encourage all partners to reach out with questions, suggestions, or opportunities for collaboration as we move forward.

To our HCV families, thank you for your patience and active participation in the program. To our property owners and managers, thank you for the critical role you play in providing quality housing and strengthening our neighborhoods. Your partnership has a direct and meaningful impact on the lives of the families we serve. As we move into this new season, we remain committed to transparency, accountability, and continuous improvement. We look forward to a productive and positive year ahead, and we appreciate your ongoing support of our mission.

Wishing you all a healthy and hopeful Spring.

Thank you,

Morgan Gower

HOUSING CHOICE VOUCHER

PROGRAM REMINDERS

- Your annual recertification is completed online via your RentCafe resident portal, located on our website: www.hawcmd.org. You will receive an email and letter in the mail notifying you that it is time to recertify.
- You must notify our office of any changes in family composition. All new members must be screened and approved by both HAWC and your landlord prior to allowing them to move in.
- You must **report changes** in household income to our office within 14 days. Failure to do so may result in a voucher violation or termination.
- Your unit must pass the NSPIRE inspection (previously the HQS Inspection) at least every 2 years. It is both you and your landlord's responsibility to keep your unit in a clean, safe, and habitable condition. Inspections are completed by our contractors with the Hagerstown Housing Authority.
- You are required to provide accurate and complete information to the Housing Authority. Failure to provide verification documents and report changes can lead to termination of assistance.

RECERTIFICATION

The recertification requested by the HCV Department is a requirement in receiving federal funded rental assistance. [We are available in office for appointments to assist you in completing this online.](#) There is a deadline for when recertifications must be completed. Please don't delay. When you are asked to provide any missing paperwork, please respond as soon as possible to avoid a potential voucher violation or termination.

Call 301-791-3168 x 206 for assistance!



PROPERTY MANAGEMENT



HAWC's Property Management department oversees six senior apartment communities and one mixed-age community.



There are 30 single-family scattered homes throughout Washington County.

For any comments, questions, or concerns regarding the Property Management and Maintenance departments, please contact Sandra Lunsford at 301-791-3168 x 226.



RentCafe®



Log In Updates

ONE-TIME VERIFICATION CODE

RENTCafe has completed a log-in update. Our participants will no longer use a username and password to log into their portal.

RentCafe is now using a one-time verification code. You will log-in using the username/email address that was provided to create the original account.

Once you enter the email address, you will be provided with two options.

Option 1: A SIX-digit code to be sent, by text message, to the phone number that is connected to the original account.

Option 2: A link will be sent to the original email address.

If you can't access your original email or phone number, please reach out to our agency to update your contact information or set up an appointment.

You must bring your verification documents to complete your recertification during the appointment.



Reminders

APPOINTMENTS

Our HCV Specialists review and process recertifications each month.

If you need assistance with completing your recertification, please contact the HCV department as soon as possible. Do not wait until the last minute.

If you have any questions about the recertification process, required verification documents, or logging in, we're here to help

Contact Sierra at (301) 791-3168 x 206



VERIFICATION DOCUMENT FAQs

Do I need to provide documents for my recertification?

Yes. Verification documents are required for all income, asset, and expense that you reported.

What documents can I provide for medical expenses?

Only paid medical receipts will be accepted for medical expenses. We will not accept medical bills or bank statements.

BREAKING NEWS

35 YEARS



HAWC



2026

CELEBRATING THIRTY-FIVE YEARS

HAWC IS CELEBRATING THIRTY-FIVE YEARS OF SERVICE TO WASHINGTON COUNTY

Our agency kicked off our 35th Anniversary with a ribbon cutting ceremony. On January 15, 2026, we celebrated our new administrative office building with our local government representatives, HAWC Board of Commissioners, local community partners, and our hardworking staff.

Check out our website and Facebook page for our 35th Anniversary event series—we're excited to share what's coming.

Website: www.hawcmd.org

Facebook: Housing Authority of Washington County





**ENROLL
NOW**

Family Self-Sufficiency Program

The Family Self-Sufficiency Program is a 5-year work and savings program for families receiving housing assistance.

Our goal is to build meaningful partnerships that support our participants in reaching their employment, financial, and personal development goals.

You will work with a dedicated FSS Coordinator to set long term and short-term goals that could increase your ability to earn a greater income and move toward self-sufficiency.

Participants in the FSS Program have earned higher education, training, built a savings account, purchased a reliable vehicle, attained a new job, and more!

Contact your FSS Coordinator TODAY!

How can your FSS Coordinator support you?

- Credit Repair Services
- Pay off debt
- Prepare for homeownership
- Pursue a new career
- Prepare to purchase a vehicle
- Establish an emergency fund
- Resources to save for retirement
- Save for child's education
- Recourse to continue education



[Click here to pre-register for the FSS Program](#)

For more information contact your FSS Coordinator:

Stephanie San Nicolas

(P) (301) 791-3168 x208

(E) ssannicolas@hawcmd.org



STAY CONNECTED

HAWC STAFF

HCV DEPT:

- SIERRA KOONTZ, EXT 206
- STEPHANIE SAN NICOLAS, EXT 208

FINANCE:

- HOLLY BURCH, EXT 220

PROPERTY MANAGEMENT:

- SANDRA LUNSFORD, EXT 226
- MELANIE GOZORA, EXT 225
- CHRISTINA LEWIS, EXT 216

CONTACT HAWC



301-791-3168



HAWCMD.ORG



213 OTHO HOLLAND DRIVE
WILLIAMSPORT, MD 29795

OFFICE CLOSURES

GOOD FRIDAY- FRIDAY, APRIL 1, 2026

MEMORIAL DAY- MONDAY, MAY 25, 2026

JUNETEETH- FRIDAY, JUNE 19, 2025

INDEPENDENCE DAY- FRIDAY, JULY 3, 2025 (OBSERVED)

LABOR DAY- MONDAY, SEPTEMBER 7, 2026

VETERANS DAY- WEDNESDAY, NOVEMBER 11, 2026

THANKSGIVING DAY- THURSDAY, NOVEMBER 26, 2026

DAY AFTER THANKSGIVING- FRIDAY, NOVEMBER 27, 2026

CHRISTMAS EVE- THURSDAY, DECEMBER 24, 2026

CHRISTMAS- FRIDAY, DECEMBER 25, 2025

NEW YEAR'S EVE- THURSDAY, DECEMBER 31, 2026

NEW YEAR'S DAY- FRIDAY, JANUARY 1, 2026

[Housing Authority of Washington County](#)

