

VERAP Support Email (for HSS Service Providers Only)

The VERAP support email for HSS providers is veraprogramsupport@wsddigital.com, which allows providers to send emails instead of phoning the Call Center (which is best for applicants and landlords to use).

IMPORTANT: Please do not include applicants or landlords on communications to the support email. It is for service providers only.

The list below provides clarification for how and when the email may and may not be used.

A quick reminder: the inquiring party must be listed as a service provider on the application. If you are not, staff are not authorized to provide you with applicant information to ensure the safety of personal information.

- a. The email can be used for the following items:
 - i. Eviction fast-tracking documented by a summons and complaint
 - ii. Explanation of missing documents on an application
 - iii. Denial reasons
 - iv. Payment scheduling dates
 - v. Perform an appeal bypass
- b. The email should **not** be used for:
 - i. Submitting applicant documents – to keep private information confidential, documents should be submitted through the portal, and any applicant documents received via the support email will *not* be opened to ensure confidentiality is maintained
 - ii. Requests for program design changes, or feedback about program design
 - iii. Fast tracking applications outside of normal prioritization guidelines
 - iv. Copies for program correspondence
 - v. General status updates