



ASHEVILLE HOUSING AUTHORITY

165 SOUTH FRENCH BROAD AVE.
ASHEVILLE, NORTH CAROLINA 28801

March 31, 2026

To All Asheville Housing Residents, Voucher Participants, and Community Partners:

This letter is a courtesy notice that effective **May 4, 2026**, the Housing Choice Voucher Program will be adjusting its operations. The following changes will go into effect on that date:

1. Housing Specialists and Admissions Staff will begin seeing all residents and applicants on an appointment-only basis. While they will remain available by phone and email during regular business hours, walk-ins will no longer be seen at the Central Office or at our developments. *Please note that this will not apply for property management or other non-HCVP staff.*
2. The window located downstairs at 165 South French Broad Avenue will be closed to the public except for appointments. A phone and list of Specialist phone numbers will be available there for those with appointments to call their specialists.
3. The window in the lobby of the Aston Park Tower will remain open Monday-Wednesday 9AM-4PM, and Thursdays 9AM-12PM. This window will serve applicants looking to check the status of their applications, residents and applicants looking to make appointments, and for dropping off or picking up paperwork. Applications and waitlist status are also available on the portal at haca.org. *Walk-ins will not be seen at this window.*
4. The waiting room of the Aston Park Tower will be open to the public on Tuesdays from 9 AM – 1 PM for new applicant walk-ins only. Those needing help with completing an application may come and receive assistance without an appointment during these hours. *Please note that the room will close promptly at 1:00 PM, and anyone arriving after this time will need to make a future appointment or come back the following week.*
5. New applicants are also encouraged to complete their applications through the Portal available at haca.org. If they need assistance and cannot attend the weekly walk-in sessions, appointments with Admissions Staff will also be available.
6. Those requesting appointments may also contact their specialists directly or call the HACA general line at **(828) 258-1222**. Appointments may be conducted in-person, over the phone, or over video call.

If you have any additional questions, please contact your Housing Support Specialist.

Thank you.

Housing Choice Voucher Program

Phone: 828.258.1222 Fax: 828.254.2276 Website: www.haca.org