

## Neighborhood Services Modified Processes

NBS Function	New Process	Methods of Contact
In-Person Visits	NBS will accept scanned documents, pictures of completed / signed forms and will conduct phone/ video interviews.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a>
Tenant, Landlord Briefings	Conduct briefing via phone, camera phones/ MS Teams, Skype for video conferencing between personnel, clients and landlords.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a>
Annual Recertifications/ Requests For Tenancy Applications/ Notices to Move	NBS will mail and/or scan (and send electronically) annual/ recertification paperwork, Requests For Tenancy Applications (RFTA), Notice to Move forms to clients. Clients will return documents via electronic mail (clients without email addresses will be encouraged to create a free email account). Recertifications between personnel and clients will be performed via phone and/or video call conferencing.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a> - OR - <a href="mailto:fallred@tylertexas.com">fallred@tylertexas.com</a> <a href="mailto:rbell@tylertexas.com">rbell@tylertexas.com</a> <a href="mailto:ldotson@tylertexas.com">ldotson@tylertexas.com</a>
Interim Changes	NBS will accept scanned documents, emailed pictures of completed / signed forms from clients when applicable. Paperwork and other correspondence regarding the interim change/ update will be scanned and emailed by NBS to clients.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a> - OR - <a href="mailto:fallred@tylertexas.com">fallred@tylertexas.com</a> <a href="mailto:rbell@tylertexas.com">rbell@tylertexas.com</a> <a href="mailto:ldotson@tylertexas.com">ldotson@tylertexas.com</a>
Inspections	Limited inspections will be conducted during this time, including emergency (24 hour), initial and special (based on severity) inspections. Inspectors may inspect in pairs while wearing protective gloves, masks, etc. when inspecting interior and exterior portions of the unit. Communication with occupant and/or landlord may be held on the premises; however, conducted outside of the unit. The Inspection division will accept (if applicable) pictures, reconnect receipts, etc. as documentation of repairs. Inspectors may pair up when conducting inspections.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a> - OR - <a href="mailto:ithompson@tylertexas.com">ithompson@tylertexas.com</a> <a href="mailto:vtaliaferro@tylertexas.com">vtaliaferro@tylertexas.com</a>
Appeals	Appeal hearings between personnel and clients will be performed via phone and/or video call conferencing. Final determinations will be sent either via electronic mail and/or postal mail.	(903) 531-1303 office (903) 531-1333 fax - OR - <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a>
Fraud / Lien Payments/ Deposits	Alternative drop box options at Water Business Office (WBO) and Brookshire locations will be available and utilized for clients and citizens to make payments to NBS. NBS personnel will pick up payments from the WBO (or any other department as advised) daily after 12pm. Personnel will use protective gloves when encountering currency, utilize dedicated supplies and count receivables in a specific location. Receipts will be copied, scanned and sent to payees electronically (or via postal mail).	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a>
FSS Escrow Requests/ Disbursements	Paperwork will be scanned and sent to clients electronically (or via postal mail). NBS will accept scanned documents and pictures of completed / signed forms. Final documents will be scanned and forwarded to finance via electronic mail. Checks will be picked up by NBS personnel or mailed by finance to NBS. NBS personnel will mail escrow checks to clients.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax <a href="mailto:nbsreception@tylertexas.com">nbsreception@tylertexas.com</a> - OR - <a href="mailto:ldotson@tylertexas.com">ldotson@tylertexas.com</a>

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