

# DIRECT DEPOSIT FAQs

**All new and existing landlords must sign up for direct deposit. It is highly recommended for participation in The Housing Authority of Macon-Bibb housing assistance payment (HAP) program.**

## **What is direct deposit and how does it work?**

Direct deposit is a safe, proven, confidential method of receiving a payment. This payment method automatically transfers your housing assistance payment (HAP) into your checking or savings account. It's convenient and secure.

## **Do I need to have a bank account to set up direct deposit?**

Yes. The following steps are required to have your HAP directly deposited into your bank account:

1. You must have an active checking or savings account.
2. Direct deposit will only be made to one of the specified bank accounts.
3. The entire amount of the Housing Assistance Payment (HAP) will be deposited. No partial deposits will be made.

## **How do I sign up for direct deposit?**

Complete the direct deposit form, which can be picked up at The Housing Authority of Macon, Georgia office, downloaded online from the MHA website, or emailed to you.

## **How do I get an email address if I do not have one?**

If you do not have an email address, you can sign up for free email service through the following suggested websites: [www.gmail.com](http://www.gmail.com), [www.yahoo.com](http://www.yahoo.com), or [www.hotmail.com](http://www.hotmail.com).

## **What will direct deposit cost and when do I have access to the money?**

You will need to contact your financial institution regarding what it will cost you to set up direct deposit and their policy for releasing funds after they have been deposited.

## **Can I fax or email my direct deposit form?**

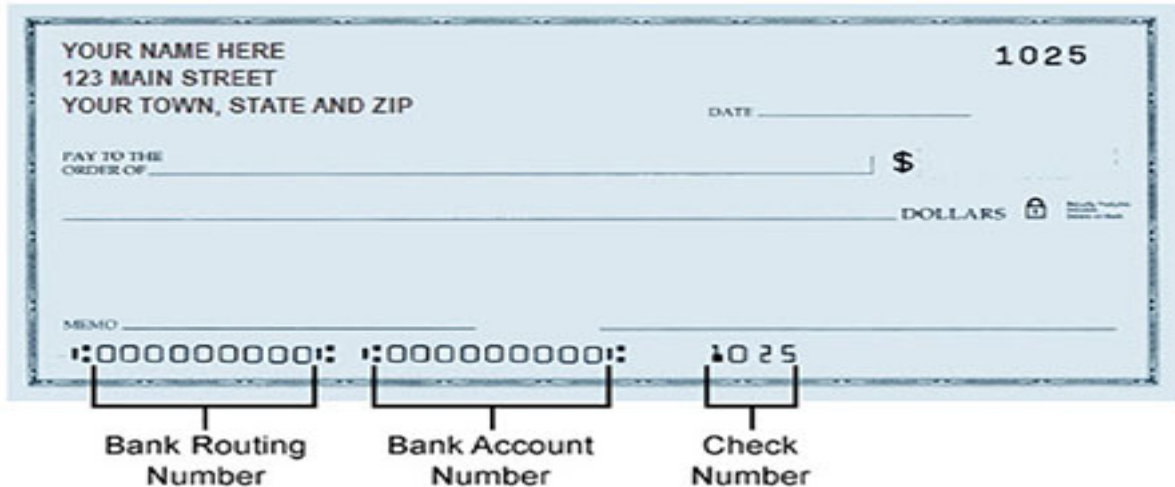
No, you cannot fax your completed direct deposit form. Yes, you can email the completed form to [financeforms1@maconhousing.com](mailto:financeforms1@maconhousing.com) or drop off your completed form at the MHA office. Yes, you can mail your completed form with your original signature to:

### Use for letters or other correspondence

The Housing Authority of Macon-Bibb  
Attn: Finance Department (Section 8 Landlord)  
P.O. Box 4928  
Macon, GA 31208

### Where is the routing number and account number on my check?

The sample image check below shows where your routing numbers and your account numbers can normally be found on your check. The first group is your routing number, the second is your account number and the third is your check number. If your check differs from this format, then you need to contact your financial institution.



### Will I be receiving a statement listing the residents and amounts paid in the mail?

No. You will have access to your statement listing the residents and amounts via our Landlord Portal located at <https://www.maconhousing.com>.

### When will the HAP payments be deposited into my account?

Payments are deposited into your account no later than the **second business day** following the 1<sup>st</sup> of the month.

### What if I need to make changes to my account?

If any changes need to be made to your account, you will need to contact MHA immediately. Any changes to your account information must be submitted **in writing** along with a new direct deposit request form. Please submit any new form to MHA no later than the 20<sup>th</sup> of the month for changes to take effect on the 1<sup>st</sup> of the following month.

### What happens if I change financial institutions?

In the event that you change financial institutions, just fill out a new direct deposit authorization form along with your written permission to switch accounts.

### What if I have additional questions or concerns regarding my direct deposit?

You can contact the MHA office finance department at [financeforms1@maconhousing.com](mailto:financeforms1@maconhousing.com) and we will gladly assist you.