



July 24, 2025

Dear Resident,

We want to let you know about a recent change at the Housing Authority of the City of Orange. As of July 7, 2025, the Beaumont Housing Authority is overseeing operations at HACO, including all of the housing programs.

You may have seen new faces at your property over the last two weeks. We're stepping in to help improve the services and support that you receive. While some things will look a little different behind the scenes, **there will be no change to your housing, lease or rent.** You'll stay right where you are, and your housing assistance will continue as usual.

If you are living at a HACO property - there will continue to be a local team in Orange to handle rent, maintenance and general support. If you are a Section 8 voucher holder, you may see a change in case workers, but the process for maintaining your assistance will remain the same.

We know that change can bring questions, and we are here to help. You'll be seeing and hearing more from us soon as we get to know the community better. If you have any suggestions on how we can improve services to you and your neighbors, feel free to send me an email.

Thank you for being part of the Orange housing community. We're excited to work with you and support you moving forward.

Sincerely,

Allison Landrum
Chief Executive Officer
landrumal@bmtha.org

516 Burton Ave. * Orange, TX 77630 * (409) 883-5882 * (409) 883-8014 fax * www.orangeha.com

A FAIR HOUSING AND EQUAL EMPLOYMENT OPPORTUNITY AGENCY

The Housing Authority offers accommodations for persons accessing its facilities, as required by the Americans with Disabilities Act. If you require special accommodations, please contact the Housing Authority office for assistance. Hearing impaired may contact Relay Texas at [1-800-735-2989](tel:1-800-735-2989) or 7-1-1.



Frequently Asked Questions Regarding Transition Of Operations From The Orange Housing Authority To The Beaumont Housing Authority

Why is BHA taking over operation of HACO?

The U.S. Department of Housing & Urban Development has identified serious operational and financial deficiencies at HACO including poor performance, financial mismanagement and non-compliance with regulatory standards. To protect residents and improve housing services, BHA has been contracted to assume management responsibility.

What will change for the residents?

Residents will see improvements in several key areas, including:

- Faster and more reliable maintenance services
- Improved communication and responsiveness from management
- Stronger financial oversight and accountability
- Enhanced resident services and support programs

Will residents need to move or reapply for housing?

No. Current residents do not need to move or reapply. All existing leases and housing assistance payments remain in place.

I am a resident of James Zay Roberts/Cove/Anderson/Craig/Johnson Chavis. How do I call in a work order?

You can call 409-221-2544 to report an issue with your unit.

How long will the transition take?

Immediate stabilization efforts are already underway. Long-term improvements will continue as needed to ensure compliance and improved service.

How can residents or community members get more information, ask questions, or provide feedback?

Call: 409-951-7220

Email: landrumal@bmtha.org

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