

Neighborhood Services Modified Processes

NBS Function	New Process	Methods of Contact
In-Person Visits	Assistance Connect is the primary method for participants and property owners to safely and securely upload documents and forms while also corresponding with personnel. Assistance Check is accessible 24 hours a day, 365 days a year. NBS will also accept scanned documents, pictures of completed / signed forms and will conduct phone/ video interviews.	assistancecheck.com www.cityoftyler.com Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax nbsreception@tylertexas.com
Tenant, Landlord Briefings	Briefing information is available online: www.cityoftyler.org Briefings will also be conducted 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 nbsreception@tylertexas.com
Annual Recertifications/ Requests For Tenancy Applications/ Notices to Move	NBS will upload annual/ recertification paperwork, Requests For Tenancy Applications (RFTA), Notice to Move forms to clients electronically through Assistance Check. Clients will return documents through Assistance Check. 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 nbsreception@tylertexas.com - OR - rdavis@tylertexas.com rbell@tylertexas.com ldotson@tylertexas.com
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 nbsreception@tylertexas.com - OR - rdavis@tylertexas.com rbell@tylertexas.com ldotson@tylertexas.com
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. Inspection care package (city-provided i-pad, gloves, masks, electrical testers and cleaning wipes packaged in a sealed zip-lock bag) will be loaned to participants who may not have access to mobile devices and/or internet services in order to have the applicable inspections performed.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax nbsreception@tylertexas.com - OR - jthompson@tylertexas.com vtaliaferro@tylertexas.com
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 - nbsreception@tylertexas.com
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 nbsreception@tylertexas.com
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 nbsreception@tylertexas.com - OR - ldotson@tylertexas.com
Mail/ Vendor Deliveries	Mail deliveries to NBS by the United States Postal Service (USPS) have resumed. Mail will be opened, scanned and distributed electronically (originals, if applicable will be immediately filed and/or discarded). Deliveries to and/or from NBS by vendors or internal departments will take place through the employee only entrance.	Contact: Neighborhood Services (903) 531-1303 office (903) 531-1333 fax nbsreception@tylertexas.com

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