



**Commissioners**  
Brian Nemeroff, Chair  
Martin Hindsley, Vice-Chair  
Jon Turla  
Phyllis Principe'  
**Chief Executive Officer**  
Michael L. Bean

**NOTICE TO TENANTS AND LANDLORDS**  
**Re: Transition of Services to Nan McKay & Associates**

To Our Community,

We would like to inform you that we have temporarily outsourced our in-house housing services to Nan McKay & Associates (NMA), a reputable company based in California with decades of experience providing administrative and compliance support to public housing agencies across the country.

Nan McKay has temporarily taken over all our in-house housing services, including but not limited to processing interims, annual recertifications, move-ins, portability requests, and assisting with the inspection process. As a result, all related tasks and requests are now being routed through their team. While this transition is intended to enhance long-term efficiency and delivery of service, we understand it has caused temporary delays, and we sincerely appreciate your patience and understanding during this period.

Please know that we are actively working behind the scenes to improve communication and streamline workflows between our agency and Nan McKay to help ensure the process flows more smoothly for everyone involved.

If you are experiencing any issues, you are welcome to contact Nan McKay via email ONLY. However, we kindly ask that you limit communication to one email per issue. Nan McKay has informed us they are currently receiving over 800 emails per day from tenants and landlords. This high volume is significantly slowing down processing times, as the effort to manage repeated inquiries is drawing attention away from urgent matters—such as creating IDs for the inspection packet.

Please rest assured that we are working closely with Nan McKay to ensure all residents and landlords are supported during this transition. Your cooperation and continued patience are deeply appreciated as we move forward.

Warm regards,  
Housing Authority of Brevard County  
Section 8 Department

