



# News Release

San Antonio Housing Authority  
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## SAHA CREATES NEW CUSTOMER CARE DEPARTMENT

SAN ANTONIO – In an effort to further enhance customer service, the San Antonio Housing Authority (SAHA) has created a new department to expedite the resolution of client inquiries and concerns.

This new department, called the Customer Care Department, was created at the urging of SAHA Board Chairman Ramiro Cavazos and his fellow commissioners.

“Throughout my career, I have learned that it’s important to address issues early and more directly in the process so that problems get resolved before becoming worse or having to go to a board or president,” said Cavazos.

The department, headed by SAHA Director Lori Mendez, is focused on providing resolutions and answers to program participants who have exhausted other standard agency avenues. Other duties of the department include:

- Advocating for SAHA program participants to trouble-shoot any resident concerns.
- Serving as a customer ombudsman between other departments.
- Developing new procedures to more quickly and efficiently improve citizen satisfaction.
- Managing frontline customer service issues and initiatives.
- Developing and managing client feedback services.
- Successful follow up with residents to ensure issues are resolved.

“SAHA should be an organization that’s focused on helping people. The creation of this department is a long needed step and I’m looking forward to its success,” Cavazos said.

“The bottom line is that SAHA exists to provide affordable, quality housing to San Antonio residents and we’re committed to ensuring they receive excellent customer service,” said Alfred Valenzuela, interim CEO/president of SAHA.

Mendez, a former SAHA program participant herself, is uniquely qualified to lead the customer care department. She has held numerous positions at SAHA over the last 27 years, including public housing manager, director of self-sufficiency initiatives, deputy vice president of public housing, vice president for community initiatives, and vice president of resource development.

SAHA program participants can reach the Customer Care Department by calling (210) 477-6777, e-mailing [customer\\_care@saha.org](mailto:customer_care@saha.org) or visiting the central office at 818 S. Flores St.

SAHA owns and manages approximately 6,400 public housing units and 3,200 affordable housing units. SAHA also administers nearly 12,000 Section 8 vouchers, all with a \$130 million annual operating budget and more than \$300 million in assets.

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