



December 2, 2019

To: New Castle Housing Authority Clients

Yardi Systems provides housing software and services to the New Castle County Housing Authority.

On November 25, Yardi sent an email that incorrectly informed applicants of their status on the New Castle Housing Choice Voucher Program waiting list. This email was also sent to currently housed clients, landlords and clients in non-housing subsidy programs administered by New Castle County.

Shortly thereafter two email messages were sent notifying applicants of the error. We understand these messages resulted in further confusion for many clients and landlords of the New Castle County Housing Authority as well as other county housing program participants.

We regret any confusion or inconvenience our actions may have caused you. We understand the importance of these sensitive matters and we are working with the New Castle Housing Authority to quickly address this unfortunate situation.

Respectfully,

David G. Kessler  
VP, Affordable and Public Housing  
Yardi System, Inc