



**MANAGEMENT BULLETIN #571**

**DATE:** 12/19/2023

**TO:** Owners and Agents of IHDA Assisted and Financed Rental Properties

**CC:** IHDA Asset Management Staff

**FROM:** IHDA Asset Management Department

**RE:** Important Notice: Temporary Delay in Reserve Request Processing

**SUMMARY:**

Dear Valued Customer,

We are writing to inform you about a temporary delay in processing reserve requests at the Illinois Housing Development Authority (IHDA). We understand the importance of your reserve requests and sincerely apologize for any inconvenience this may cause. Please be assured that we are taking immediate steps and are actively addressing this situation to minimize further delays.

We will keep you informed of any developments through our official communication channels. If you have urgent concerns or specific questions about your reserve request, please don't hesitate to contact our dedicated support team at [reserverequest@ihda.org](mailto:reserverequest@ihda.org).

We remain committed to providing excellent service, and thank you for your patience and cooperation.

Best regards,

Illinois Housing Development Authority



