

Assisted Housing Division Owner Bulletin

Housing Authorities of the City and County of Fresno (HACCF)

Owner Outreach Session - August 12, 2010 Housing Quality Standards—HQS Inspections

Note from the editor:

Do you have a topic you would like to see discussed in the Owner Bulletin? Please e-mail your requests, comments or suggestions for the bulletin and we will do our best to address your interest.

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One of the objectives of the Housing Choice Voucher program is to provide “decent, safe and sanitary” housing. To accomplish our goal, HUD has established basic Housing Quality Standards which all units must meet before and during rental by families receiving housing assistance. These standards are found in the regulations at 24 CFR Part 982.401.

At this quarter’s Owner Outreach session we will be covering some of the basics that HQS inspections has established. We will be looking at:

- Sanitary facilities
- Food preparation and refuse disposal
- Space and security
- Thermal environment

- Illumination and electricity
- Lead-based paint
- Site and neighborhood
- Sanitary condition

The session starts at 1:00pm and will be held at the University Of California Center, 550 E Shaw in the Inyo/Kern room across from the Fashion Fair Mall.

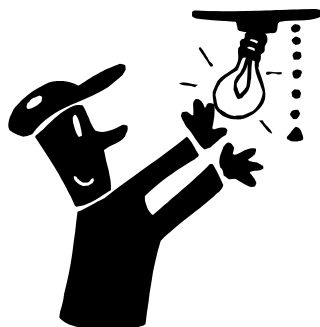
Due to limited seating, call 441-2300 to reserve your spot.

There will be an opportunity to split up in to groups for Q&A after the presentation. This will be our opportunity to answer your individualized questions. Your questions are important to us.



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Coming Soon !!!

The Assisted Housing Division is currently in the process of restructuring its operations and the manner in which it provides services to participating voucher holders.

- Rent Negotiations will no longer be performed in the field by an inspector. The contract rent will be negotiated in the office by a Housing Program Coordinator using professional 3rd party supplied market data.
- Participants will have assigned case workers to whom you will have direct access.
- Rent Change Letters were recently changed so you can clearly identify the name and phone number of the worker who processed that action.
- The Owner Services line will function differently. Information will be recorded on this line as changes occur.

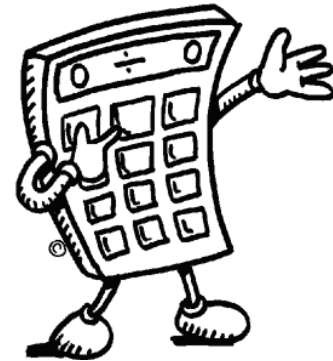
What can this prospective tenant afford? Check the Rental Calculator

Do you want to know if your prospective tenant will income qualify for your unit at the rent you are asking? It's simple. Just visit the Fresno Housing Authorities website and click on the Rental Affordability Calculator link under Popular Services. Using the RFTA, enter in the participants 30% as calculated on the first page, voucher size, size of your unit and any utilities that the participant will be responsible to pay. The calculator will automatically tell you whether the participant will qualify for your unit. This is the

same affordability calculator used by our staff. This calculator will not be accurate to calculate rent for families which have prorated assistance due to illegal immigration, families on zero rent or other special housing types.

Remember, the unit must still undergo rent-reasonableness and be tested against at least three other comparable units before the rent can be approved by the HACCF. Please see the GoSection8 website at www.GoSection8.com for more

information on how the HACCF determines rent reasonableness and how the comparable units have been selected.



Owner Fraud?

The owner **may not** charge or accept, from the family or from any other source, any payment for rent of the unit in addition to the rent to owner. Rent to owner includes all housing services, maintenance, utilities, and appliances to be provided and paid by the owner in accordance with the lease.

The owner **must** immediately return any excess rent payment to the tenant.

Changes in the rent to owner shall be determined by the provisions of the lease. The rent to the owner may at no time exceed the reasonable rent for the unit as most recently determined or redetermined by the PHA (Public Housing Agency) in accordance with HUD (Housing and Urban Development) requirements or rent charged by owner for comparable unassisted units in the premises.

Remember owners, accepting side payments from tenants in excess of the determined rent by the PHA is illegal.

Spending too much time on hold? Mondays and Tuesdays have the highest call volumes and the longest hold times. Try calling on alternating Fridays or utilizing the Partner Portal.

Housing Quality Standards—Abatement due to tenant non-compliance?

The HACCF has just conducted an inspection and there are some deficiencies that the owner needs to resolve. In essence, the unit is in non-compliance. The HACCF says they will be returning to conduct a reinspection so you place notice with the tenant, schedule maintenance and complete the repair. Don't forget the last important step.

Make sure your tenant is home to allow the HACCF to conduct a reinspection.

The unit must be reinspected within 30 days or the HACCF must abate the unit. *If the inspector is unable to gain access to the unit he/she is unable to clear the deficiencies. Communicate with your tenants to ensure they will be there. Post a 24 hour notice. Give a 3 day to perform if they don't allow entry.* The HACCF highly recommends that the owner or property management place legal notice to enter the unit and perform maintenance

checks at least once every 6 months. Make sure your unit is Safe, Decent and Sanitary before the HACCF goes out.

It's your money. Avoid an abatement by passing the inspection the first time. Remember, most fails don't require the knowledge of an inspector to identify. Use your instincts and aim high.

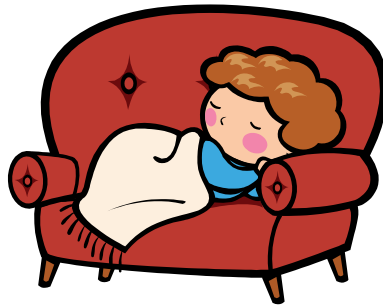


Homelessness Prevention & Rapid Re-Housing (HPRP)

In late 2009, the Fresno Housing Authority received Homelessness Prevention funding from the County of Fresno to assist individuals/families in need of assistance to secure and/or retain housing. To qualify for this program, applicants must:

- Currently reside within the Fresno County districts (outside City of Fresno limits)
- Earn 50% or below area median income (AMI),
- Provide legal identification,
- United States Citizen or legal resident,
- May become homeless “but for” HPRP assistance,
- Have no appropriate subsequent housing options AND;
- Lack the financial resources and support networks to obtain immediate housing or remain in its existing housing.

Homeless status will be verified by HACF staff and determine eligibility through further assessment. The funds under this program are intended to target persons facing housing instability. Individuals and families who are currently in housing but are at risk of becoming homeless and need temporary rent or utility assistance to prevent them from becoming homeless or assistance to move to another unit. For example, families who are “doubled-up” or are “couch-surfing” due to their inability to secure their own housing due to financial hardship. However, homeowners in need of mortgage assistance are not eligible. If eligible, HACF will determine the length of time assistance will be provided. Assistance is available as one-time/short-term (1-3 months) or medium-term (4-18 months). All participants must participate in case management services and will be re-evaluated for continued assistance every 90 days.



For further information, please call United Way's Resource Line at 2-1-1 or 1-866-559-4211.

Don't forget to RSVP for the next Owner Session on Inspections. August 12th, 1-4 pm at the University of California Center located at 550 E Shaw across from Fashion Fair. From 1-4pm. Call 441-2300 . Seating is limited.

Spruced Up Rentals = Tenant Retention=\$\$\$

Every owner knows that the most costly rental is the one that is sitting vacant.

Here are some great ideas to maximize the “bang for your buck.”

1. Thoroughly clean your unit before your tenant moves in. A tenant is more likely to keep their unit cleaner when the unit starts out that way. **TENANT WHO TAKES PRIDE IN THEIR HOME TAKES CARE OF YOUR UNIT.**
2. Replace old switch plates and outlet covers. This simple improvement will cost very little, (approximately 50 cents each) but can make a significant impression in an empty unit that you are showing to a prospective tenant.
3. Even if the unit was painted in the last few years, consider repainting the trim. Trim tends to be subject to a lot of wear & tear and collects the most dust.
4. New or improved doors and/or door hardware. Interior hollow core doors tend to be quite inexpensive and can make a positive impression over older brown doors. Old paint splattered door handles and loose worn out handles leave a negative impression on your prospective tenant.
5. Kitchen and bathroom fixtures may help close the deal. Whether they are washing their face or the dishes, families spend a lot of time around the sink. Fixtures leave a lasting impression that is revisited every single day.