

October 16, 2019

2019 ANNUAL LANDLORD/OWNERS MEETING

HCVP AREAS OF RESPONSIBILITY

- ✘ Continued Assistance
- ✘ Inspections
- ✘ Contract and Leasing
- ✘ Accounting
- ✘ Auditing

CONTINUED ASSISTANCE

There are 10 Continued Assistance Specialists

Client responsibility is divided alphabetically by last name of client or special voucher type

Kathy Patton is the Continued Assistance Supervisor

kpatton@akronhousing.org

330-376-9366

ANNUAL REEXAM & INCOME CHANGES

- ✘ Annually, all clients must have their income reviewed and their rental portions re-determined
- ✘ Amendment letters will be sent any time the client's portion changes
- ✘ Income changes may result in a retroactive payment to the owner
- ✘ Adults added to the household are required to complete a criminal background check and the client must submit an approval letter from the owner before we will add them to the household
- ✘ Unauthorized persons
 - + Persons living in the unit that are not on the lease
 - + Guests are permitted to stay no more than 15 consecutive days or a total of sixty days in a 12 month period
 - + May receive a letter about a possible unauthorized person or an investigation

CONTINUED ASSISTANCE

How many Annual Re-certifications
were completed in 2018?

CONTINUED ASSISTANCE

4855

FREQUENTLY ASKED QUESTIONS

What happens when the landlord will not sign the request to move form?

- ✘ Escalated to the HCVP Manager
- ✘ Helpful if landlord provides copies of any notices of nonrenewal of lease or 30 day notices to vacate
- ✘ Non response from landlord generally results in a RTA being given to the tenant

FREQUENTLY ASKED QUESTIONS

When a tenant has overpaid rent due to an income change how do I reimburse the tenant?

- ✘ You may credit the tenant's next due rent
- ✘ You may issue the tenant a check

How can I know which tenant to credit if I have multiple tenants?

- ✘ Use the HAP detail report in the landlord portal to track each payment

FREQUENTLY ASKED QUESTIONS

I don't want to rent to this tenant anymore. What can I do?

- ✘ Give the tenant a minimum 30 day notice to move if not in first year's lease or in a lease that is month to month
- ✘ AMHA prefers a 60 day notice to allow plenty of time for voucher issuance, inspections and moving

INSPECTIONS

- ✘ There are 3 full time inspectors
- ✘ 2 Schedulers (part time inspectors)

Al Prince is the Inspection Supervisor

aprince@akronhousing.org

330-376-9853

INSPECTIONS

How many inspections were conducted in 2018?

INSPECTIONS

11,320

INSPECTIONS

- ✘ For Initial (Move-In) Inspections the inspection will be scheduled within 14 days.
- ✘ The current average from time of submission until the inspector is at your property is 6 days.
- ✘ Fail rate is currently 31%
 - + Use the 50's list to improve pass rate

FREQUENTLY ASKED QUESTIONS

I'm a landlord, can I reschedule the annual inspection for my tenant?

- ✘ No, only tenants can reschedule.

How frequent are the inspections once my tenant moves in?

- ✘ Landlords are either on an annual or biennial schedule for inspections.

ANNUAL INSPECTIONS

- ✘ Occur once every 10 months
- ✘ Had abatement within 2 years
- ✘ Had 5 special inspections within past 2 years
- ✘ UPCS-V Criteria applies
- ✘ 1802 properties are annual

BIENNIAL INSPECTIONS

- ✘ Occur once every 22 months
- ✘ No abatements within the past 2 years
- ✘ Less than 5 special inspections within the past 2 years
- ✘ UPCS-V Criteria applies
- ✘ 3243 properties are biennial

ANNUAL VS BIENNIAL INSPECTIONS

FREQUENTLY ASKED QUESTION

Why did I lose a whole month's rent when my unit was in abatement?

✘ Abatements only are in effect until the repairs are made and verified by AMHA.

How can I access the Landlord Portal?

✘ Contact Al Prince for your registration key to have internet access to your property information.

UPCS-V

UPCS-V is a Demonstration Program developed to align with the Uniform Physical Condition Standards (UPCS).

- UPCS-V inspections are electronic and conducted using an app
- UPCS-V Pass/fail outcomes are decided by a protocol, not an inspector's judgement
- UPCS-V requires inspectors to identify deficiencies based on a standardized set of decisions
- The UPCS-V data-driven inspection protocol allows for more:



UPCS-V

- ✘ Demonstration extended 2 more years
- ✘ CURRENTLY USING VERSION 2.5
- ✘ BETA LATEST VERSION
 - + https://www.hud.gov/program_offices/public_indian_housing/react/isdv/protocol

UPCS-V

CARBON MONOXIDE DETECTORS – PLEASE REMEMBER TO INSTALL

OBSERVATIONS

IMPACTS RATING

WILL NOT PUT UNIT IN ABATEMENT

SIMILAR TO HQS “PASS WITH COMMENT”

E-MAIL ADDRESSES

IF YOU WANT THE RESULTS OF AN ANNUAL INSPECTION BY E-MAIL YOU MUST CALL AND REQUEST IT.

INITIAL (MOVE IN) INSPECTIONS WILL BE E-MAILED WITHIN 24 HRS IF WE HAVE YOUR CORRECT E-MAIL ADDRESS

NO IMMEDIATE REPORT ON A MOVE IN (EVERY INSPECTION ON THE TABLET)

TENMAST/HUD

HUD WORKING ON INTEGRATION WITH VARIOUS SOFTWARE THAT IS USED ACROSS THE DIFFERENT HOUSING AUTHORITIES

There are no exceptions to these regulations,

IN AN EFFORT TO AVOID A LEAD BASED PAINT ASSESSMENT, HOUSING PROVIDERS MUST USE CAUTION REGARDING THE ADVERTISING OF THEIR PROPERTIES. REFUSING TO RENT, IMPLEMENTING DIFFERENT TERMS/CONDITIONS, OR MAKING DISCOURAGING COMMENTS ON THE BASIS OF FAMILY STATUS (HOUSEHOLDS WITH INDIVIDUALS UNDER THE AGE OF 18, WOMEN WHO ARE PREGNANT, AND PERSONS WHO ARE IN THE PROCESS OF OBTAINING CUSTODY OF INDIVIDUALS UNDER THE AGE OF 18) CAN BE SEEN AS DISCRIMINATION UNDER THE FAIR HOUSING ACT.



**NO DEFECTIVE
PAINT**

Al Prince, 330-376-9853

CONTRACT AND LEASING

There are 3 Contracting and Leasing Specialists

Christyne Mullins is the Supervisor of Contract
and Leasing

cmullins@akronhousing.org

330-376-9458

CONTRACT AND LEASING

- ✘ Process inspection book to create contracts on new move in inspections
- ✘ Process requests for rent increases
- ✘ Conduct voucher issuance meetings
- ✘ Create new vouchers for move in and transfer participants
- ✘ Process utility change contracts

CONTRACT AND LEASING

How many new vouchers,
transfer vouchers and port
vouchers were issued in 2018?

CONTRACT AND LEASING

1,580

New: 626

Transfer: 858

Port: 96

2019 UTILITY ALLOWANCE

FULL LIST ON LANDLORD PORTAL

1 STORY EXAMPLE 2 BEDROOM

✘ GAS HEAT	55.00
✘ ELEC HEAT	88.00
✘ GAS STOVE	2.00
✘ ELEC STOVE	12.00
✘ WATER-SEWER	107.00
✘ TRASH	21.00

2 STORY EXAMPLE 2 BEDROOM

✘ GAS HEAT	52.00
✘ ELEC HEAT	76.00
✘ GAS STOVE	2.00
✘ ELEC STOVE	12.00
✘ WATER-SEWER	107.00
✘ TRASH	21.00

2019 PAYMENT STANDARD (EFF MARCH 2019)

✘ 0 bedroom	\$543
✘ 1 bedroom	\$642
✘ 2 bedroom	\$834
✘ 3 bedroom	\$1050
✘ 4 bedroom	\$1128
✘ 5 bedroom	\$1297
✘ 6 bedroom	\$1466

Payment Standard is the gross rent of the unit, not the approved rent.

Christyne Mullins, 330-376-9458

CONTRACT AND LEASING

- ✘ Final rent quote will happen within 48 hours of C & L receiving passed inspection
- ✘ Contract cannot start before the inspection passes
- ✘ Contract will be mailed to the landlord within 10 days of final rent quote with AMHA portion and tenant portion of rent. Payment will not be released until the original signed contract is returned

FREQUENTLY ASKED QUESTIONS

When will I know how much rent I will need to collect from the tenant?

- ✘ AMHA will not know how much rent the tenant will be responsible to pay until after the contract is typed.

The C & L area did not contact me with an upfront rental amount but I scheduled my inspection, how do I know how much rent they are paying?

- ✘ If the inspection scheduler calls to schedule the initial inspection then C & L accepted your asking rent that you wrote on the RTA.

ACCOUNTING

There is only one person in charge of accounting

Elizabeth Kaisk

ekaisk@akronhousing.org

330-376-7045

ACCOUNTING

- ✘ Manages the HAP payments to landlords
- ✘ Processes new owners to AMHA
- ✘ Processes changes in ownership, addresses, bank accounts
- ✘ Monitors system adjustments to ensure accuracy
- ✘ CANNOT ANSWER QUESTIONS ABOUT WHY A CHANGE IN HAP OCCURRED

ACCOUNTING

How much money in Housing Assistance Payments (HAP) did AMHA pay out to landlords in 2018?

ACCOUNTING

\$29,080,776

ACCOUNTING

- ✘ Currently HUD has approved a 99% HAP budget
- ✘ In comparison, Administration fees are only approved at 79% of the budget
- ✘ It is very important to contact AMHA, specifically Elizabeth Kaisk, anytime you purchase or sell property so we can pay the correct owner

BONUS QUESTION

Who benefits the most on the Housing Choice Voucher program?

BONUS QUESTION

Landlords

- × HAP payments directly deposited to account
- × Long term tenants

Tenants

- × Quality housing at affordable rent
- × Stability in housing

AMHA

- × Satisfaction of helping those in need
- × Working with great people