Akron Metropolitan Housing Authority

Housing Choice Voucher Program
Summit Housing Search

- FREE Service
- Maintain an inventory of your properties
- We direct all tenants to use [www.summithousingsearch.org](http://www.summithousingsearch.org)
- Go to the website or call 1-877-428-8844 to list or update your property
- Customer Service available 9am - 8pm Monday-Friday
- Akronhousing.org click on Social Serve log in
- Akronhousing.org is a great resource to learn more about our agency and how our program works

Shary Page, 330-376-9453
Finding a Tenant

- 350-650 voucher holders looking for a unit at any time
  - Currently about 600 voucher holders
  - Please do not hold RTA’s if you are not ready. RTA’s will not be accepted after the expiration date.

- AMHA completes a criminal background check
  - 3 year timeframe

- 3 Types of RTAs
  1. New to program (white)
  2. Transferring housing (gold)
  3. New to county (blue)

Christyne Mullins, 330-376-9458
Request for Tenancy Approval (RTA)

- Most frequently delayed by:
  - Blank spaces on the first page
  - No signature
  - No agent form

- Sent to Contract and Leasing daily (C & L)
  - Make sure you list a good contact phone number
  - Make sure your voicemail is not full
  - C & L will leave a voicemail message with pre-inspection rent estimate and allow 24 hours for response before sending RTA to inspections
  - If C & L determines that we can pay requested rent, the RTA will go to inspections the same day it is reviewed

Clyde Elkins 330-376-9853; Christyne Mullins, 330-376-9458
## 2021 Payment Standards

Full list on Landlord Portal

<table>
<thead>
<tr>
<th>Number of Bedrooms</th>
<th>Payment Standard</th>
<th>Increased Payment Standard</th>
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<td>3 bedroom</td>
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<td>6 bedroom</td>
<td>$1,496</td>
<td>$ 1,645</td>
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Increased payment standards, 110% for 44056, 44067, 44087, 44141, 44221, 44223, 44224, 44236, 44264, 44286, 44303, 44319, 44321, 44333, 44685.

Payment Standard is the gross rent of the unit, NOT the final approved rent. Gross rent is the TOTAL of rent + utilities combined. Each utility the tenant is responsible for paying changes the calculation.

Christyne Mullins, 330-376-9458
# 2021 Utility Allowances

**Full list on Landlord Portal**

<table>
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<tr>
<th></th>
<th>1 STORY EXAMPLE</th>
<th>2 STORY EXAMPLE</th>
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<td>WAT,SEW,TR</td>
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Utility PAYMENTS

Tenant:
- Qualifies for credit toward their portion of rent
- Responsible for entire amount of bill
- If disconnected from service may be terminated from program
  - While in termination process the landlord will receive rent
  - Landlord will receive notification if payment from AMHA will be discontinued

Landlord:
- Qualifies for credit toward rent
- Responsible for entire amount of bill
- If disconnected from service will have HAP payment discontinued (abatement) and tenant will receive an opportunity to move
- WATER DEPOSITS ARE NOT ALLOWED

Christyne Mullins, 330-376-9458
Appliances:

- Ownership of appliances is part of your contract with AMHA
- Fuel type matters
- Notify AMHA if either ownership or fuel type changes
- Rent adjustment will be made dependent upon ownership or fuel type
- An inspection will be ordered to verify the new appliance
- Appliance owner is responsible for repairs

Christyne Mullins, 330-376-9458
Rent Reasonableness

- Generally takes into account:
  - Number of bedrooms
  - Number of bathrooms
  - USPS Census Tract
  - Who is paying what utilities
  - Who owns the refrigerator and stove
  - New Construction built in 2002 and after

Christyne Mullins, 330-376-9458
Initial Inspection

- The first inspection will be scheduled within 14 days of your approval of the pre-inspection rent estimate
  - Please do not accept the inspection appointment if you are not ready
    - All utilities must be on in owner’s name until unit passes inspection
    - Property must be clean
    - There can be **no defective paint** on the inside or outside of the property
    - Inspectors are instructed to discontinue the inspection if the property is not ready
  - No Weather Deferrals

- Use the HQS Self Inspection Form
  - “50’s” list

Clyde Elkins 330-376-9853
Contract and Leasing

- After inspection passes
  - Contract will not start prior to the passed inspection date
  - Finalized rental quote within 48 hours
    - Can’t charge more than agreed upon contract rent
    - Can’t exclude a portion of the property
      - Garage, basement, attic
  - Contract will be mailed within 10 business days, which will state the AMHA portion of rent as well as the client portion
  - The contract, lease, and all associated paperwork must be completed, signed and submitted to AMHA within 60 days from the effective date of the contract

Christyne Mullins, 330-376-9458
Security Deposit and Lease

- Collect at time of lease signing (if agreeable you can accept payments, document and give receipts)
- You cannot charge more than one month approved contract rent
- A one time pet deposit is OK, unless a companion animal, no monthly pet rent is permissible
- **WATER DEPOSITS ARE NOT PERMITTED ON THIS PROGRAM**
- Your lease must match the AMHA contract
  - Start and end dates
  - AMHA and client portions of rent
  - Utility and appliance responsibility
  - Persons in household
  - 3 original leases are needed: AMHA, Landlord, Tenant
- Also must have original signatures and tenancy addendum

Christyne Mullins, 330-376-9458
Payment

- Once the contract, lease and all associated documents are submitted, we will release payment to the landlord.
- Payments are made via direct deposit.
- Payments will be retroactive to the effective date of the contract.
- Check processing dates are available on the Landlord Portal for current landlords, new landlords will have access after the first deposit is made.
Landlord Portal

- www.akronhousing.org
- Landlord Central
- Landlord Access (2nd selection on menu)
- Payment information
  - Click on property address to access
- Inspection information
- Automatic updates for your convenience
- Announcements
- Landlord Newsletters
- Contact Al Prince to get setup on the Portal at 330-376-9853

Clyde Elkins 330-376-9853
Landlord Portal

Inspection Listing
Tenant Name
Property Address:
  • Click on any **blue** text to link further information.

Clicking on property address gives information about the property as well as tenant rent.
Clicking on status displays details of the inspection. This is a scheduled re-inspection with detailed failed items.
If this is the first entry inspection the scheduled inspection will display like this:
Landlord Portal

HAP History

HAP Detail
# Landlord Portal

Landlord Library contains most recent documents, announcements, and frequently used forms

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<th>Category</th>
<th>Modified Date</th>
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Landlord Portal

Current and previous 1099 forms are available on the portal.
Inspections
Biennial Landlords

Qualifications

- No abatements in the past 2 years
- No more than 5 special inspections in the last 2 years
- Rolling calendar
- System generated
- Annual and Biennial inspections are conducted 2-3 months before the inspection is due
- 3464 Units are now Biennial
Defects

Deficiencies – Required Repairs

1. Unit > Structure and Finish(es) > Door(s) > Entry Door > Seal(s) > Broken/Damaged/Failed. FAIL 30 days
   Area: Unit   | Room: Living Room   | Location: Front Center   | Floor: 1
   Resolution: Unresolved
   Comment: Part of door seal is missing.

2. Unit > Plumbing System > Toilet > Toilet > Broken/Damaged/Failed. FAIL 30 days
   Area: Unit   | Room: Bathroom    | Location: Middle Right   | Floor: 2
   Resolution: Unresolved
   Comment: Toilet handle is broken.
Observations - Optional Repairs

1. Unit > Structure and Finish(es) > Wall(s) > Trim > Deteriorated PASS L1
   Area: Unit | Room: Bathroom | Location: Middle Right | Floor: 2
   Comment: Door trim and wall damaged by tenant pet.

2. Unit > Structure and Finish(es) > Wall(s) > Trim > Deteriorated PASS L1
   Area: Unit | Room: Bedroom | Location: Front Center | Floor: 2
   Comment: Tenant damage to trim and wall by pet.

3. Unit > Cabinets/Countertops/Appliances > Cabinets/Countertops > Cabinet(s) > Broken/Damaged/Failed PASS L2
   Area: Unit | Room: Kitchen | Location: Back Center | Floor: 1
   Comment: 2 broken drawers and hole in sink base door.

4. Unit > Cabinets/Countertops/Appliances > Cabinets/Countertops > Countertop(s) > Broken/Damaged/Failed PASS L2
   Area: Unit | Room: Kitchen | Location: Back Center | Floor: 1
   Comment: Back splash need secured and recalked.
Lead Paint Risk

Three conditions MUST exist:

1. Defective Paint
2. Home built prior to 1978
3. There is or will be children under the age of six in the home.

All work must be conducted by RRP certified worker unless Risk Assessment finds no lead particles above EPA limit.

Documents required to pass unit identified as a lead risk hazard:

1. Copy of the Lead Paint Owner’s Certification (provided by AMHA)
2. Copy of the Certified Renovator’s Certificate (RRP Certificate)
3. Copy of the signed pre-renovation education form confirming receipt of the lead hazard information packet.
4. Copy of the clearance report after all work is completed and cleared.

Clyde Elkins 330-376-9853
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.

There are no exceptions to these regulations,
Abatement

What is abatement?
- No Housing Assistance Payment (HAP)
- Non-refundable
  - Tenants are not responsible for AMHA payment but do still need to pay their portion of rent
- Pro rated each day

When does it occur?
- Non-repair of fail items during an annual or special inspection
- Substandard repair
- Begins the day following the failed inspection date

How to minimize abatement?
- Complete repairs
- Call as soon as repairs are completed
  - We will re-inspect within 5 days of your call
- Call and ask questions if you do not understand the fail item
- Don’t assume tenant will be there for you

Clyde Elkins 330-376-9853
UPCS - V

- HUD began UPCS-V demonstration in August 2016.
- AMHA began participation in May, 2018
- Demonstration has been extended for two more years.
- Overall Pass rates currently 70%; 2018 54%
- Immediate results on HUD site.

- Decision Tree software
- Higher Quality, more consistent and accurate inspections.
- Detailed record of unit condition
- Consistent Inspections
- 2018 AMHA inspections were #1 in the country for accuracy.

Clyde Elkins 330-376-9853
New UPCS-V

- Carbon monoxide detectors are now required in all units with gas appliances, furnaces, hot water tanks or attached garages.
- Landlords are not permitted to store any items on the property including basements and garages.
- No weather deferral items
- Extensions only granted for major repairs when requested in writing at least 24 hours in advance of inspection.

- During move in inspections if the conditions call for a Risk Assessment the landlord only has 30 days to complete the assessment and any related repairs before the RTA is cancelled.
- For a 24 hour inspection the responsible party must allow entry for re-inspection.

Clyde Elkins 330-376-9853
Continued Assistance
Annual Reexaminations & 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, for example:
  - November 15th a client reports they lost their job. AMHA processes the change January 4th to reduce the client rent from $200 to $100, effective December 1. AMHA will pay the owner the $100 difference at the next check cycle.
  - The amendment letter will state that the owner must reimburse or credit the resident due to the overpayment of rent.

Kathy Patton 330-376-9366
Additions to the Household

- 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
  - May receive a letter about a possible unauthorized person or an investigation

Shary Page, 330-376-9453
Lease violations

- If a resident is violating the terms of the lease, owners are required to take action.
- AMHA is not a party to the lease and therefore is only able to take action against a resident if the landlord takes action against the resident.
  - For example:
    - If a resident causes damage to the unit, non-payment of rent, or other violations of the lease, AMHA will take no action unless the owner provides proof of eviction or a judgment against the resident.
    - If that happens, we will propose cancellation of the client’s voucher.
    - If the owner does nothing, the resident will retain their voucher.
    - Please submit a copy of any documentation given to the tenant as a result of a lease violation to the Continued Assistant Supervisor.
• All Public Housing Authorities are required to notify applicants and participants in the Housing Choice Voucher and Low Rent Public Housing programs about important protections for victims of domestic violence, dating violence, sexual assault, and stalking.

• VAWA protects qualified tenants, participants, applicants, and affiliated individuals who are victims or threatened victims of domestic violence, dating violence, sexual assault, or stalking from being denied housing assistance, evicted, or terminated from housing assistance based on acts of such violence against them.

Kathy Patton 330-376-9366
HCVP does not offer legal advice
Rent Review

- Rent increases cannot be granted more than once every 12 months.
- Sometimes requests for rent increases can result in rent decreases.
- Rent increase requests should be submitted 60 days prior to when they are to become effective.
- The required information is tenant name, address, and dollar amount requested.
- All requests must be in writing to cmullins@akronhousing.org or fax to 330-374-5088.

Christyine Mullins, 330-376-9458
Ownership

- Please notify the Account Specialist immediately with any changes in:
  - Address
  - Phone Number
  - Bank Account
  - Ownership

- If ownership of the unit changes, the owner must inform AMHA immediately or payment may continue to go to the previous owner.
  - The new owner will be paid on the next monthly HAP processing cycle following receipt of all completed paperwork.
Moving

- After a client has lived in a unit for 1 year they are eligible to receive another voucher to move
- In order to move, all clients must submit a Request to Move form signed off on by the owner
  - Move out date on the form can be updated at any time
    - It’s up to the current landlord to monitor the exact move out date
  - Many clients do not choose to move after receiving a new voucher
    - About 50% do not use their vouchers

Christyne Mullins, 330-376-9458
Moving Continued

- If your client has moved out, please notify the Continued Assistance Supervisor.
  - Payment will stop at the end of the month in which they moved out
  - Overpayment of rent will be expected to be returned to AMHA
- When asking a tenant to leave, please give them as much notice as possible so they have time to receive a new voucher and comply with your request.

Kathy Patton 330-376-9366
Termination of the lease

- When the lease is terminated, the contract terminates, and vice versa
- Contracts can be terminated by AMHA if the unit fails three annual or special inspections, or any family obligation violation
- Lease can be terminated by the landlord with proper notice or through eviction
- Lease termination may require landlord to return HAP paid to previous landlord

Kathy Patton, 330-376-9366
Thank you

Any questions?