



2640 Fountain View Drive ■ Houston, Texas 77057 ■ 713.260.0500 P ■ 713.260.0547 TTY ■ [www.housingforhouston.com](http://www.housingforhouston.com)

## **CLAYTON HOMES RELOCATION FREQUENTLY ASKED QUESTIONS**

### **What will happen with my rent?**

If your unit has been deemed uninhabitable you will NOT be charged rent or if you have already paid your rent you will be refunded rent from the date of the storm.

### **When will my security deposit be returned to me?**

Security deposits will be returned when you inform us that you have vacated a unit.

### **Can I live in the unit?**

If your unit has been deemed uninhabitable it is no longer safe for you to live in your unit. If you have NOT already contacted FEMA you should do so as soon as possible.

### **Who will pay for the relocation expenses?**

HHA will pay for the relocation of the items in your unit. There are two options to choose from regarding your relocation below.

### **After I have found a place to move, how do I arrange movers?**

There are two options to choose from to assist you with moving:

1. **Self – Move:** You are welcome to use your own moving services that you organize at your own schedule. You will receive a check of \$1,200 from HHA to cover your moving and utility hook-up expenses. The check will be made out to the head of household
2. **HHA will move you:** HHA has contracted movers. You will also receive a check of \$100 for utility hook-up expenses. The check will be made out to the head of household

### **Will someone help me pack?**

HHA staff and management is organizing volunteers that will assist you in packing your belongings and preparing for the move. They will be providing moving materials for you such as boxes, bubble wrap, tap, etc. Let management know if you need assistance.

### **What should I do first?**

The first thing is to find a safe location to stay as soon as possible, this could be with family or a friend, or another apartment. Staff will be on site to help you to find apartments or other housing to accommodate you. We hope that you will be flexible in the unit selection since there may be limited choices.

### **When can I expect to receive my relocation check?**

Once you have turned in your relocation check request form and permanently vacated your unit you will receive your check. Please allow 3 business days for check to be processed.

### **How will I pay for application fees for my new residence?**

HHA will be reimbursing you for your application fees. You must provide HHA with receipts of your application fee. Again, please allow 3 business days for your check to be processed.

### **How will I pay for my security deposit at my new residence?**

If you need assistance with a security deposit at your new place to live please provide HHA with an invoice of the amount of your security deposit. The payment will be paid directly to your new landlord.

## What will happen to all the items that were damaged in the storm, do I have to move them?

Many of the damaged items are wet items posing potential health and safety risks. You should dispose of or leave behind any items damaged by flood waters. HHA will dispose of any flood damaged items left behind in your unit at no cost to you.

## What if I wish to stay in Public Housing?

Currently there are no Public Housing Units available. If you wish to return to Public Housing when a unit is available please let management and HHA staff know. You will be put on a waiting list and notified when another Public Housing unit is available. Make sure you keep information like your phone number and email address up to date with management and HHA staff.

## Where can I go for additional assistance?

There are multiple disaster recovery centers that are located throughout the area, we have listed four of the closest centers below. Disaster recovery centers offer in-person support to individuals that are located in the Texas federal disaster declaration for Hurricane Harvey and the subsequent floods.

Recovery specialists from the Federal Emergency Management Agency (FEMA) and the U.S. Small Business Administration (SBA), the State and other agencies will be at the centers to talk about assistance and to help anyone who needs guidance in filing an application. Their phone number is 800-621-3362 (voice, 711/VRS- Video Relay Service) (TTY: 800- 462-7585). Multilingual operators are available (press 2 for Spanish). The closest centers are at the following locations:

### Neutrality Building (Harris County)

Suites 125&150  
1301 Fannin Street  
Houston, Texas 77002  
Hours: Mon-Sat., 9 a.m. to 7 p.m.  
Sun., noon to 5 p.m

### Greenspoint Mall (Harris County)

263 Greenspoint Mall  
Houston TX 77060  
Hours: Mon-Sat., 9 a.m. to 7 p.m.  
Sun., noon to 5 p.m

### Katy Mills Mall (Harris County)

5000 Katy Mills Circle  
Katy TX 77494  
Hours: Mon-Sat., 9 a.m. to 7 p.m.  
Sun., noon to 5 p.m

### Baytown Community Center (Harris County)

2407 Market Street  
Baytown TX 77520  
Hours: Mon-Sat., 9 a.m. to 7 p.m.  
Sun., noon to 5 p.m

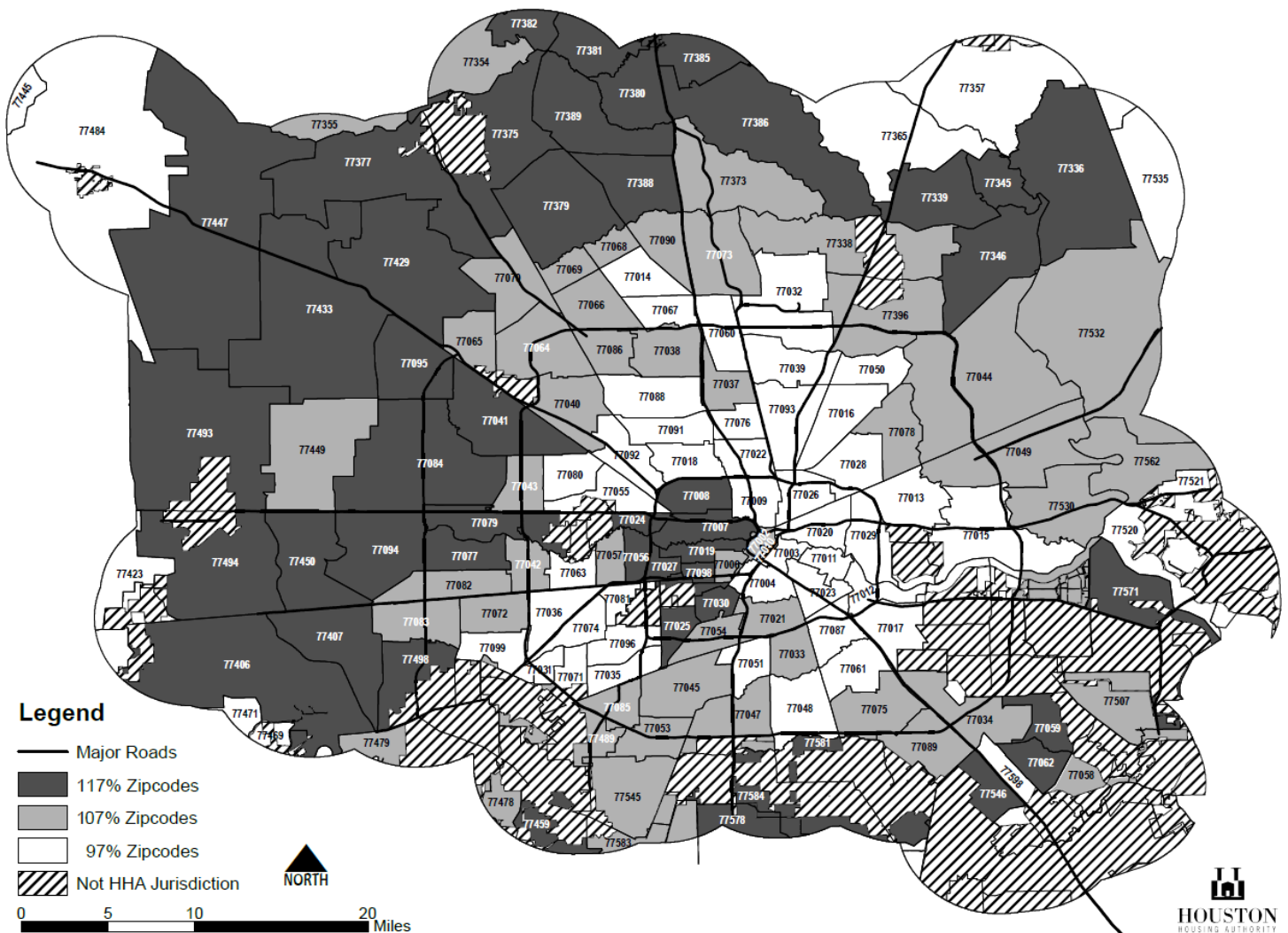
## Other Important Resources for Families:

- **Federal Disaster Assistance**
  - Texans who have sustained property damage from severe storms and flooding are urged to register with the Federal Emergency Management Agency (FEMA) at [disasterassistance.gov](http://disasterassistance.gov).
- **Other Disaster Resources**
  - Individuals who sustained damage within the State of Texas may call 800-621-3362 to register with FEMA.
  - To get help filing a personal insurance claim, call the Texas Department of Insurance's Consumer Help Line: 800-252-3439 (Note: this is not an emergency number).
- **Replacing Lost or Damaged Documents**
  - **SNAP Card (food stamps):** call the Lonestar helpdesk toll-free at 1-800-777-7328.
  - **Green Cards:** Call 800-375-5283 or [click here](#).
  - **Birth and Death Certificates:** Call 888-963-7111 or [visit this website](#).
  - **Texas Driver's License:** Call 512-424-2600 or [click here](#).
  - **Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes:** Call 877-275-3342 or [click here](#).
  - **Credit Cards:** Contact your issuing institution: [American Express](#) (800-992-3404), [Discover](#) (800-347-2683), [MasterCard](#) (800-622-7747), or [Visa](#) (800-847-2911).

- **Credit Reports:** Contact Equifax, Experian, or Transunion at 877-322-8228 or visit [annualcreditreport.com](http://annualcreditreport.com)
- **Social Security Card:** Call 800-772-1213 or [click here](#).
- **Fraud Alerts or a Credit Freeze:** Call 877-438-4338 or [click here](#).
- **Medicare Cards:** Call 800-772-1213 or [click here](#).
- **Passport:** Call 202-955-0430 or 877-487-2778 or [click here](#).
- **U.S. Savings Bonds:** Call 800-722-2678 or 800-553-2663 or [click here](#).
- **Tax Returns:** Call 800-829-1040 or [click here](#).
- **Military Records:** Call 866-272-6272 or [click here](#).
- **Vehicle Titles:** Call 888-368-3689 or [click here](#).
- **Replace a Texas Marriage Record or Certificate:** Visit [this website](#) for statewide information or visit [this site](#) for your issuing Clerk of Court.
- **Proof of Address/Residency:** [Click here](#).

If you need any further assistance throughout this process please feel free to call and/or email Amelia Baines (Clayton Homes Property Manager at 713-223-4442 or [abaines@housingforhouston.com](mailto:abaines@housingforhouston.com))

## 2017 PAYMENT STANDARDS MAP



# **QUICK OVERVIEW OF THE HOUSING CHOICE VOUCHER (HCV) PROGRAM**

## **What is the Housing Choice Voucher (HCV) Program?**

In the HCV program families choose a unit in a neighborhood of their choice from a participating landlord. HHA pays part of the rent directly to the landlord and families pay a share of their income toward rent (no more than 40% of your income). You determine where you live as long as the rent is reasonable and affordable.

## **What can I expect at the briefing on Wednesday, October 11<sup>th</sup>, 2017?**

The briefing is where you will learn more about and receive your voucher. There are two sessions: one at **9:30 am** and one at **1:30 pm**. You will be assigned which briefing to attend. The briefing will go over what the voucher process entails, the appropriate paperwork and your housing affordability. This will also give you the chance to ask any questions that you may have about the process.

## **What is housing affordability?**

Housing affordability is how much you can afford to spend on rent. Families are not allowed to spend more than 40% of their income toward rent when they first move into the voucher program. We strongly encourage you to limit it to 30%. During the briefing you will receive a form called the Affordability Worksheet. This allows you and your prospective landlord to know the maximum amount of rent you can afford.

## **Where can I move to with my voucher?**

You can move to any place that is located within HHA's jurisdiction where a landlord is willing to accept your voucher. HHA has three different payment standards: 97%, 107%, and 117%. These are based off of HUD's published fair market rents. What these payment standards mean is that HHA provides a larger subsidy in some zip codes (117%) and a smaller subsidy in others (97%). HHA's payment standards and a map of our jurisdiction is included in your briefing packet and can be found on our website at <http://35.160.127.210/voucher-program/payment-standards.aspx>.

## **How long do I have to find a new place to live?**

You will have 60 days to find a new place. If your voucher expires on a weekend or holiday you have until the end of business that next day to turn it in.

## **I have found a new place to live now what do I do?**

Once you have found a place to live and the landlord agrees to accept your voucher, you will need to have the landlord fill out the Request for Tenancy Approval (RFTA) packet. You will receive this packet the briefing. Once you and the landlord have completed all the required documents in the RFTA you or the landlord will bring the completed RFTA into the lobby at HHA's main office at 2640 Fountain View. The required documents required from the landlord for submission are:

- W-9
- T.I.N or S.S.Number
- Proposed lease
- Picture ID
- Recorded Warranty Deed

## **What is the Request for Tenancy Approval (RFTA)?**

Submitting the RFTA is the first step in the inspections process. This form contributes to the calculations used to determine your rent amount. It provides details on the property and information on who will be paying which utilities.

## **What about the inspection process?**

Once your RFTA is submitted and the unit has passed rent reasonableness, an initial inspection will be scheduled with your new landlord. Inspections scheduling is based on unit readiness and is generally within 7 to 10 days after the RFTA is turned in. Once your new unit passes inspection the Housing Assistance Payment (HAP) contract will begin on either the day your unit passes or the day that you move into your new unit, whichever is later.

## **When can I move into my new unit?**

You may move into your new unit once it passes inspection.