

Building Connections

Transforming Lives & Communities

June 2018

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The mission of the Houston Housing Authority is to improve lives by providing quality, affordable housing options and promoting education and economic self-sufficiency.

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Is Your Unit Ready For Inspection?

For your property to qualify for the Housing Choice Voucher (HCV) Program, it must pass the Housing Quality Standard (HQS) Inspection. This process ensures the unit meets the minimum standards of health and safety, as determined by Houston Housing Authority (HHA).

The Inspector assesses the unit for potential hazards (health and safety) and not cosmetic issues. As the owner, it's beneficial to be aware of needed repairs to address before it becomes a

problem. Why? Because it can help prevent costly damage and protects your investment.

To guide you in this process, HHA has prepared a detailed Inspections Checklist (<http://bit.ly/2upeqNY>) that should be used before the inspection and during the tenancy. Below are questions to address commonly failed items and if your answer is "yes" to the questions below, you are closer to passing.

- Are all outlets installed and wired properly? (GFCI reset properly?)
- Are all outlets, light switches, junction boxes and breaker boxes properly covered? (no cracked, loose, missing or broken covers)
- Is the breaker box properly covered with no open spaces between breakers?
- Is the air condition properly working? (If no air condition is provided, are there screens on all openable windows?)
- Is there a clean a/c air filter present?
- Is the bathtub surface free of any deterioration? (peeling paint, rusted or broken surfaces)
- Are all burner knobs and oven handle present and properly installed?
- Are all burners and oven elements working properly?
- Is the garbage disposal properly working with no leaks and no exposed electrical wires?
- Is the dishwasher properly working/draining with no leaks?
- Refrigerator - Is the seal on the refrigerator properly secured, not hanging/coming off?
- Does the hot water heater have a T&P valve with proper overflow pipe?
- Are all doors properly installed and not deteriorating, coming apart?
- Are all exterior surfaces free of any holes, peeling paint, deteriorated wood or loose bricks/mortar? (Includes storage sheds)
- Are all windows free of cracked, broken or missing glass pane?
- Are all windows accessible from the outside properly locking?
- Are all windows designed to open and close working properly? Does the window stay up when open?
- Are all doors leading to exterior weather-tight?
- Is there a working smoke detector on each floor level? Must have a working smoke detector in each bedroom and in the common area.

Unit must be vacant for all initial inspections

How To Avoid Rent Abatement



HHA inspections are to ensure units are safe, decent and sanitary. Inspectors confirm the unit doesn't pose as a risk to the tenant and has no issues left unaddressed.

After your unit has failed inspection two times, it will fall into rent abatement. This means the unit is not in compliance with the HQS and the Owner's payment will be suspended and is not recoverable.

If you have specific questions, feel free to contact the Inspections Department directly at inspections@housingforhouston.com.



Move in/Move out Checklist

Self-managing your property is a major responsibility. Many landlords aren't knowledgeable about how to effectively address all aspects of the process. Based on communications with several landlords, one simple step that consistently gets overlooked is the Move-in and Move-out Checklist. If any damages, major or minor, are noticed after the tenant vacates the premise, what proof do you have? The Move-in/Move-out Checklist is the opportunity for both parties to document damages or potential issues that are current or may occur. Taking this step protects you and opens the lines of communication between the property manager and the tenant.

Change of Ownership/Management

Please notify HHA immediately if you have sold your rental unit, hired a new property management company or your contact information has changed. All updates must be received in writing on the proper form. Please go to the Property Owners tab on HHA's website, then the Owner Form's Gallery or visit <http://bit.ly/2jaL2ai>.

Multi-Family Onsite Seminars Offered

HHA's Landlord Liaison Summer Frank will conduct on-site seminars for owners and management companies participating in the voucher program. Property managers, assistant managers and leasing professionals will learn better ways to navigate HHA and resolve inspection and payment issues. For more information, please contact Summer Frank at sfrank@housingforhouston.com or 713-260-0500.

Instant Access with Partner Portal!

- Access data at your convenience, 24/7
- Easily reconcile accounts
- Make updates from anywhere
- Track the history of payment details, inspection schedules, results and rent changes
- Fewer calls and trips to HHA for questions
- No hassle payment —the Partner Portal (<http://bit.ly/2HALfD2>) fee will be deducted from your HAP payment
- Convenient links to updates, forms and newsletters

Employee Spotlight: Pamela Lane Special Programs Assistant Supervisor



Who do you serve in Special Programs?

In Special Programs, we serve a different population. For example, our clients include Veteran Affairs Supportive Housing (VASH), Non Elderly Disabled (NED), Housing Center for Independent Living (HCIL) and project based vouchers.

How does an Owner house a Veteran?

Owners may list their properties on Social Serve from "List Your Property" on HHA's website. It allows

Property Owners to designate they are seeking Veterans for their homes. The Veterans also receive assistance with their Housing Specialist through the VA.

What should Owners know?

The biggest issue is passing the inspection. Please use the checklist for a walk thru of the property and make sure your unit is ready. If possible, before the tenant moves in, attend the Property Owner orientation to learn about the process time frames when you're getting started. Most importantly, please communicate with us to ensure everything moves smoothly.

HHA Landlord Liaison



As the Houston Housing Authority's Landlord Liaison, Summer Frank specializes in educating prospective and current property owners about the Housing Choice Voucher Program. Her duties focus on assisting property owners in providing quality, affordable housing for the Houston area and navigating the process of leasing to participant families.

With more than a decade of career experience in the Banking and Real Estate industries, Summer is well versed in both landlord and tenants' rights. She brings a unique perspective having represented landlords in negotiations and understands the issues property owners face.

Owner Meeting Schedule

HHA's monthly Prospective Landlord Meetings are held the last Wednesday of each month at the Houston Housing Authority, 2640 Fountain View Drive Houston, TX 77057.

Meetings are held monthly from 2-4 p.m. They are free of charge and open to the public. This seminar is an overview of the Housing Choice Voucher Program and answers many of the questions prospective and participating landlords face while working with HHA. Below is the 2018 schedule.

June 27	September 26
July 25	October 31
August 29	November 21
	December 19

Reasonable Accommodations

HHA's Housing Choice Voucher Program provides reasonable accommodations to persons with disabilities so they may participate in our programs, services and activities. If your tenant needs an accommodation, including auxiliary aids and/or services, please contact HHA's Customer Call Center at 713.260.0500 (voice) or TTY: 713.260.0547.

Join our mailing list: <http://bit.ly/1IK3TM7>