Houston Housing Authority
Landlord Engagement!

December 1, 2022
Agenda

- Greetings
- Welcome - HHA President & CEO
- The work we do
- Communities We Serve
- Why Rent to our Tenants
- Business Operations & Process
- Improving Customer Experience
Greetings

Houston Housing Authority Welcomes you!
Thank you for taking the time out of your schedule to meet with our agency on the vision and goals we have in place for continuing our success. We appreciate you!

The work we do would not be possible without YOU!

Thank you to all of our landlords!
From new to experienced to the pro’s we appreciate you all!
HHA President & CEO
Houston Housing Authority

Leading us into the future!
The Work “We” Do

Houston Housing Authority
Housing Choice Voucher Program

The Housing Choice Voucher Program administers about 17,000 Section 8 tenant-based subsidy vouchers. The Section 8 programs provide assisted rental housing through the participation of private landlords in the community. The Houston Housing Authority is responsible for contributing about $100 million into the local economy each year through its payments to participating landlords.
HHA

Communities We Serve

Harris County - Houston

Largest City in Texas

Fourth largest city in the United States

Harris County total area 1,777 square miles
Why Rent to our tenants?

* Free advertising of available units through Social Serve
* Guaranteed rent payment the 2nd business day of each month
  * Biennial inspections
  * Market rents
  * Helping to provide affordable housing to Houston families
  * When tenants experience change of income loss; HHA increases their HAP portion
  * Housing payments were consistent through COVID
Advertise your unit for FREE

Visit: www.socialserve.com
The amount a voucher holder can spend on an apartment is called the “Payment Standard”
Payment Standards

Payment Standards were increased 10-19-2022
Increased payment standards for our tenants to have a better opportunity to find affordable housing while competing in a tough market
A brief review of the Housing Choice Voucher Process
Houston Housing Authority
Overview of Business Operations & Process

Tenants
- Finding Vouchers
- Approving Affordability

RFTA’s
- Leasing Packet
- Requested Rent amounts
- Utilities
- Mock Lease

Inspections
- Rent – Reasonableness
- High Quality Standards
- Checklist of items

Contracts
- Housing Assistance Payments
- Move-In Dates

Payments
- Market rents
- Guaranteed Rent each month
Tenants

Advertise your unit for FREE
www.SocialServe.com

Eligible families will approach you with their voucher packet

Screen Families – HHA does not do this for rental/credit history

Application Fees & Security Deposits are tenants responsibility

Make determination quickly on approval or denial – Families are permitted 120 days to find housing, failure to return Voucher can result in termination from the program
Families may never pay more than 40% of their income towards rent. This information is provided with the voucher packet for the property owners to review on the **Affordability Worksheets**

― "The amount on the Affordability Worksheet is not enough to cover the rent, can the family have it increased?"

**New Payment standards went into effect 10/19/2022**

If tenant was issued voucher prior to the date listed, Yes they are able to get new affordability worksheets

― "Can I charge the maximum amount on the affordability worksheet?"

All requested rent amounts are reviewed by a Market Analyst.

The analyst determines if the requested rent is reasonable, as compared to an unassisted unit

― "Can I sign a new lease with the Tenant if I have not received a rental increase approval?"

No, the rental increase must be approved before signing the new lease.

If a rental increase is not requested and rent remains the same, Yes a new lease may be executed.
Request for Tenancy Approval (RFTA)

A detailed property description

- Address of unit
- Type of Unit
- # of Bedrooms

DEFINES

What type of utilities: Gas/Electric/Oil/Coal

Who will provide appliances

Who will be responsible for paying utilities

This form plays a major part in determining the tenant and HHA portions of rent. Receipt of this document facilitates the rent reasonableness and initial inspection process.
Property Owner Required Documents

*Must prove rightful ownership of the property along with taxpayer identification*

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Completed IRS Form W-9</td>
<td>2</td>
<td>Proof of taxpayer number such as social security card</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Filed and recorded warranty deed to the property</td>
<td>5</td>
<td>Proposed Lease Agreement (Mock Lease)</td>
<td></td>
</tr>
</tbody>
</table>
Inspections

- Initial inspections are scheduled once the rent has been approved
- These inspections are only scheduled with the property owner
  - Units should be “Move-In” ready
  - Units must be vacant unless occupied by the assisted family

- You may allow a client to move-in without an executed HAP Contract with the Houston Housing Authority after the HQS inspection has **PASSED**.
- The Authority will make HAP (Housing Assistance Payments) contracts retroactive.

Please be sure to review Inspection checklist
Once the move-in date has been coordinated, the HAP contract will be written and emailed.
Payment

Payments will be retroactive to the effective date of the HAP contract.

Thereafter, payments will automatically be direct deposited on the 2nd business day of each month.

Tenants are responsible for any rent due prior to the HAP contract effective date.
Improving Customer Experience
We are currently working through process improvement to continue advancing in technology and improved operational efficiencies

https://bob.ai/pha/texas/houston-housing-authority
New Request to Relocate Form

- Developed to help speed up the process of clients relocating
- Requires Landlord & Tenant signature
Houston Housing Authority

Thank you!

That’s a wrap!