

Housing Choice Voucher Utilization Webinar

Landlord Participation
February 17, 2022





Agenda

- Accessing resources
 - HUD.gov
 - HUD Exchange
- Resource Highlight
 - Basics video
 - Landlord testimonials
- PHA Perspective
 - Tarrant County, TX
 - Clarion County, PA
- New Resources
 - Symposium toolkit
 - PHA info sheet
 - HUD-VASH
- Reminders
 - Administrative flexibilities
 - Using HUD funds



https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/landlord

HCV LANDLORD RESOURCES

The housing choice voucher (HCV) program is the federal government's primary program for assisting very low-income families, the elderly, and persons with disabilities to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the HCV tenant, participants are able to find their own housing, including single-family homes, townhouses and apartments. Housing choice vouchers are administered locally by public housing agencies (PHAs) that receive federal funds from the U.S. Department of Housing and Urban Development (HUD) to administer the HCV program. This means that the tenant, landlord and PHA all have obligations and responsibilities under the HCV program.

HCV Program: Basics, Benefits, and Ways to Participate

Mercedes - PHA

Watch on YouTube

I am a Landlord and I Want to...

Learn more about the HCV Program

HCV Fact Sheet for Landlords | Spanish Version

Steps to Become an HCV Landlord | Spanish Version

Resources for PHAs to Increase Landlord Participation

Landlord Participation Research and Studies

Forms



<https://www.hudexchange.info/programs/public-housing/hcv-landlord-resources/>


The screenshot shows a web browser window with the address bar displaying <https://www.hudexchange.info/programs/public-housing/h...>. The page header includes the text "Resources and assistance to support HUD's community partners" and a navigation bar with the "HUD EXCHANGE" logo and links for "Programs", "Resources", "Trainings", "Program Support", and "Grantees". A sub-header reads "Home > Programs > Public Housing and Voucher Programs > HCV Landlord Resources".

HCV Landlord Resources

Landlords are essential partners in housing low-income families through the Housing Choice Voucher (HCV) Program. The following resources provide an overview of some of the main processes landlords will encounter when participating in the HCV program. Additionally, there are some key links to information available on HUD.gov that may interest landlords, as well as a link to the HCV Landlord Strategies Guidebook for PHAs. This guidebook is based off conversations with public housing agencies (PHAs) implementing innovative strategies to improve landlord participation and satisfaction in their HCV programs.


Additional Resources and Contacts

- PHA Contact Information
- HCV Forms for Landlords
- HUD Landlord Events
- Landlord Participation Research and Studies
- HCV Landlord Symposium Toolkit



HCV Basics

- The PHA's Role in the Housing Choice Voucher Program
- Steps to Become an HCV Landlord | Spanish
- HCV Fact Sheet for Landlords | Spanish
- Myth-busting and Benefits for HCV Landlords | Spanish
- Fair Market Rent: How Much Rent Will I Receive?
- Tenant Obligations
- HCV Landlord Videos




Resources for Inspections

- HQS Initial Inspection Flowchart | Spanish
- Biennial HQS Inspection Flowchart | Spanish
- Housing Quality Standards: Inspection Requirements

Tools for PHAs

- HCV Landlord Strategy Guidebook



HUD-VASH Templates

HUD-VA Supportive Housing (HUD-VASH) programs can vary widely across PHAs and VA Medical Centers. The following documents have been created for PHA use and are provided in an editable format so they may be easily modified to reflect your program.

- Steps to Become a HUD-VASH Landlord
- HUD-VASH Landlord FAQ
- HUD-VASH Fact Sheet and Benefits for Landlords

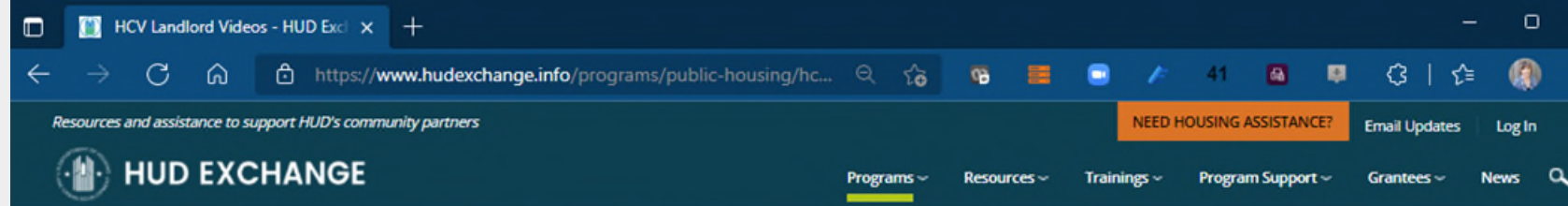


Let's hear from you!





<https://www.hudexchange.info/programs/public-housing/hcv-landlord-videos/>



HCV Landlord Videos

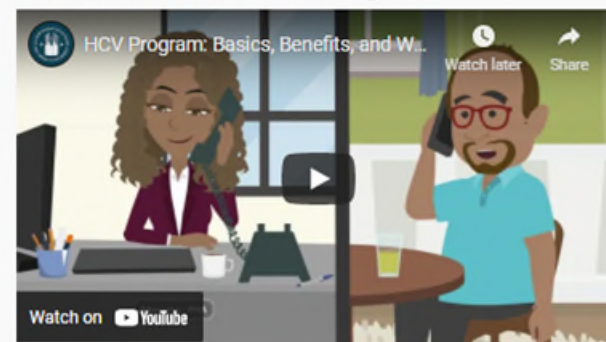
The Housing Choice Voucher program, commonly known as HCV or Section 8, is the federal government's largest tenant-based rental assistance program. The HCV program assists low-income families, the elderly, and persons with disabilities to afford decent, safe, and sanitary housing in the private market. Housing choice vouchers are administered locally by public housing agencies (PHAs) that receive federal funds from HUD. Central to the program are the landlords who provide housing to the HCV participants. These resources introduce the HCV program to prospective landlords and highlight HCV landlords from across the country.

Additional Resources

For additional landlord resources, visit the [HUD.gov HCV Landlord Resources](https://www.hud.gov/hcv-landlord-resources) page.

HCV Program: Basics, Benefits, and Ways to Participate

Introduction to the HCV Program



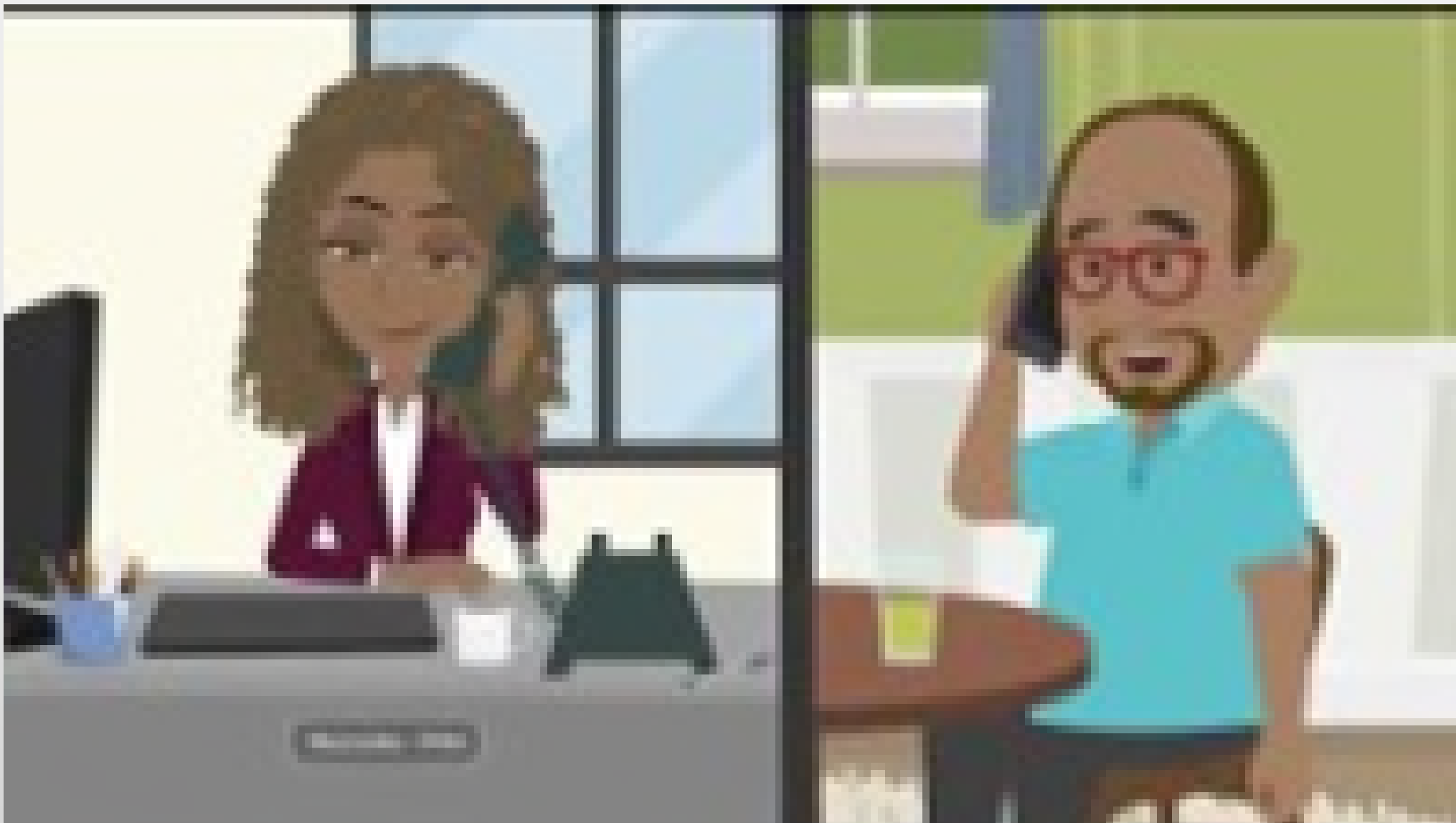
Landlord Testimonial Highlights



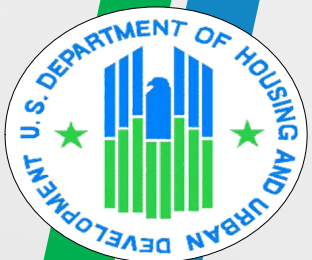
HCV Program Landlord Testimonials

Learn more about the HCV program from the perspective of these landlords. Watch each landlord's video in its entirety or jump to a specific video segment by topic.





<https://youtu.be/M6n9bwwMH30>



HCV Landlord Testimonials

Landlords

- 10 HCV landlords
- Various geographies and unit types
- 1 testimonial in Spanish

Video Features

- Each testimonial video is approximately 4 minutes long
- Can search video by topic/question
- Highlights video

HCV Program Landlord Testimonials

Learn more about the HCV program from the perspective of these landlords. Watch each landlord's video in its entirety or jump to a specific video segment by topic.



Adam

Single-Family
New York and Indiana

[Play Video](#) | [Transcript](#)



Antwoine

Single-Family and Small Apt. Complex
Washington, DC and Maryland

[Play Video](#) | [Transcript](#)



David

Large Apt. Complex
Pennsylvania

[Play Video](#) | [Transcript](#)



Gabriel

Large Apt. Complex
New York

[Play Video](#) | [Transcript](#)



Haydy

Small Apt. Complex
Texas

[Play Video](#) | [Transcript](#)
Note: Video is in Spanish.



Hilarie

Multiple Housing Type
Arkansas

[Play Video](#) | [Transcript](#)



Joseph

Single-Family
Washington, DC and Maryland

[Play Video](#) | [Transcript](#)



Matt

Single-Family
Pennsylvania

[Play Video](#) | [Transcript](#)



Megnath

Single-Family
Vermont

[Play Video](#) | [Transcript](#)



Miwa

Single-Family
Texas

[Play Video](#) | [Transcript](#)



Landlord Testimonial Responses by Topic

[Expand All](#)

Basics of the HCV Program

How does the HCV program work?

- [Joseph \(00:40\)](#)

How would you describe the HCV program to other landlords?

- [Antwoine \(00:50\)](#)

How reliable is the income you receive through housing assistance payments?

- [David \(01:01\)](#)
- [Gabriel \(00:38\)](#)
- [Haydy \(02:07\) \(Spanish\)](#)
- [Hilarie \(00:43\)](#)
- [Joseph \(02:40\)](#)
- [Matt \(00:40\)](#)

What is your role as a landlord in the HCV program?

- [Miwa \(00:41\)](#)

What would you say your responsibilities are as an HCV landlord?

- [David \(00:37\)](#)

How timely are HCV housing assistance payments?

- [Megnath \(00:39\)](#)

What advice would you give to landlords who are interested in the HCV program?

- [Gabriel \(05:07\)](#)
- [Haydy \(04:22\) \(Spanish\)](#)
- [Hilarie \(03:04\)](#)
- [Miwa \(04:49\)](#)

What do you like about the HCV program?

- [David \(02:01\)](#)
- [Haydy \(00:51\) \(Spanish\)](#)
- [Joseph \(04:02\)](#)
- [Megnath \(01:00\)](#)

Working with the PHA

Experience with the HCV Inspection Process

Experience with HCV Tenants



HCV Landlord Testimonials

Sampling of Questions

- How do HCV tenants compare to other tenants?
- How do you find HCV tenants?
- How do annual inspections differ from the initial inspection?
- How does the HCV program work?
- How are landlords paid?
- How helpful has it been to receive regular free inspections?
- How often do HCV tenants turnover compared to other tenants?
- How reliable is the income you receive through housing assistance payments?



Landlord Testimonial Highlights



• <https://youtu.be/7Ry-E0KSAqA>



PHA Perspective

Briefly describe:

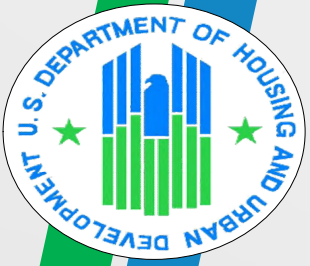
- Your agency's voucher program
- Your agency's service area and its rental markets.



Wayne Pollard
Housing Director
Tarrant County
Housing



Penny Campbell
Executive Director
Clarion County Housing
Authority



PHA Perspective

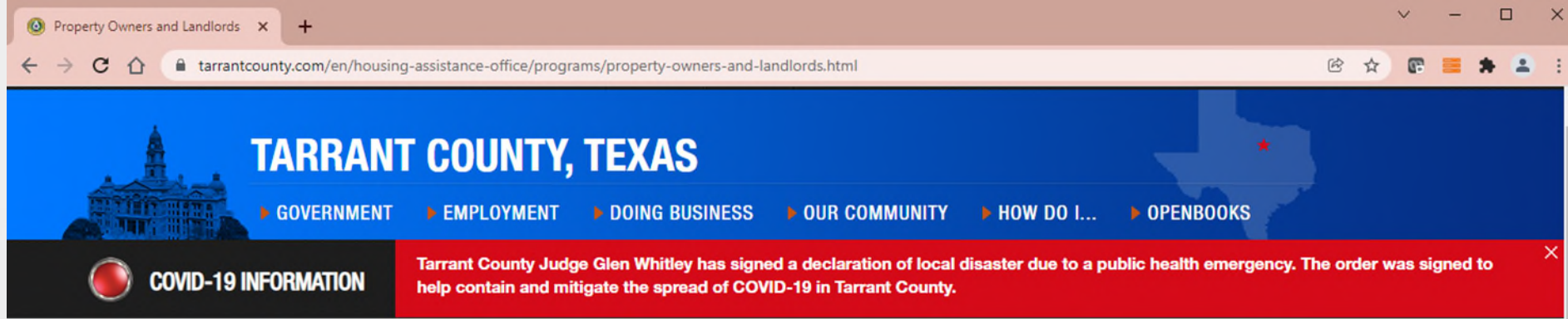
- How do you establish and maintain partnerships with landlords in your service areas?
- What advice do you have for PHAs that have limited experience working directly with landlords outside of required processes (e.g. processing paperwork and conducting inspections)?



Wayne Pollard
Housing Director
Tarrant County
Housing



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< HOUSING ASSISTANCE OFFICE

About Us Programs FAQ Forms and Publications Apply for Housing Notifications Bid Invitations

Accessibility Requirements

Briefings

Changes in Contact and Other Information

Disaster Preparedness

Domestic Violence (VAWA)

HAP Contracts

HAP Payments

How to List a Property

Owner/Landlord Forms

Utility Allowances

Payment Standards

Landlord Orientation Registration

Landlord Ownership Packet

MRI Assistance Connect

PROPERTY OWNERS AND LANDLORDS

Housing Assistance Office > Programs > Property Owners and Landlords

Tarrant County Housing Assistance Office (TCHAO) partners with apartment, multi-family unit and private property owners to provide rental units to families in need of quality, affordable and accessible housing.

If you are interested in partnering with TCHAO's Housing Choice Voucher Program as a Landlord/Property Owner, we are always looking for property owners with rental properties in all areas within Tarrant County (TCHAO Jurisdictional Communities) to participate in the Housing Choice Voucher, Shelter Plus Care, Mainstream and VASH Programs.

Our Landlord Briefings are a one-time mandatory meeting for all first-time landlords/agents. They are also a good refresher for our current landlords to be updated on any new information pertaining to our program. These Landlord Briefings are held on the second Monday of each month and are located in the Conference Room at 2100 Circle Drive, Suite 200, Fort Worth, TX, 76119. Here each guest will receive a Landlord Packet (including a DVD or Flash Drive) with all the information from the meeting. The director will explain the guidelines and regulations pertaining to HUD and Fair Housing, and is happy to answer all of your questions.

Click on the Landlord Orientation Registration in the blue box to complete the required information.

Once you become a partner with TCHAO you can sign up for Assistance Connect, an online program that will allow you to monitor your HAP payments, receive all notifications of inspections via email, check results of inspections, complete forms and submit electronically.

<https://www.tarrantcounty.com/en/housing-assistance-office/programs/property-owners-and-landlords.html>



Section 8 – Clarion County Housing Authority

clarionhousing.com/affordable-housing-may-be-just-a-phone-call-away/

Clarion County Housing Authority

Providing assistance to families in Clarion & Forest County

- Home
- Our Programs ▾
- Our Properties ▾
- Property Management ▾
- Our Mission
- Board Meetings
- Public Hearing
- SLBP Gift Card

Section 8

Affordable Housing May Be Just A Phone Call Away

Unlike many of the surrounding counties, the Clarion County Housing Authority's Section 8 Voucher Waiting list is OPEN. What does this mean to the residents of Clarion and Forest Counties? It means that safe, sanitary and affordable housing may be more attainable than you think. The Section 8 Voucher Program allows renters to find housing of their choice in Clarion or Forest Counties and receive rental assistance from the Housing Authority. The landlords benefit by receiving all or part of the monthly rental payment and the renters benefit by obtaining an affordable place to live.

In order to determine a household's eligibility for the program, they must complete an application, be called in off of the waiting list for an interview, and provide the Housing Authority with all necessary documentation. When the household is determined eligible, they will receive a voucher and begin searching for their ideal place to live. The Clarion County Housing Authority will inspect the unit to ensure it passes the minimum safety standards set by the Office of Housing and Urban Development and the participant will begin receiving assistance with their rent. Many people may not realize that they could be eligible for assistance with their monthly rental payment. To view the current income limits click [here](#).

IMPORTANT DOCUMENTS

- [Income Limits](#)
- [Waiting List Application](#)
- [Rules and Regulations](#)
- [Great Schools Information](#)
- [COVID-19 Action Plan and Waivers](#)



OFFICE INFORMATION

Address: [8 West Main St, Clarion, PA 16214](#)

Email: ccha@clarionhousing.com

Phone: (814) 226-8910

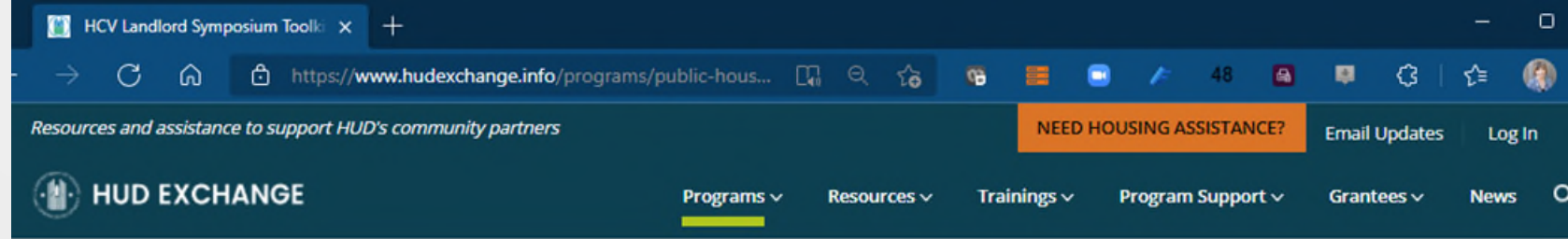
TDD #: (814) 226-8911



<https://clarionhousing.com/affordable-housing-may-be-just-a-phone-call-away/>



Posted earlier this week!



HCV Landlord Symposium Toolkit

The purpose of the HCV Landlord Symposium toolkit is to provide tools to Public Housing Authorities (PHA) that they can use while planning a Housing Choice Voucher (HCV) Landlord Symposium to educate landlords, strengthen existing partnerships, and recruit new landlords for their HCV Program.

How to Use this Toolkit

The HCV Landlord Symposium Toolkit contains resources to make planning a symposium easier, including step-by-step instructions on how to plan the event, what types of materials and marketing to use, what to consider when developing the agenda, and how to evaluate the effectiveness of the symposium. The toolkit provides basic materials that can be tailored for each community. In order to get the most out of this toolkit, read through the guide, review the available templates, and visit the linked resources. Then when you're ready, go back to the beginning of the guide and start planning!

[View the Landlord Symposium Toolkit Guide](#)

Additional Resources

- [HCV Landlord Strategy Guidebook](#)
- [HCV Landlord Resources](#)

<https://www.hudexchange.info/programs/public-housing/hcv-landlord-symposium-toolkit/>

HCV Landlord Symposium Templates



General Planning Templates

- Event Framework
- Event Framework Example
- Event Timeline
- Agenda



Presentation Templates

- HCV Landlord Symposium – General Presentation
- HCV Landlord Symposium – HUD-VASH Focus Presentation



Communications Templates

- Event Flyer
- Event Tweets
- Invitation Email
- Registration Confirmation Email
- Event Reminder Email
- Sign-in Form
- Comment Card
- Event Poster

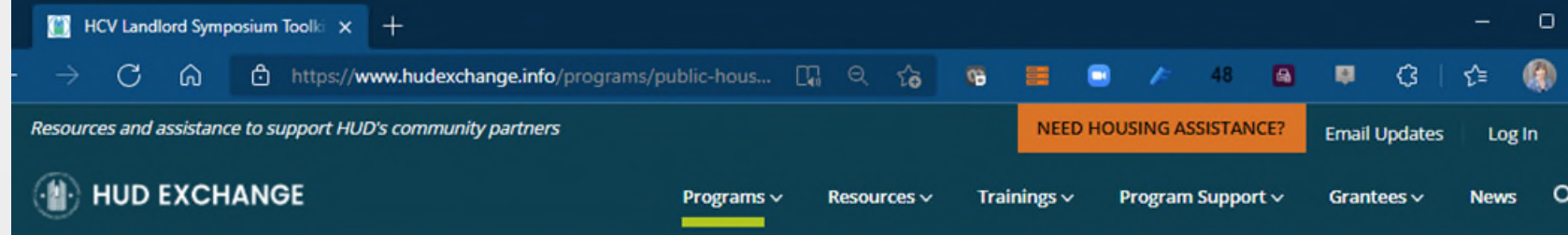


HUD HCV Landlord Symposia

- Three different locations, three different approaches
 1. [Indianapolis](#) (2019)
 2. [California](#) (2021)
 3. [Nevada](#) (2021-2022)

https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/landlord2





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- [Sign-in Form](#)
- [Comment Card](#)
- [Event Poster](#)



Tools for Planning

- Guide
- Event framework
- Planning timeline

PREPARING THE AGENDA

While not all PHAs will have the time and resources to hold regular landlord symposiums, consider thinking ahead for the ideal frequency based on your goals and resources.

The following core topics should be included in each symposium:

- Housing Choice Voucher Program Overview
- Program Updates
- Headline Topic(s)
- Q&A

HOUSING CHOICE VOUCHER PROGRAM OVERVIEW

This session will ideally be presented at the beginning of the symposium so that new landlords can attend, and existing landlords can choose to either attend or not. At a minimum, the session should include:

- HCV program introduction
- Local context
- Benefits to the landlord
- Details specific to your program, such as procedures and who to contact

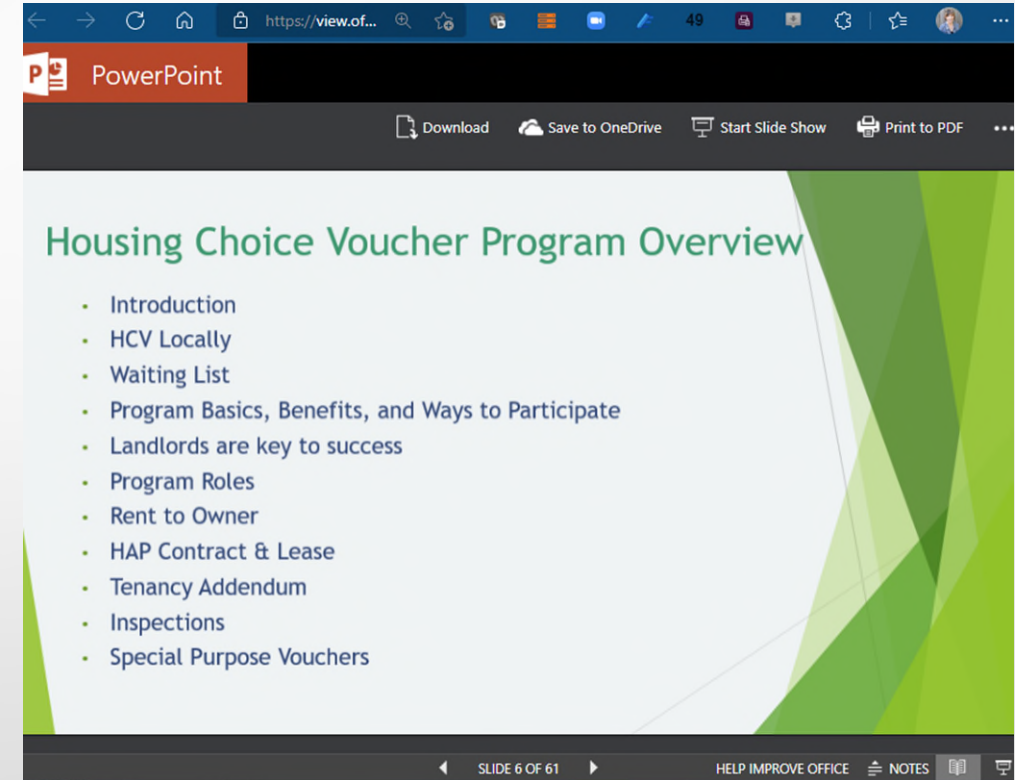
PROGRAM UPDATES

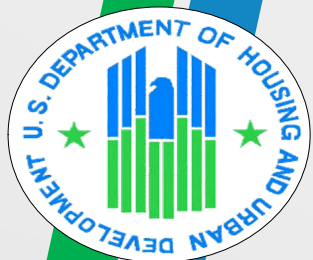
- Staff Changes and current contact information for landlord inquiries
- Procedural updates and improvements such as workflow changes that decrease the time from Request for Tenancy Approval to Inspection, or simplification of forms. Always frame these based on their potential impact on landlords
- Policy changes and/or proposed policy changes. This could include changing frequency of inspections, adopting flexibility during the inspection process, or changes to the program eligibility criteria.
- Areas needing landlord input
- Local, state or national policy changes that are relevant to the landlord community



Template Materials

- Basic information in templates
- Designed for customization based on your program and area
- Examples
 - Presentation content
 - Outreach materials
 - Day-of materials





The PHA's Role

2-Page Info Sheet

Audience

- Various housing partners
- Experienced landlords
- Landlords that work with more than one PHA

<https://files.hudexchange.info/resources/documents/PIH-HCV-Landlord-The-PHA-Role-in-the-Housing-Choice-Voucher-Program.pdf>

The PHA's Role in the Housing Choice Voucher Program



U.S. Department
of Housing and
Urban Development

The Housing Choice Voucher program, commonly known as HCV or Section 8, is the Federal government's primary program for assisting low-income families, the elderly, and persons with disabilities to afford rent in the private market.

In the HCV program, the U.S. Department of Housing and Urban Development (HUD) pays rental subsidies so eligible families can afford decent, safe, and sanitary housing. The HCV program is generally administered by state or local governmental entities called public housing agencies (PHAs). HUD provides housing assistance funds to PHAs to distribute on behalf of families. HUD also provides funds for PHA administration of the program.

PHAs are State-Created Entities

Each state's law governs how PHAs are formed. There may be state, county, or city PHAs that are authorized to administer the program. PHAs are not federal agencies, although HUD has regulatory oversight over many of the programs PHAs administer. Under program regulations, PHAs have discretion to run their programs in ways that best support their local communities. As each community has its own unique needs and issues, PHAs in different areas will operate the HCV program in different ways.



PHAs Serve their Communities

PHAs run their programs to best serve the needs of their individual communities. Examples of how one PHA's HCV program may differ from another PHA's program include:



PHAs have discretion in **setting payment standards**. Payment standards determine the maximum amount of rental assistance a PHA may pay to a landlord on behalf of an assisted tenant. Two PHAs serving the same area may have vouchers operating under different payment standards.



PHAs are allowed to determine how to **prioritize which families receive vouchers among all applicants** for the program depending on the local housing needs. For example, some PHAs may have adopted a preference for people experiencing homelessness, while other PHAs may have adopted a preference for working families.



PHAs may offer **distinct or special purpose vouchers** that are specifically designed to **help serve different high-need groups** of people in their community. Some examples of high-need groups include veterans experiencing homelessness, non-elderly people with disabilities, and youth aging out of foster care.



PHAs follow **different inspection schedules** for their HCV units. For example, some PHAs may conduct inspections annually, while other PHAs may conduct them biennially, or even every three years in some rural areas.



The PHA's Role cont.

- Help new partners understand difference between HUD and PHAs
- Provide broad overview of the many services PHAs provide as a part of the HCV program
- Explain why PHAs' HCV programs may differ
 - Example: waiting list preferences

Administrative Responsibilities of the PHA

PHAs perform a variety of tasks in administering the HCV program.



Helping Families Join the HCV Program

PHAs help families join the HCV program by maintaining waiting lists, processing applications, determining eligibility, issuing vouchers, providing search assistance, approving units, and executing contracts with landlords.



Providing Rental Assistance Payments to Landlords

PHAs provide a portion of the voucher family's rent to the landlord. Typically—though not in every instance—**families pay 30% of their monthly income towards rent**, while the PHA covers the remaining portion of the rent through a Housing Assistance Payment (HAP). PHAs will adjust the family's portion of the rent, as well as the payment to the landlord, if the voucher family experiences a change of income.



Helping Families Stay and Leave the HCV Program

PHAs help families retain assistance through the HCV program by verifying their income at regular intervals and when requested by the family. They also **assist the family in ensuring they still meet program requirements** during a move. PHAs may help families leave the HCV program by administering a Family Self-Sufficiency program, which helps HUD-assisted families increase their earned income so they can afford to leave the program. Some PHAs may refer families to other social service organizations to address specific challenges or needs.



Conducting Physical Inspections

PHAs **help ensure that units are decent, safe, and sanitary** by conducting inspections. Activities related to inspections include scheduling, notifying, and preparing for inspections; conducting inspections; and enforcing inspection standards. Inspectors are looking at key aspects of housing quality, including, but not limited to, sanitary facilities, illumination and electricity, lead-based paint, smoke detectors, and interior air quality.



Providing Landlord Supportive Services

In some instances, PHAs may provide certain supportive services to landlords. These activities may include **aiding in advertising rental units; providing incentive or bonus payments to landlords; or connecting landlords with potential tenants.**

For more resources, please visit the following webpage: www.hud.gov

Search for:



Landlord participation in the HCV program is free, and landlords do not pay to maintain compliance with the program, though in limited instances PHAs may charge for re-inspections after inspection violations have been found.



HUD-VASH Landlord Materials

- Similar to some HCV landlord materials
- Editable format for customization
- Templates currently available:
 - Steps to become a HUD-VASH landlord
 - Common HUD-VASH landlord questions
 - HUD-VASH fact sheet and benefits
 - Landlord symposium presentation



Department of
Housing and
Urban
Development

Posted earlier
this week!

As a landlord you can help end veteran homelessness

Veteran Homelessness

U.S. military veterans are 50% more likely to become homeless than other Americans.

Veteran homelessness is a complex issue that goes beyond just lack of affordable housing and poverty; it includes challenges like trauma, mental health and substance abuse.

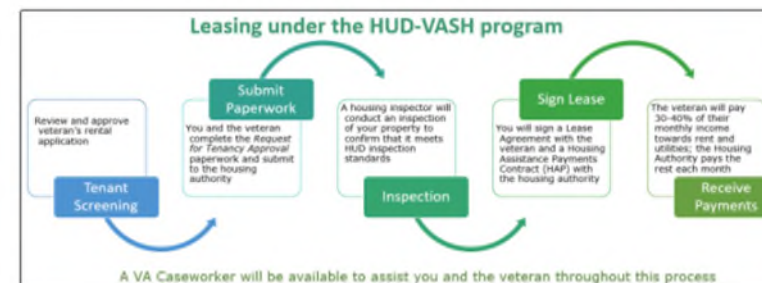
Housing Choice Voucher

Through the HUD-VASH program, homeless veterans receive mental assistance through a Housing Choice Voucher to rent privately owned housing.

HUD-VASH is a collaborative program between HUD and the Department of Veterans Affairs (VA). HUD-VASH combines housing vouchers with VA services to help veterans who are homeless and their families find permanent, affordable housing.

Advantages of becoming a HUD-VASH landlord:

- A Housing Choice Voucher pays a portion of the rent each month which reduces the veteran's portion of the rent to an affordable amount.
- Ongoing case management provides an additional resource for communication between the landlord and tenant.
- Regular inspections conducted by the Housing Authority help protect your real estate investment by identifying potential property concerns early.
- Special incentives for HUD-VASH landlords may be available and vary by PHA.





REMINDER: Using HUD Funds

- **EHV service fees:** yes, to help EHV families lease-up
- **Admin fees:**
 - Current year: no
 - Pre-2004 reserves: yes
 - Post-2003 reserves: depends on the landlord incentive and how it is structured. See PIH Notice 2015-17. Any incentive using admin fee reserves must be consistent with all other HCV statutory and regulatory requirements.
 - Exception: CY20 reserves: yes under CARES Act authorization
- **CARES Act:** yes, if within the period of availability
- **HAP Funds:** no



REMINDER: Ongoing Flexibilities

PIH Notice 2012-15 Streamlining Administrative Practices in the Housing Choice Voucher Program Consolidation of Administrative Tasks

- PHAs who are in the same geographical area can consolidate administrative functions, for example, one agency may have a strong group of inspectors while another agency has a strong landlord relations staff. These agencies could divide tasks, which may address landlords' concerns about a lack of consistent policies and procedures between PHAs with overlapping jurisdictions.



REMINDER: Ongoing Flexibilities

Flexibility to Screen HCV Tenants

24 CFR § 982.307

While screening and accepting tenants is ultimately the role of individual landlords, some landlords may have misconceptions about voucher holders. PHAs may decide to implement some screening activities to minimize concerns about HCV tenants, thus improving landlord retention in the program. PHAs must screen in accordance with their administrative plan and must inform the landlords that they are still responsible for screening and selecting tenants.



Let's hear from you!





Thank you!

landlordtaskforce@hud.gov