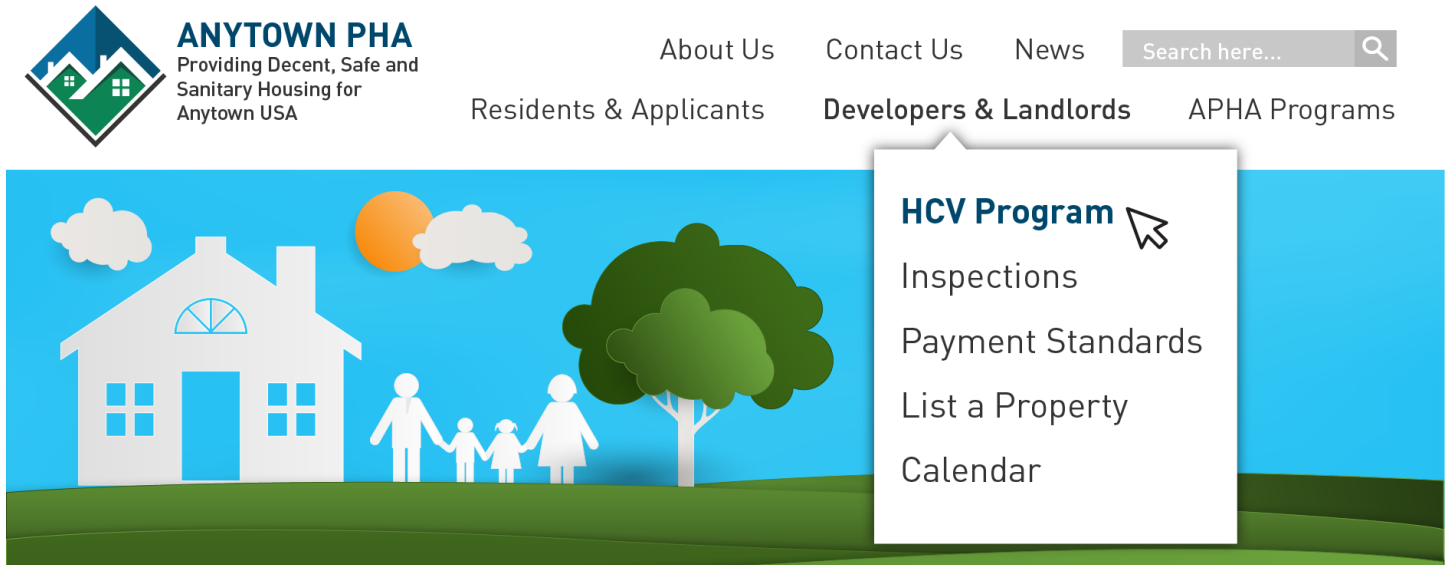


# APPENDIX E1: SAMPLE PHA WEBSITE

## Sample PHA HCV Website Layout and Content

The below is a sample of how a PHA could lay out their website. Sample language or suggested content is also included below. PHAs can take this information and tailor it to their programs. Information that PHAs can utilize is also available on the **HUD HCV Landlord Resource page** at: [https://www.hud.gov/program\\_offices/public\\_indian\\_housing/programs/hcv/landlord](https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/landlord).



## HCV Program

The Housing Choice Voucher Program is the Federal Government's major program for assisting very low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing in the private market. Since housing assistance is provided on behalf of the family or individual, participants are able to find their own housing, including single-family homes, townhouses and apartments.

The participant is free to choose any housing that meets the requirements of the program.

Housing Choice Vouchers are administered locally by public housing agencies (PHAs) like Anytown PHA. Anytown PHA receives federal funds from the U.S. Department of Housing and Urban Development (HUD) to administer the voucher program.



**NOTICE:** This overview section should include a high-level description of the HCV program. The majority of this sample text is taken from the HUD HCV Landlord Resource page. The overview of benefits for landlords of participating in the HCV program include:

- Reliable, guaranteed payments and comparable rents.
- Ability to give back to the community through providing affordable housing for families.
- PHAs should include highlights specific to their HCV program.
- Services that the PHA provides such as free property listing, landlord portal, orientation sessions and other landlord events, direct deposit, and tenant screening.

A family that is issued a Housing Choice Voucher is responsible for finding a suitable housing unit of the family's choice where the landlord agrees to rent under the program. This unit may include the family's present residence. Rental units must meet minimum standards of health and safety.

A housing subsidy is paid to the landlord directly by Anytown PHA on behalf of the participating family. The family then pays the difference between the actual rent charged by the landlord and the amount subsidized by Anytown PHA.

Learn more about the HCV program below. When you're ready to sign up, see the "Steps to Becoming a Landlord in the HCV Program" section below or contact Ms. Jane Doe at [anytownlandlord@apha.org](mailto:anytownlandlord@apha.org) or 111-111-1111.



**NOTICE:** Make sure to include information on how to reach the PHA.

## Steps to Becoming a Landlord in the HCV Program

Becoming an Anytown Housing Authority landlord is simple! To become a landlord with the HCV program, you will need an HCV tenant. To get your property seen by HCV families:

1. **In your marketing materials, always mention that your property is available for voucher families.**
2. **Market your unit with us.** [\[Link to the Anytown PHA property list\]](#)
3. **Attend one of our outreach sessions to learn more about the HCV Program.** [\[Link to Anytown PHA calendar.\]](#)
4. **If a voucher family requests to rent your property:**
  - a. **Conduct your usual screening.**
  - b. **You and the voucher family fill out and submit the request for tenancy approval (RFTA), which the voucher family will have.**
  - c. **Prepare the property for inspection using the Housing Quality Standards checklist.** [\[link to the inspections page of Anytown PHA\]](#)
  - d. **You and the voucher family will sign your lease and you and the PHA will sign the Housing Assistance Payments (HAP) contract.**



**NOTICE:** This information will be relevant to landlords who want to attract a voucher family and also to landlords who have already had interest from a voucher family. It will be PHA-specific. However, steps should be clearly outlined and, if possible, applicable forms should be linked.

## Roles and Responsibilities

The HCV program has many partners. A summary of each party's role is below.

**HUD:** HUD provides funds to allow PHAs to make housing assistance payments on behalf of the HCV tenants. HUD also pays the PHA a fee for the costs of administering the program. HUD monitors PHA administration of the program to ensure program rules are properly followed.



**NOTICE:** This information is from the HUD HCV Landlord Resources webpage. PHAs can tailor this section, but should include the major roles and responsibilities of each party to set up expectations from the start.

**Public Housing Agency:** The PHA administers the HCV program locally and provides the HCV tenant with the housing assistance. The PHA must examine the tenant’s income and household composition, and ensure that the housing unit meets minimum housing quality standards. The PHA enters into a contract with the landlord to provide housing assistance payments on behalf of the family.

**Landlord:** The role of the landlord in the voucher program is to provide decent, safe, and sanitary housing to a tenant at a reasonable rent. The dwelling unit must pass the program’s housing quality standards and be maintained up to those standards as long as the owner receives housing assistance payments. In addition, the landlord is expected to provide services as agreed to in the lease signed with the tenant and the contract signed with the PHA.

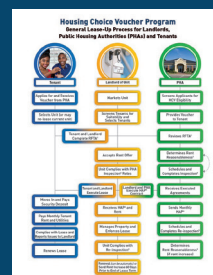
**Tenant:** When a tenant selects a housing unit, they are expected to comply with the lease and the program requirements, pay their share of rent on time, maintain the unit in good condition, and notify the PHA of any changes in income or family composition.

## HCV Process Overview



**NOTICE:** This section may share some content with the “steps for becoming a landlord.” The PHA can include information in a narrative or graphics such as a flow chart. The narrative or graphics should reflect the process at the PHA.

The flowchart is available on the HUD HCV Landlord Resources webpage.





## Inspection Information

Before a Voucher family can rent a unit, it must pass a Housing Quality Standards (HQS) inspection.

Initial inspections are usually scheduled within [ ] days of receipt of the Request for Tenancy Approval (RFTA). The PHA will provide a [ ]-hour visit window. The landlord must be present for the inspection to take place. The inspector will conduct the inspection using [ ]. The inspector sends the inspection results to the [ ] and the landlord can access the results via [ ].

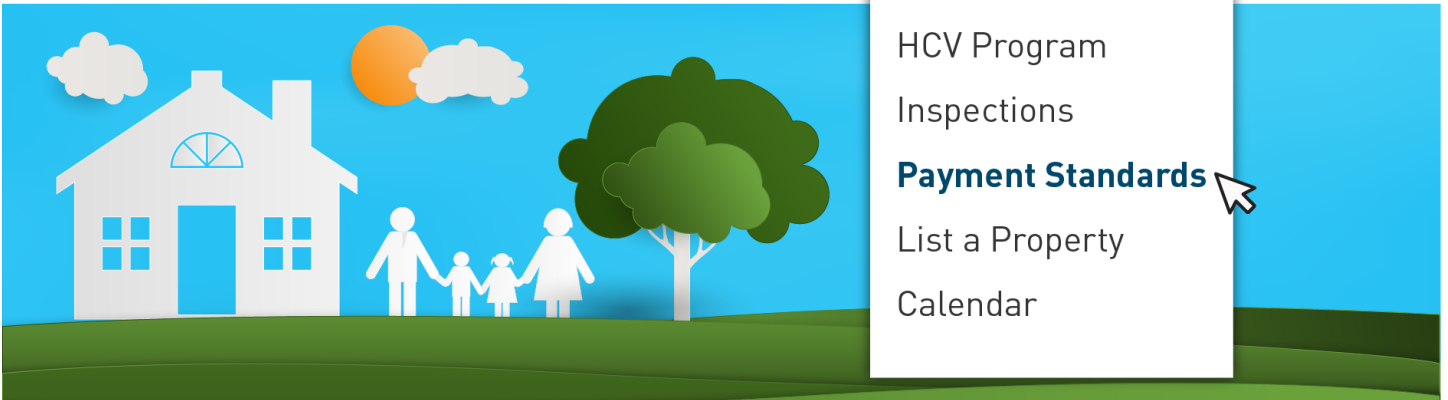
Any items that do not pass the inspection are called “deficiencies.” The inspector will provide information on what corrections are needed for the deficiency and the timeframe to make corrections.

Additional inspections are required on an [ ] basis or may be requested for emergency circumstances. For periodic or emergency inspections, if the landlord does not make corrections within the required timeframe, Anytown PHA may have to take enforcement action. For deficiencies which are non-life-threatening, Anytown PHA allows a landlord to provide evidence of the non-life-threatening correction by emailing a photo of the correction. Please contact the landlord liaison for additional instructions.



**NOTICE:** The PHA can include information about what is inspected under an HQS inspection including a link to the inspection form, how inspections are scheduled, the process for correcting deficiencies, and when the landlord can expect to receive pass/fail results.

Inspections information is also available on the HUD HCV Landlord Resource webpage.



## Payment Standards and Utility Allowance Schedules

A payment standard is Anytown PHA's maximum allowable monthly assistance toward a voucher family's gross rent. The gross rent is the total of the rent charged by the landlord and the utility allowance (for those essential utilities that are the voucher family's responsibility). PHAs determine the amount of rent that is reasonable for a specific unit in comparison to similar units. Follow [this link](#) to the payment standards, by submarket and bedroom size, for Anytown PHA.

Information is also available on the HUD HCV Landlord Resource webpage. [\[Include link\]](#)

Please note the amounts listed are the maximum payments that the PHA may pay the landlord. PHAs determine payments based on an analysis of current rents for comparable units, preferably within the same submarket or within close vicinity of the unit. The landlord may be offered a payment amount that is lower than the payment standard or the landlord can sometimes get a rent amount that is more than the payment standard, if the voucher family can afford to pay the amount above the payment standard.

Payment standards do not limit the rent a landlord may charge. The maximum contract rent a landlord may charge is based on the reasonable rent for the unit and the family's income.



**NOTICE:** In this section, a PHA would include information on payment standards.

Often, this is in the form of a table containing each submarket and the maximum payment standards for each bedroom size. Some PHAs include this information linked to a map so landlords can see where their property is located and the associated payment standard.



## Property Listings

Anytown PHA posts property listings for landlords including up to five photos. Listings should include the number of bedrooms, the street address, information on who pays utilities, and contact information.

If you are interested in listing a property, please contact Ms. Jane Doe at [anytownlandlord@apha.org](mailto:anytownlandlord@apha.org) or 111-111-1111.

Listings can be found here [\[LINK to property listings or search engine\]](#).



**NOTICE:** PHAs should use this section to offer guidance for landlords on what to include in HCV property listings.



**ANYTOWN PHA**  
Providing Decent, Safe and  
Sanitary Housing for  
Anytown USA

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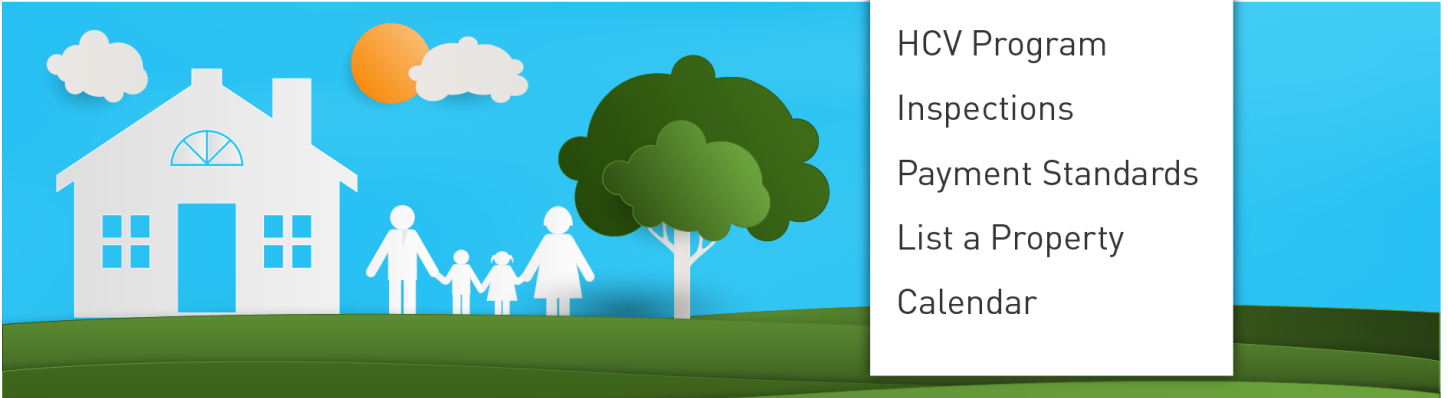
[APHA Programs](#)



## Calendar and Training Opportunities

This is where the PHA can provide dates of importance and upcoming events. They can link to marketing flyers or registration sites.





## News

The Anytown PHA has recently reorganized its HCV case manager department. If you need to speak with a case manager regarding an HCV family in your unit, please make use of the following new list

Client last name beginning with A – L, contact Ms. Hanes at [111-111-1111]

Client last name beginning with M – S, contact Mr. Jones at [111-111-1111]

Client last name beginning with T – Z, contact Ms. Weber at [111-111-1111]

All direct deposit statements are available to view on the landlord portal. Anytown PHA recently stopped mailing direct deposit statements. To register for the landlord portal, current HCV landlords may visit this [link](#).



**NOTICE:** If the PHA has important information or policy changes, that information should be posted here.

## Website Organization

There might be limitations on a PHA's ability to reorganize its website. For example, PHAs that do not have in-house staff dedicated to website development may need to work within an existing website template. The tips in this guide can help PHAs prioritize and organize information within an existing website framework.

Save time! Instead of creating new content from scratch, copy the content in this guide or use content already available on the HUD website: [www.hud.gov](http://www.hud.gov)