

Housing Choice Voucher Landlord Symposium

● Indianapolis ●

December 5th, 2019

Morning Session: 9:00am – 12:30pm

landlordtaskforce@hud.gov



Kimberly Wize

HUD Indiana Field Office Director



Raise your hand if
you're a....

- Landlord
- PHA
- Industry Group
- Other



LANDLORDS

Rental Property Owners, Rental Property Managers, Realtors



PUBLIC HOUSING AUTHORITIES

Executive Directors/CEOs, HCV
Directors, HCV Case Managers,
Landlord Liaisons, Inspectors, CFOs, ...



INDUSTRY GROUPS

Rental Housing, Affordable Housing,
PHA, Fair Housing, ...

Rental Housing, Affordable Housing, PHA, Fair Housing, ...



OTHER

Local public offices, Technology
companies serving PHAs or landlords,
Real estate attorneys, ...



R. Hunter Kurtz

Assistant Secretary

HUD Public and Indian Housing



Jeff Bennett

Deputy Mayor of Indianapolis



Indianapolis Community Plan to End Homelessness

Who is involved?



ihcda

Indiana Housing &
Community Development
Authority



INDIANAPOLIS
HOUSING AGENCY

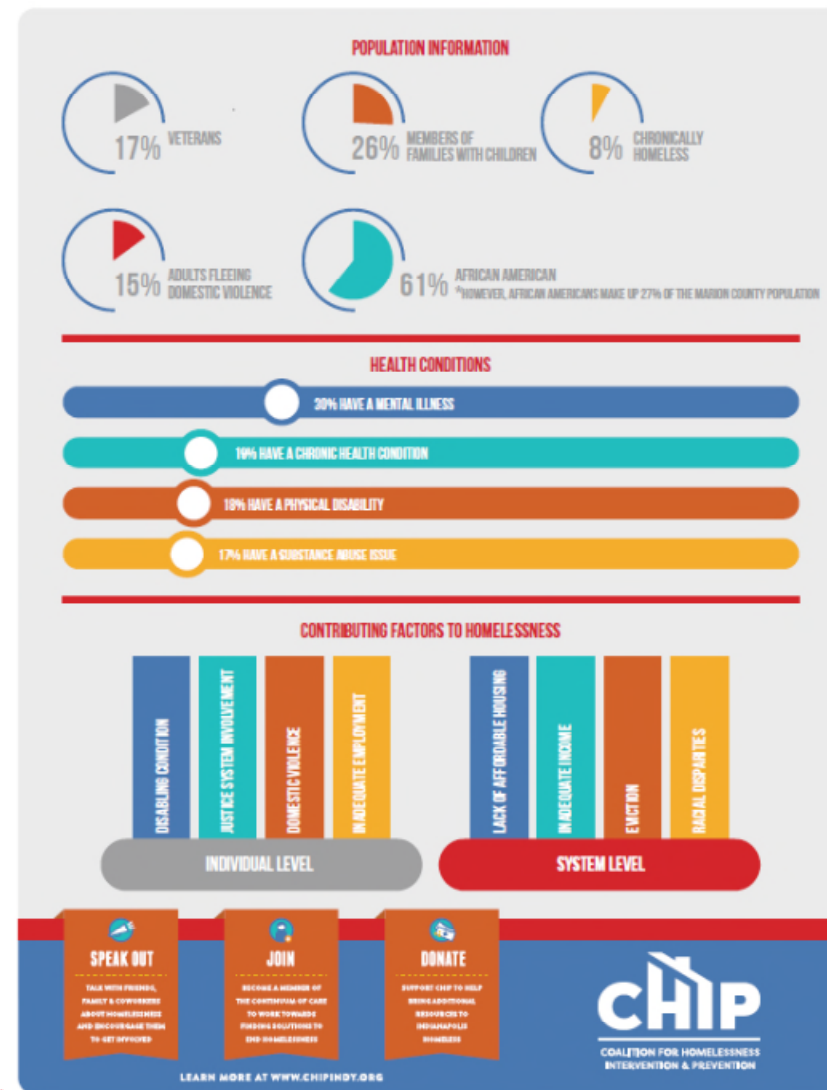
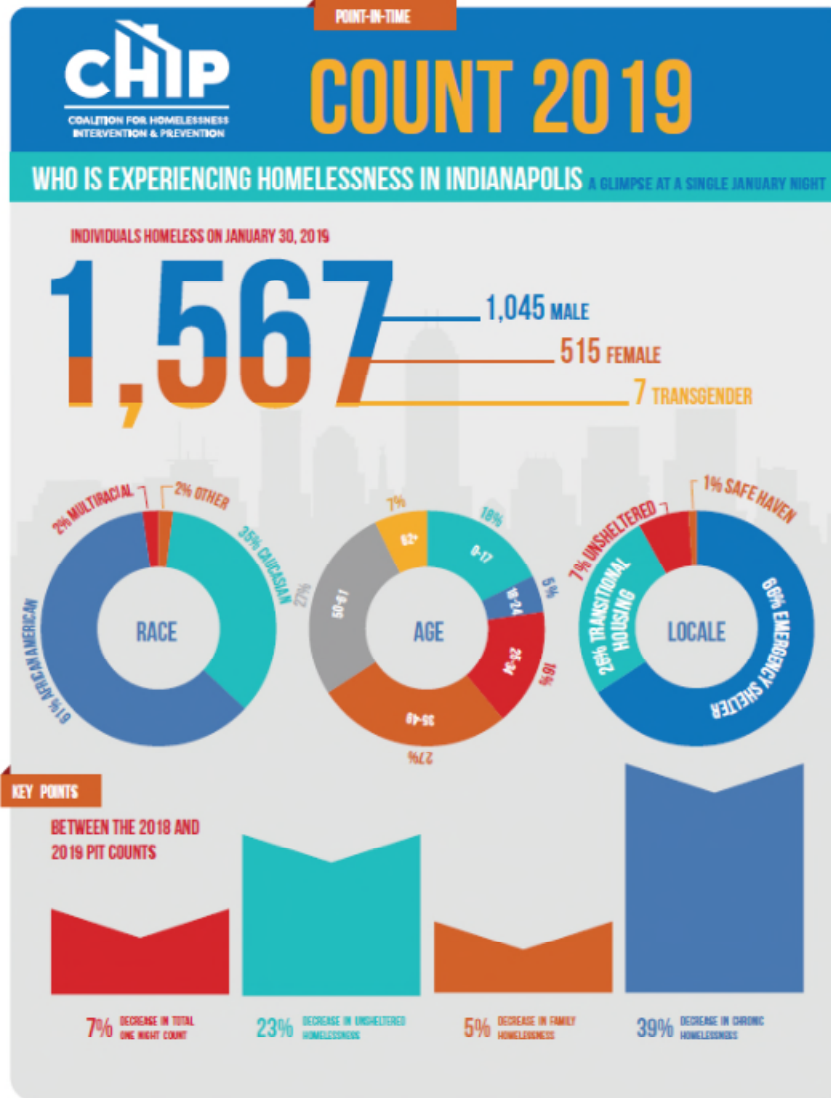
CHIP

COALITION FOR
HOMELESSNESS
INTERVENTION
& PREVENTION

★
THE CITY OF
INDIANAPOLIS



Point in Time Count



Indianapolis Point-in-Time (PIT) Count Trends

2018 & 2019 PIT Counts

2019 PIT Count Total = 1,567

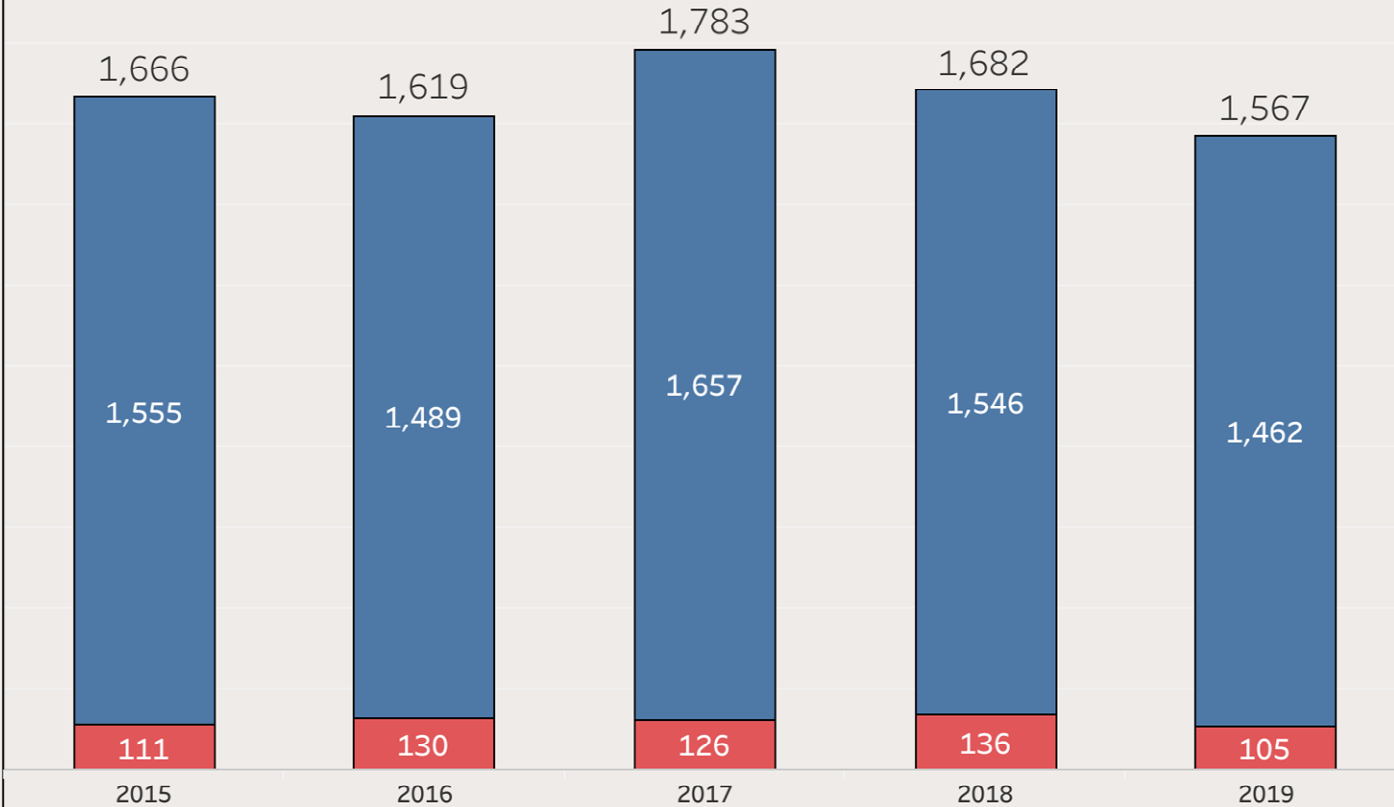
2018 PIT Count Total = 1,682

2015 - 2019 PIT Counts

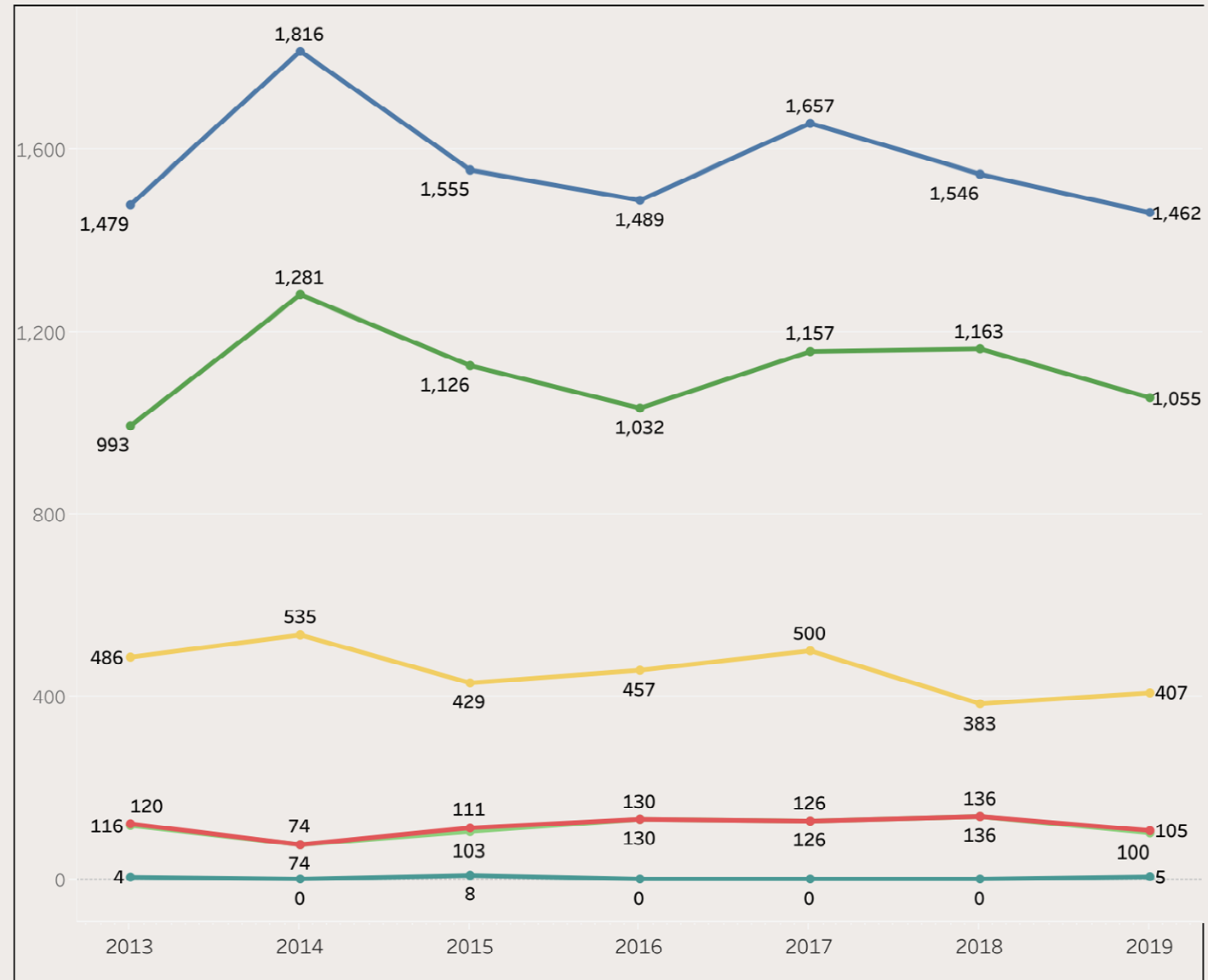
Sheltered and Unsheltered Homelessness

Color Code for Stacked Bars

- Total Sheltered Persons
- Total Unsheltered Persons



Indianapolis PIT Count Trends - Sheltered & Unsheltered



Color Codes

Sheltered Individuals

Sheltered Persons in Families

Total Sheltered Persons

Total Unsheltered Persons

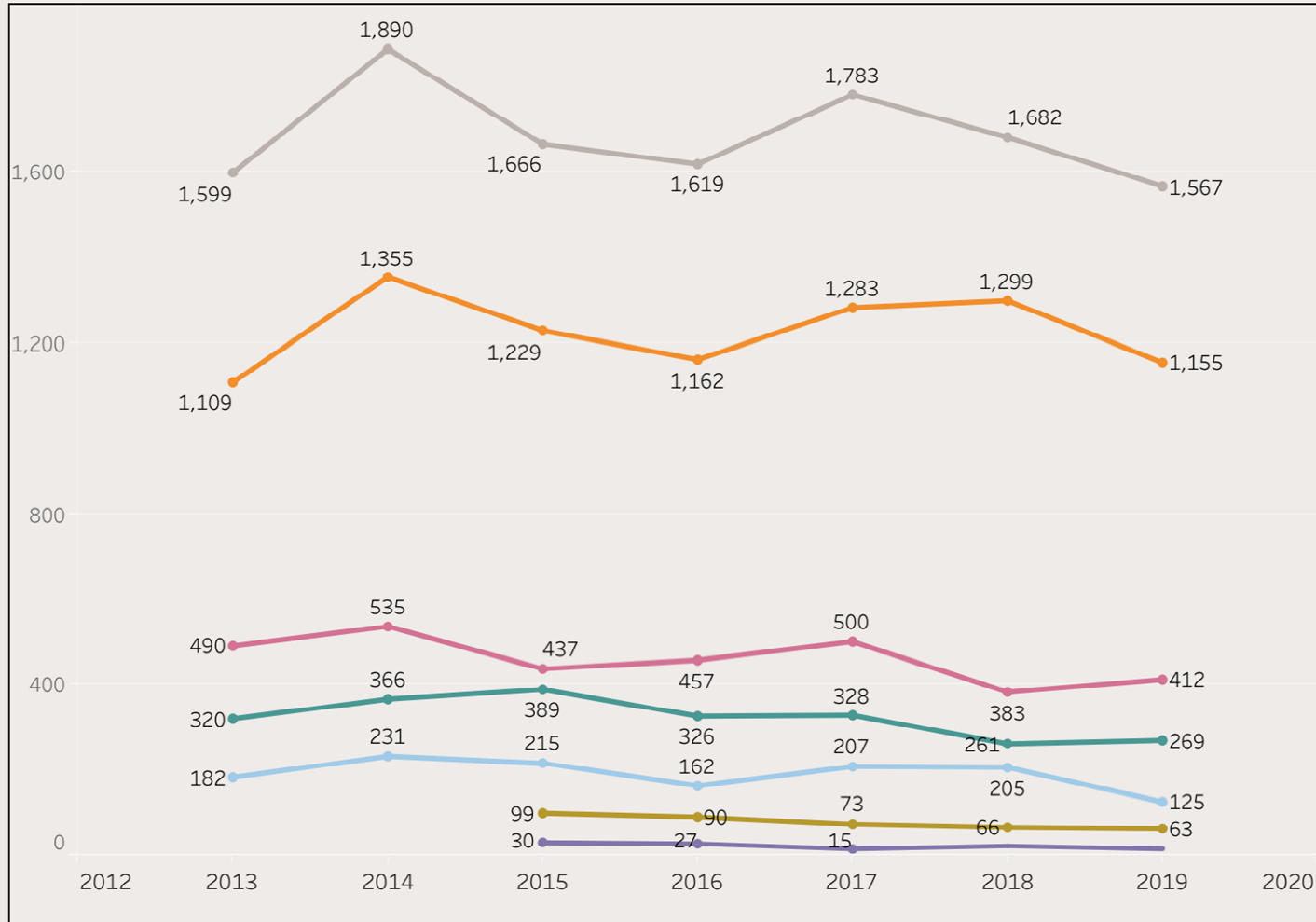
Unsheltered Individuals

Unsheltered Persons in Families

Indianapolis PIT Count Trends - Subpopulations

*The filter to the right can show all HUD measures for the Indy PIT Counts. The starting view displays the 4 Priority Subpopulations (CH Persons, Families, Veterans, and Youth). When analyzing this chart and/or choosing additional data elements, keep in mind the subpopulation totals can overlap (i.e. the numbers may not be unique or distinct from one another).

***All PIT Count Measures**
Multiple values



Color Codes

Chronically Homeless Persons

Individuals

Persons in Families

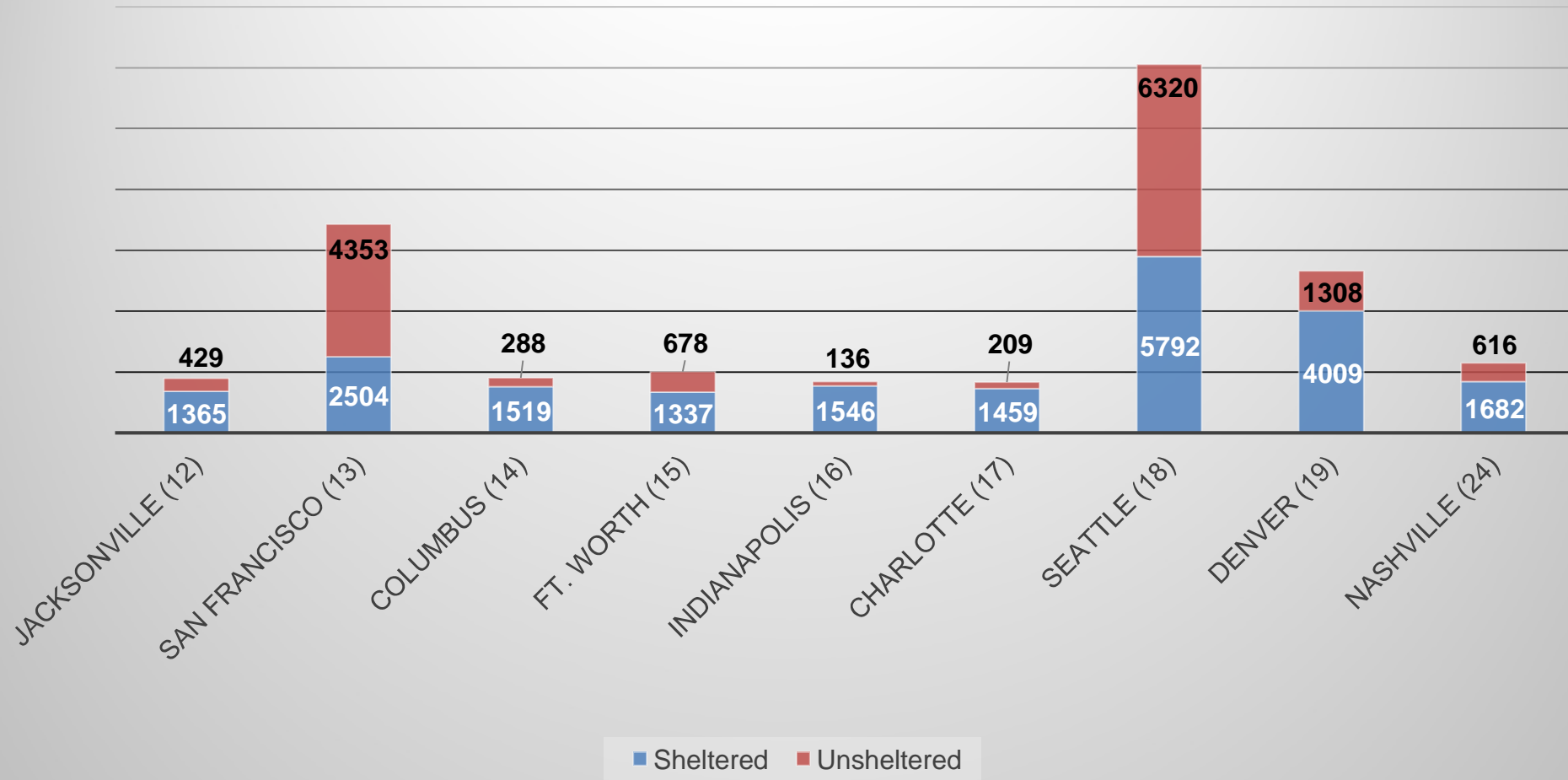
Youth & Young Adults (Under 25)

Parenting Youth & Young Adults (Under 25)

Veterans

Total Homeless (PIT Count)

2018 PIT Count: Peer Cities Comparison





VISION FOR THE INDIANAPOLIS HOMELESS RESPONSE: A COORDINATED SYSTEM OF ENTRY & EXIT

TRIAGE



DIVERSION



COORDINATED OUTREACH
& SERVICES



TEMPORARY
SHELTERS



PREVENTION

ASSESS PRIORITIZE REFER NAVIGATE

PERMANENT
SUPPORTIVE
HOUSING

RAPID
REHOUSING

AFFORDABLE
HOUSING

EMPLOYMENT/
SELF-RESOLUTION

LINKED TO COMMUNITY TO SUPPORT STABILITY/PREVENTION

Community Plan Strategies

1. **Improve crisis response system**
2. Increase access and availability of housing and rental assistance
3. Expand and enhance high-quality supportive services

Crisis Response

Coordinated street outreach project

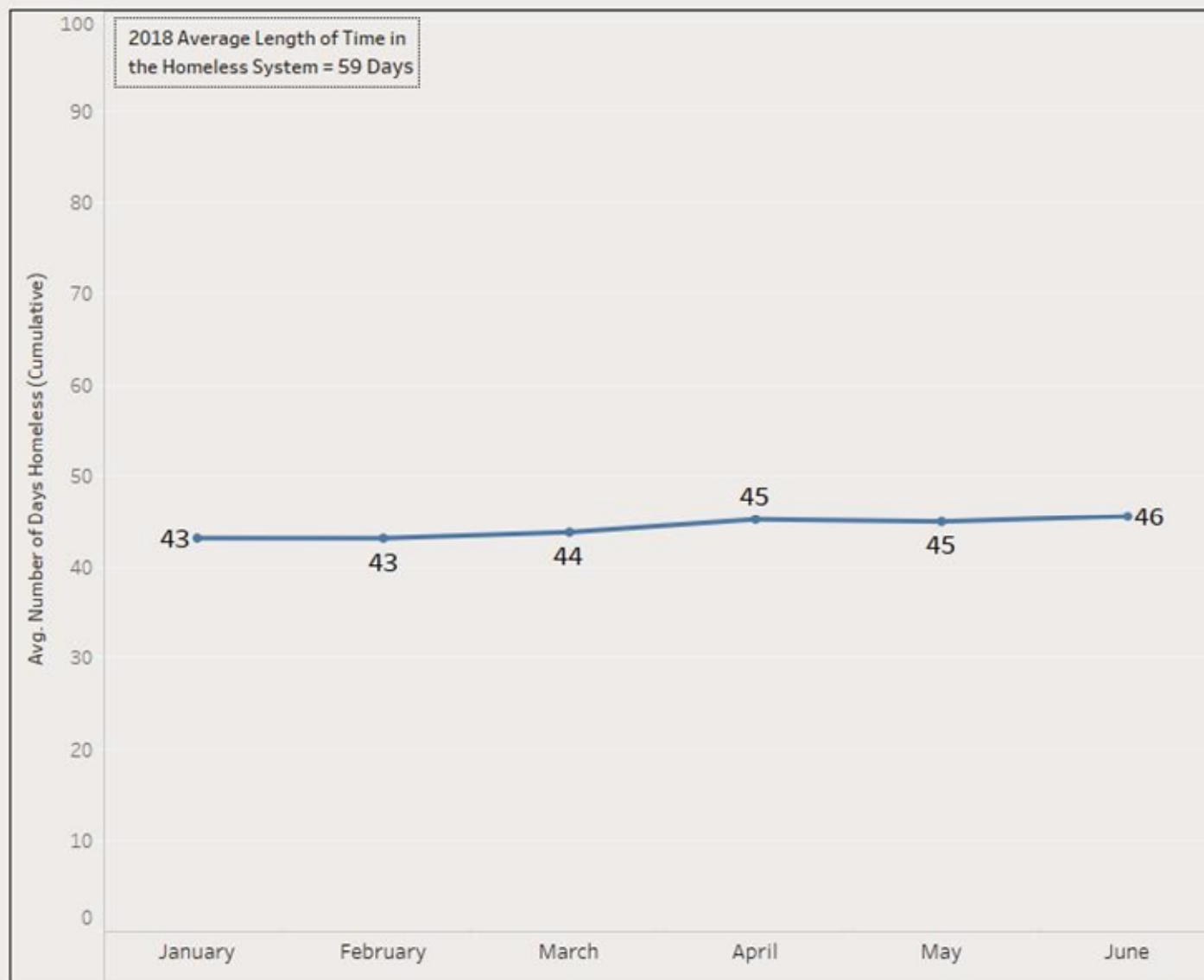
Resolve housing applications quickly

Reduce shelter strain through
additional funding, diversion, eviction
prevention, and rapid rehousing

Indianapolis Average Length of Time in the Homeless System

Length of Time in the Homeless System Description

Length of time in the homeless system measures the length of time a household remains in our system. The measure refers to the average number of days that households are enrolled in Emergency Shelters (ES), Safe Haven (SH), and/or TH projects within the Homeless Management Information System (HMIS).



Community Plan Strategies

1. Improve crisis response system
- 2. Increase access and availability of housing and rental assistance**
3. Expand and enhance high-quality supportive services

“Housing First”

Homelessness is a housing issue

In order to address mental health,
employment, motivation, and health issues
a person needs housing first

Housing needs to be low-barrier

Permanent Supportive Housing



Housing

+



Rental Assistance

+



Supportive Services

Housing & Rental Assistance



+



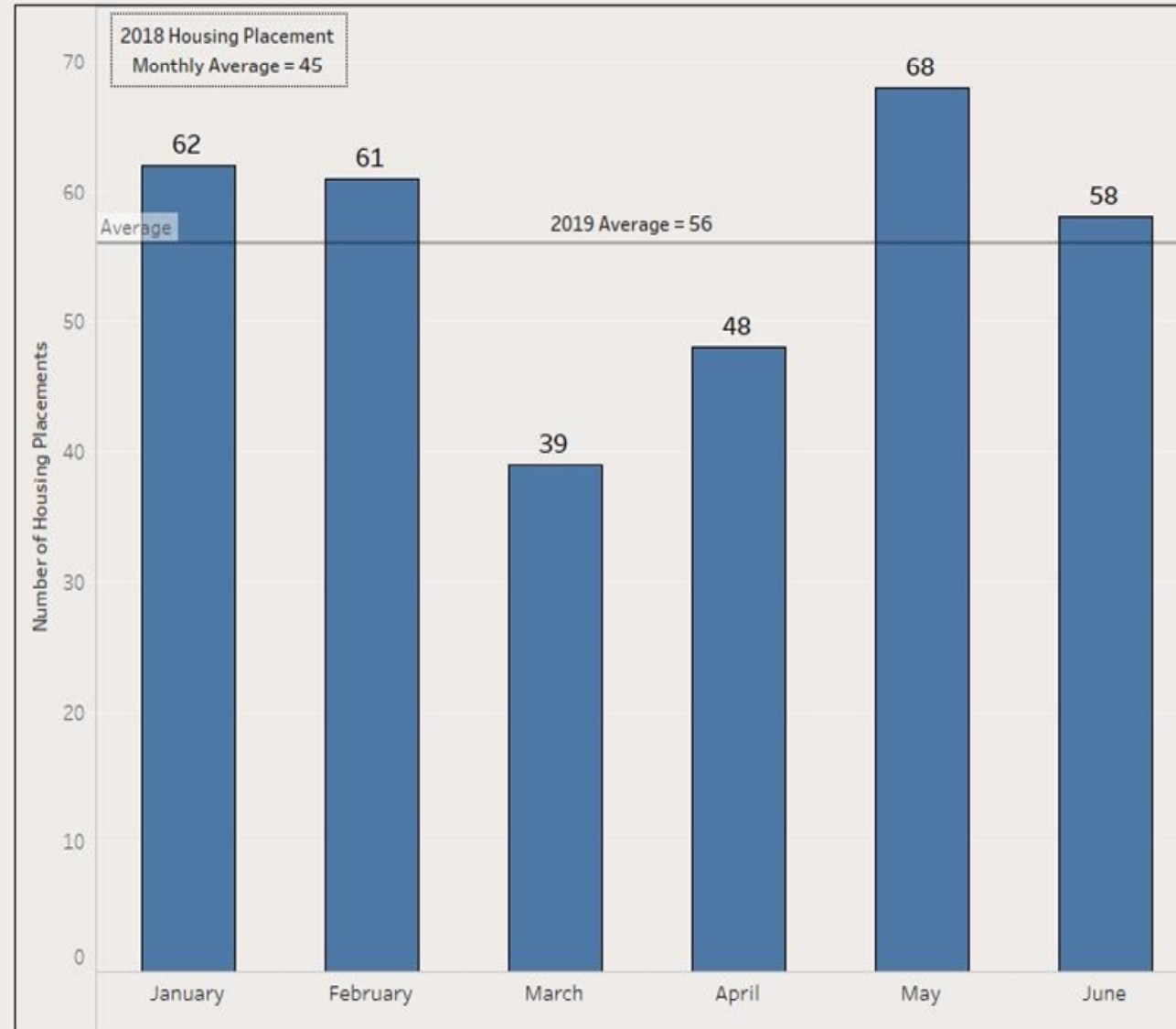
November 2017: IHA
began providing
housing choice
vouchers for rental
assistance

We're deploying 300
vouchers prior to
December 31, 2019

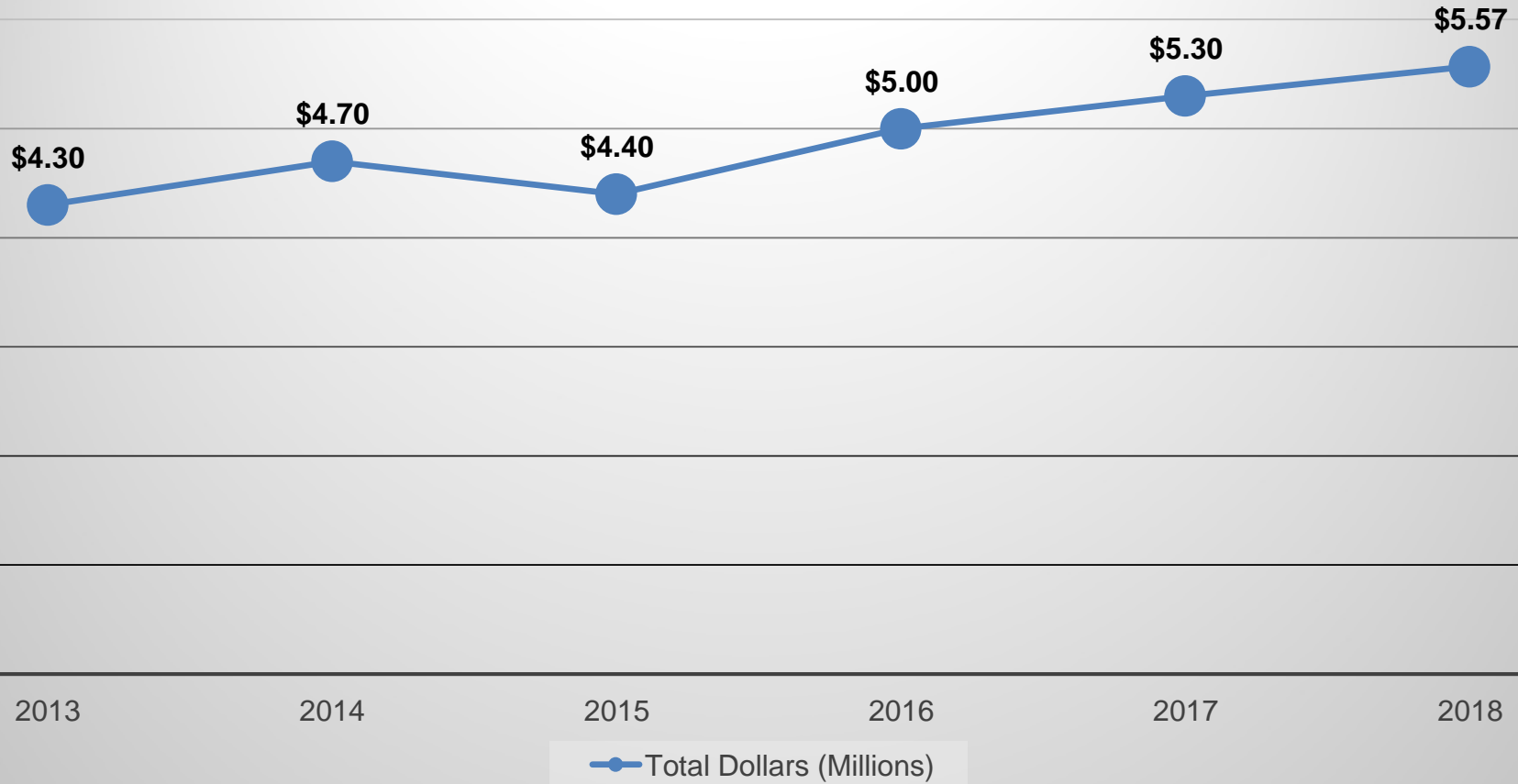
Indianapolis Coordinated Entry System (CES) Housing Placements

Housing Placements Description

Housing placements measure the number of households that successfully enter permanent housing through the CES. This includes any household referred to Permanent Supportive Housing (PSH), Rapid Rehousing (RRH) or Transitional Housing / Rapid Rehousing (TH/RRH) and successfully enters permanent housing. Permanent Housing includes all CoC, Veteran, ESG, IHA Voucher, and other publicly funded permanent housing projects.



Federal Funding: HUD Continuum of Care



Community Plan Strategies

1. Improve crisis response system
2. Increase access and availability of housing and rental assistance
- 3. Expand and enhance high-quality supportive services**

Supportive Services

Housing to Recovery Fund

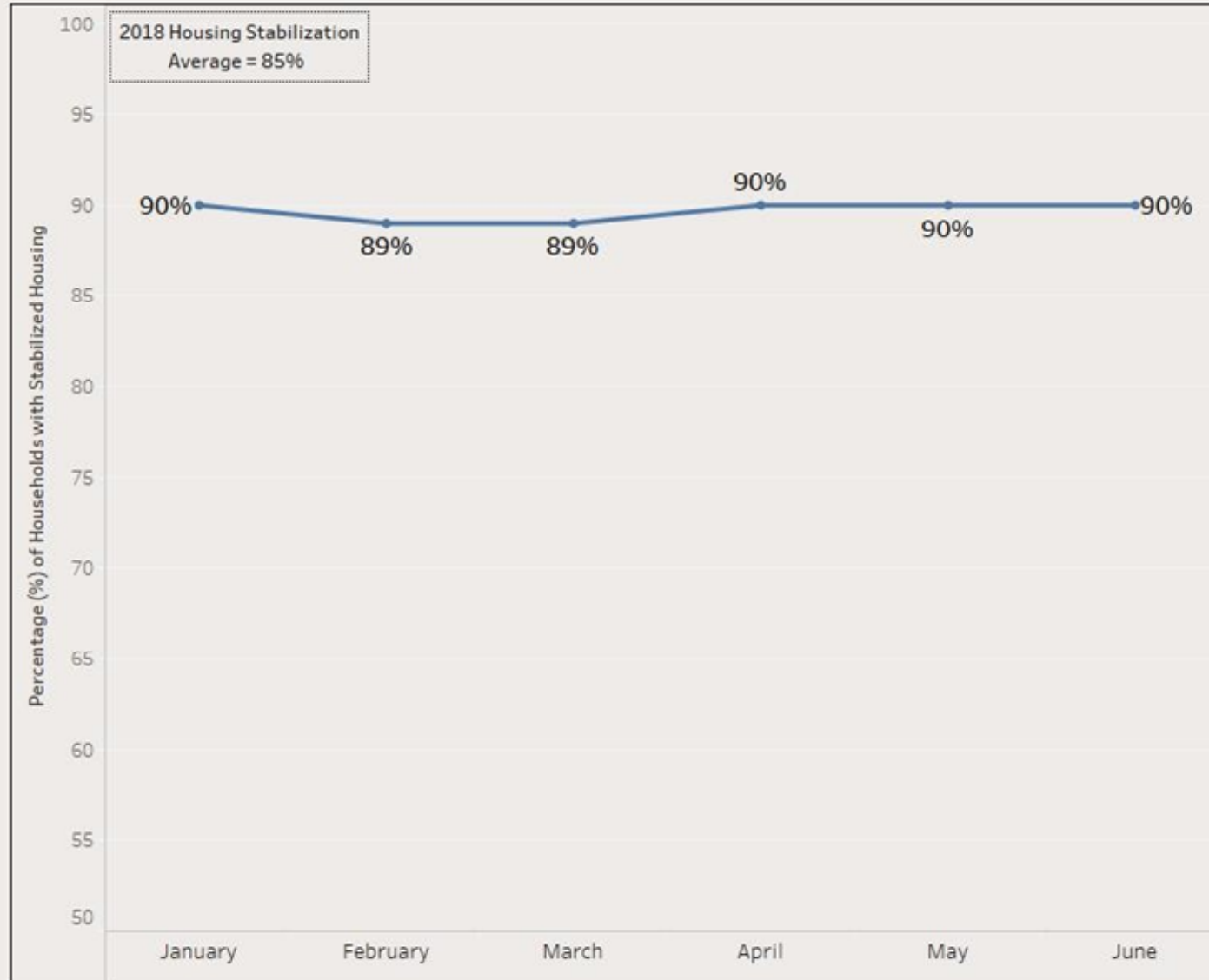
Partnership with Central Indiana Community Foundation to raise a **\$5.5 MILLION** fund to build a pay-for-success model of service delivery designed to keep residents housed



Indianapolis Housing Stabilization

Housing Stabilization Description

Housing stabilization measures the level of stability across PSH, RRH, and TH projects. Stability is measured by calculating the percentage of households enrolled in the project universe that either maintain permanent housing within the project (e.g. PSH) or exit to a permanent housing destination from the project (e.g. RRH). Housing Stabilization includes all CoC, Veteran, ESG, IHA Voucher, and other publicly funded permanent housing projects.



Acute Challenges Downtown

Separate issues of panhandling,
“aggressive panhandling,” and other illegal
activities that prey upon vulnerable residents

Ongoing Responses

Stakeholder & Visitor Education

Law enforcement for illegal activity

Increase funding for services & Street Reach Indy

Ongoing Responses

Pathway to Employment program

2019 pilot project:

- 57 unique individual participants
- 7,609 total hours worked
- Program averaged between 10 and 14 workers per day
- 27/57 participants identified as panhandlers
- 17 participants have obtained full-time employment
- 46 tons of trash removed
- Program funded permanently beginning in 2020

You Can Help



You Can Help

Technology: Data Integration
Dashboards

Federal Policy Advocacy: Housing Vouchers

State Policy Advocacy:
Tenant Rights
Affordable Housing Tax Credits



Discussion / Q & A

Table Discussion - Introductions

1. Name
2. Organization and role in that organization
3. Geographic area(s) where you work with rental housing (e.g. Indianapolis, Marion County, Indiana)
4. Years of experience working with the HCV Program
5. Your choice ~ something fun!

HCV BASICS

Bruce Nzerem

Director, Indiana PIH

What are Housing Choice Vouchers?

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.

What are Housing Choice Vouchers?

The participant is free to choose any housing that meets the requirements of the program and is not limited to units located in subsidized housing projects.

Voucher program is administered by your local public housing agencies which are funded by the U.S. Department of Housing and Urban Development (HUD).

What are Housing Choice Vouchers?

The family issued a housing voucher is responsible for finding a suitable housing unit of the family's choice.

A housing subsidy is paid to the landlord directly by the 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 the program. Under certain circumstances, if authorized by the PHA, a family may use its voucher to purchase a modest home.

Eligibility for HCVs

- Eligibility for a housing voucher is determined by the PHA based on the total annual gross income and family size and is limited to US citizens and specified categories of non-citizens who have eligible immigration status.
- In general, the family's income may not exceed 50% of the median income for the county or metropolitan area in which the family chooses to live.
- By law, a PHA must provide 75 percent of its voucher to applicants whose incomes do not exceed 30 percent of the area median income. Median income levels are published by HUD and vary by location. The PHA serving your community can provide you with the income limits for your area and family size.

Eligibility for HCVs

- During the application process, the PHA will collect information on family income, assets, and family composition.
- The PHA will verify this information with other local agencies, your employer and bank, and will use the information to determine program eligibility and the amount of the housing assistance payment.
- If the PHA determines that your family is eligible, the PHA will put your name on a waiting list, unless it is able to assist you immediately. Once your name is reached on the waiting list, the PHA will contact you and issue to you a housing voucher.

How do HCVs work?

- The HCV program places the choice of housing in the hands of the individual family. A very low-income family is selected by the PHA to participate is encouraged to consider several housing choices to secure the best housing for the family needs. A housing voucher holder is advised of the unit size for which it is eligible based on family size and composition.
- The housing unit selected by the family must meet an acceptable level of health and safety before the PHA can approve the unit. When the voucher holder finds a unit that it wishes to occupy and reaches an agreement with the landlord over the lease terms, the PHA must inspect the dwelling and determine that the rent requested is reasonable.



How do HCVs work?

- The PHA determines a payment standard that is the amount generally needed to rent a moderately-priced dwelling unit in the local housing market and that is used to calculate the amount of housing assistance a family will receive.
- However, the payment standard does not limit and does not affect the amount of rent a landlord may charge or the family may pay. A family which receives a housing voucher can select a unit with a rent that is below or above the payment standard.



How do HCVs work?

- The housing voucher family must pay 30% of its monthly adjusted gross income for rent and utilities, and if the unit rent is greater than the payment standard the family is required to pay the additional amount.
- By law, whenever a family moves to a new unit where the rent exceeds the payment standard, the family may not pay more than 40 percent of its adjusted monthly income for rent.



Roles and Responsibilities

- Once a PHA approves an eligible family's housing unit, the family and the landlord sign a lease and, at the same time, the landlord and the PHA sign a housing assistance payments contract that runs for the same term as the lease.
 - This means that everyone -- tenant, landlord and PHA -- has obligations and responsibilities under the voucher program.
-

Roles and Responsibilities Tenants

- When a family selects a housing unit, and the PHA approves the unit and lease, the family signs a lease with the landlord for at least one year.
 - The tenant may be required to pay a security deposit to the landlord. After the first year the landlord may initiate a new lease or allow the family to remain in the unit on a month-to-month lease.
 - When the family is settled in a new home, the family is expected to comply with the lease and the program requirements, pay its share of rent on time, maintain the unit in good condition and notify of any changes in income or family composition.
-

Roles and Responsibilities Landlords

- 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 the services agreed to as part of the lease signed with the tenant and the contract signed with the PHA.
-

Roles and Responsibilities P H A

- The PHA administers the voucher program locally.
 - The PHA provides a family with the housing assistance that enables the family to seek out suitable housing and the PHA enters into a contract with the landlord to provide housing assistance payments on behalf of the family.
-

Roles and Responsibilities P H A

- If the landlord fails to meet the owner's obligations under the lease, the PHA has the right to terminate assistance payments.
 - The PHA must reexamine the family's income and composition at least annually and must inspect each unit at least annually to ensure that it meets minimum housing quality standards.
-

Roles and Responsibilities H U D

- To cover the cost of the program, HUD provides funds to allow PHAs to make housing assistance payments on behalf of the families.
 - HUD also pays the PHA a fee for the cost of administering the program.
-

Roles and Responsibilities H U D

- When additional funds become available to assist new families, HUD invites PHAs to submit applications for funds for additional housing vouchers. Applications are then reviewed, and funds awarded to the selected PHAs on a competitive basis.
 - HUD monitors PHA administration of the program to ensure program rules are properly followed.
-

Housing Choice Voucher Program

Summary Page:

Please select the PIH Network, HUD Region, Field Office, State and/or Public Housing Authority you are interested in viewing using the dropdown menus below. The data will adjust based on your selection.

Select a Network: Select a Region: Select a Field Office: Clear All Filters:

All All Indianapolis Program C...

Select a State: Select a Public Housing Authority:

All All

Budget Overview:

2019 YTD HAP Expenditures vs 2019 YTD Budget Authority



2019 YTD Spending as a Percentage of Budget Authority

98.07%

Total HUD Held Reserves

\$11,842,672

Leasing Overview:

Current Units under ACC

42,244

Current Reported Leasing

37,375

Units Remaining under ACC

4,869

2019 YTD Leasing Percentage

88.59%

Average Per Unit Cost

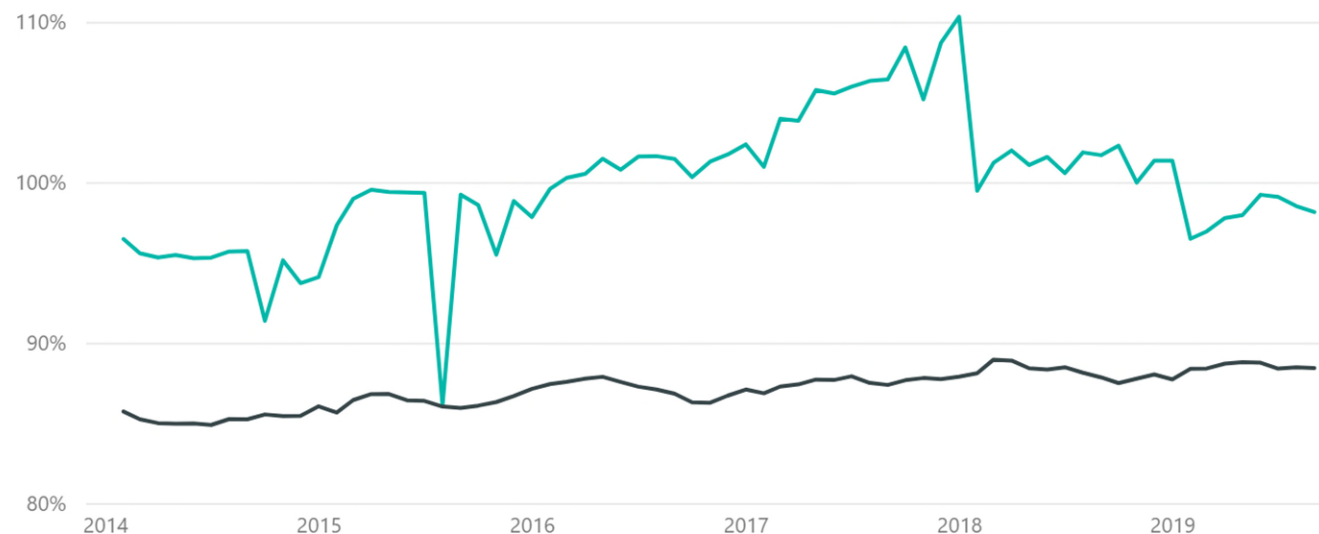
\$488.65

Number of Estimated Units with Leasing Potential

1,219

Budget Utilization since 2014

% Budget Utilization % Leasing



Housing Choice Voucher Program

Select a Network:

All

Select a Region:

All

Select a Field Office:

Indianapolis Program C...

Select a State:

All

Select a Public Housing Authority:

All

Clear All Filters:



Unit Leasing Percentage since 2014

● Selection % Leasing ● National % Leasing



Current Reported Leasing

37,375

Vouchers Ported Into a Jurisdiction and Administered by PHA

333

12 Month Average Attrition Rate as of 6/30/19

12.95%

Vouchers Ported Out of a Jurisdiction and Paid by PHA

472

Monthly Number of Vouchers on the Street Since 2014



Average Per Unit Cost since 2014



Housing Choice Voucher Program

Select a Network:

Select a Region:

Select a Field Office:

Select a State:

Select a Public Housing Authority:

Clear All Filters:



Top 10 PHAs with Highest Increases in PUC over Last Year

PHA Code	PHA Name	2019 PUC	1 Yr % Change
IN078	Housing Authority of the City of Greensburg	\$424.56	13.75%
IN023	Housing Authority of the City of Jeffersonville	\$454.56	10.73%
IN032	Bloomfield Housing Authority	\$354.61	10.72%
IN077	Housing Authority of the City of Jasonville	\$352.21	10.61%
IN025	Housing Authority of the City of Charlestown	\$488.01	9.94%
IN002	Vincennes Housing Authority	\$399.57	8.06%
IN091	Housing Authority of the City of Peru	\$372.42	7.63%
IN100	Housing Authority of the County of St. Joseph	\$479.26	6.07%
IN060	Housing Authority of the City of Warsaw	\$383.34	5.11%
IN094	Housing Authority of the City of Greencastle	\$321.50	4.85%

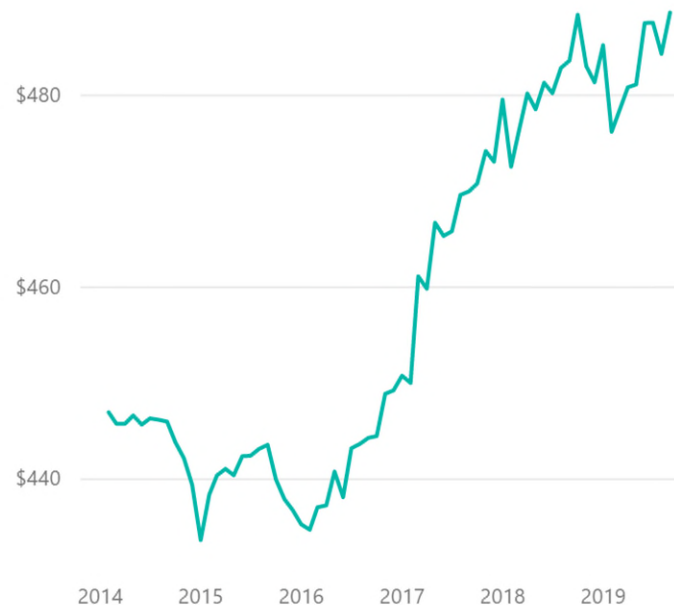
Top 10 PHAs with Largest Reductions in PUC over Last Year

PHA Code	PHA Name	2019 PUC	1 Yr % Change
IN018	Housing Authority of the City of Tell City	\$323.12	-14.52%
IN015	Housing Authority of South Bend	\$513.98	-8.44%
IN029	Housing Authority of the City of East Chicago	\$607.35	-6.60%
IN086	Housing Authority of the City of Union City	\$313.85	-5.51%
IN012	Housing Authority of the City of New Albany	\$472.64	-5.35%
IN004	Delaware County Housing Authority	\$405.00	-4.52%
IN035	Brazil Housing Authority	\$395.43	-3.52%
IN005	Housing Authority of the City of Muncie	\$441.25	-3.18%
IN050	New Castle Housing Authority	\$325.38	-3.11%
IN055	Linton Housing Authority	\$239.41	-2.92%

Average Per Unit Cost as of August 2019

\$488.65

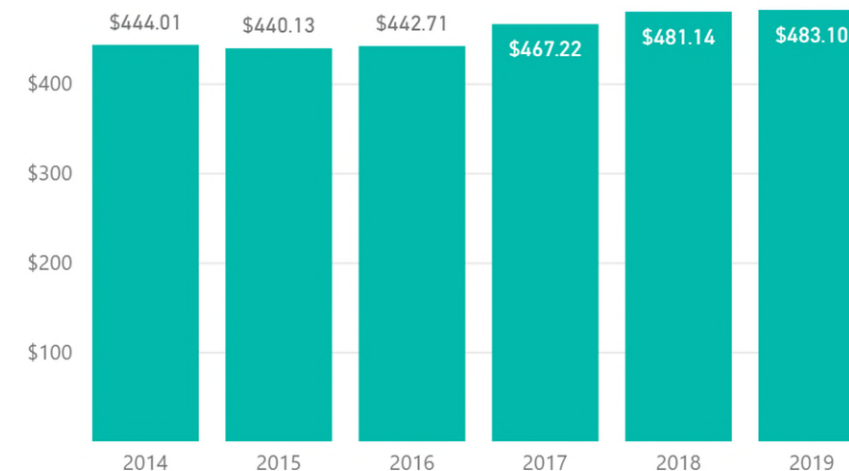
Average Per Unit Cost since 2014



Average Yearly PUC 2014-2019

PHA Code	2014	2015	2016	2017	2018	2019
IN002	\$345.91	\$353.94	\$363.14	\$366.37	\$369.75	\$399.57
IN003	\$466.47	\$470.91	\$462.25	\$478.31	\$470.58	\$477.00
IN004	\$412.63	\$417.00	\$402.68	\$415.98	\$424.17	\$405.00
IN005	\$446.34	\$450.28	\$436.57	\$450.90	\$455.74	\$441.25
IN006	\$462.58	\$456.78	\$460.31	\$470.56	\$466.19	\$464.10
IN007	\$372.01	\$377.10	\$396.97	\$407.56	\$438.30	\$449.63
IN009	\$353.96	\$336.79	\$344.73	\$341.56	\$359.08	\$349.17
IN010	\$610.36	\$585.85	\$554.11	\$581.00	\$593.47	\$595.66
IN011	\$557.43	\$558.49	\$573.17	\$574.00	\$577.76	\$580.67
IN012	\$478.32	\$474.67	\$478.93	\$492.14	\$499.38	\$472.64

Average PUC Year over Year



Housing Choice Voucher Program

Mainstream Vouchers

PHA Code	MS Total Effective Awards	MS Total Leased	MS % Leased
IN003	40	20	50.00%
IN007	19	10	52.63%
IN017	55	34	61.82%
IN047	20	20	100.00%
IN058	75	75	100.00%
IN071	35	33	94.29%
IN901	25	4	16.00%
Total	269	196	

Current Special Purpose Voucher Utilization as of August, 2019.
Special Purpose Vouchers are included in the ACC of a Public Housing Authority with the exception of Mainstream.

Select a Network:

All

Select a Region:

All

Select a Field Office:

Indianapolis Program C...

Select a State:

All

Select a Public Housing Authority:

All

Clear All Filters:



Family Unification Program Vouchers (FUP)

PHA Code	FUP Total Effective Awards	FUP Total Leased	FUP % Leased
IN003	1	0	0.00%
IN007	14	11	78.57%
IN012	45	48	106.67%
Total	60	59	

Non-Elderly Disabled Vouchers (NEDs)

PHA Code	Total NED Awards	Total NED Leased	NED Leasing %
IN003	75	78	104.00%
IN012	200	197	98.50%
IN016	100	92	92.00%
IN047	40	40	100.00%
IN060	80	35	43.75%
IN080	75	65	86.67%
IN092	31	27	87.10%
IN901	300	251	83.67%
Total	901	785	

Veterans Supportive Housing Vouchers (HUD VASH)

PHA Code	VASH Total Effective Awards	VASH Total Leased	VASH % Leased
IN003	110	112	101.82%
IN005	15	15	100.00%
IN007	15	12	80.00%
IN011	43	32	74.42%
IN016	31	26	83.87%
IN017	445	357	80.22%
IN022	80	64	80.00%
IN041	50	39	78.00%
IN071	33	27	81.82%
IN901	436	251	57.57%
Total	1,258	935	

Housing Choice Voucher Program

Select a Network:

Select a Region:

Select a Field Office:

Select a State:

Select a Public Housing Authority:

Clear All Filters:



PHAs on Hot List

5

HOT List PHAs: Leasing Potential and Budget Utilization

PHA Code	PHA Name	Leasing Potential Estimate	Leasing Potential %	2019 YTD Unit Utilization	2019 YTD Budget Utilization	HUD Held Reserves	Reserves %
IN010	Housing Authority of the City of Hammond	290	32.34%	70.63%	95.19%	\$2,128,072	44.68%
IN015	Housing Authority of South Bend	183	8.60%	88.28%	87.53%	\$64,628	0.49%
IN060	Housing Authority of the City of Warsaw	161	32.53%	67.93%	94.09%	\$843,589	51.31%
IN003	Fort Wayne Housing Authority	117	3.78%	90.66%	100.73%	\$1,972,289	12.35%
IN011	Housing Authority of the City of Gary	76	4.32%	97.99%	99.99%	\$1,061,355	8.82%

Scatter Plot

Matrix

PHAs on Hot List must meet two conditions: over 75 units of leasing potential and those units are at least 2% of the program size. The color saturation of the dots is based on leasing potential % for the PHA's voucher program. The darker the dot the higher the leasing potential percentage. Hover over the dots to see information about specific PHAs such as leasing potential, % budget utilization, leasing potential %, total reserves, and % reserves.

Questions?

LANDLORD-TENANT LAW IN INDIANA

HUD'S FIRST HCV LANDLORD SYMPOSIUM

DECEMBER 5, 2019

PRESENTED BY: ATTORNEY JEWELL HARRIS, JR.

Brief Overview: The Indiana landlord-tenant laws exist to govern the relationship between a landlord and a tenant in a residential setting. These laws usually regulate several issues concerning rental property, including the obligations of a tenant and also those of a landlord, the issuing of notices, and matters concerning security deposits, among others.

SECURITY DEPOSITS

Indiana law does not limit the amount of a security deposit.

A security deposit is intended to replace any damages a tenant may impose on the rental premises or, cushion the landlord from incurring a loss in the event a tenant “bails out” without paying the rent.

IC 32-31-3-12 outlines the deductions a landlord can make from the security deposit.



TENANTS OBLIGATIONS

The obligations of a tenant are outlined under IC 32-31-7-5 as follows:

- Keep the rental unit in proper and clean condition.
- Comply with the stipulated housing and health codes.
- Comply with the lease agreement.
- Refrain from damaging, impairing, defacing, destroying or removing any part of the residential rental unit.



LANDLORDS OBLIGATIONS

The obligations of a landlord are outlined under IC 32-31-8-5 as follows:

- Deliver safe, habitable and clean premises to a tenant. The rental property should also meet the standards stipulated in the lease agreement.
- Keep the joint areas of the residential property in proper and clean condition.
- Comply with all the housing and health codes stipulated under law concerning rental premises.



TERMINATION OF RENTAL AGREEMENT

A rental agreement terminates pursuant to the terms of the agreement however, a landlord is authorized to quit a rental agreement without notice in the following conditions:

- When a tenant commits waste knowingly.
- When a tenant continues to occupy a rental unit after a lease has expired.
- When the tenant does not pay rent his/her rent in advance, yet this condition is stipulated in the rental agreement.
- When the landlord-tenant relationship is non-existent.



ACCESS TO RENTAL PROPERTY

A landlord may not interfere with a tenant's access to a dwelling unless the property has been abandoned. "Interference" includes:

- Changing locks
- Removing doors
- Removing appliances
- Interrupting utilities



ACCESS TO RENTAL PROPERTY

A tenant may not unreasonably deny landlord access to dwelling for:

- Inspection
- Necessary or agreed repairs
- Provision of services
- Exhibition of unit to prospective tenant, purchaser, contractor, etc.



ACCESS TO RENTAL PROPERTY

- A landlord shall provide reasonable notice of entry.
- A landlord shall enter only at reasonable times.
- A landlord may only enter a dwelling **without notice** in an emergency.
- A landlord may only enter a dwelling **without consent** upon court order or abandonment.



WHAT ARE 4TH AMENDMENT RIGHTS?

The 4th Amendment provides freedom from unreasonable search or seizure.

- “Physical entry of the home is the chief evil against which the wording of the 4th Amendment is directed.” *Pratt v. Chicago Housing Authority*, 848 F.Supp. 792 (N.D.Ill. 1994).
- What is an Administrative Warrant?



QUESTIONS?

Table Discussion – Your Practices

1. Tenant or Participant Screening for Eligibility or Suitability

- What are your screening “best practices”?
- How have your screening processes changed over time?

2. Dealing with Difficult Tenants (Market Rate and HCV)

- PHAs – do you provide mediation services for your landlords?
- Landlords – what has been your experience when you’ve had issues with HCV tenants? Who have you consulted with? What about market rate tenants?

Panel Discussion – Lived Experiences with HCV

Moderator: **Valarie Calhoun**

Portfolio Management Specialist
Indianapolis PIH Office

Panelists:

Harvey E. Levin

Property Manager, Broker, CCIM
Harvey Property Management Group

Aliesha Young

Indianapolis Housing Agency HCV Participant

Bridgette Thornton

Founder and CEO of Divas in Red Indy Inc.






Lunch



12:30pm-1:30pm



Housing Choice Voucher Landlord Symposium

• Indianapolis •

December 5th, 2019

Afternoon Session: 1:30pm-5:00pm

landlordtaskforce@hud.gov



Matt Rayburn

Deputy Executive Director

Indiana Housing and Community
Development Authority (IHCD)

Panel Discussion – Indiana PHAs

Moderator: **Nick Bilka**

Policy Advisor

Office of Housing Voucher Programs

Panelists:

John E. Hall

Executive Director

Indianapolis Housing Agency

Amber Skoby

Executive Director

Bloomington Housing Authority

Michelle Reynolds

Executive Director

Lafayette Housing Authority

Matt Rayburn

Deputy Executive Director

Indiana Housing and Community Development Authority





**Improving Real Estate Assessment Center (REAC) Inspections:
National Standards for the Physical Inspection of Real Estate (NSPIRE)
HUD's Indianapolis HCV Landlord Symposium
December 5, 2019**

What is NSPIRE?

The Real Estate Assessment Center (REAC) improves housing quality by performing accurate, credible, and reliable assessments of HUD's real estate portfolio; helps ensure safe, healthy, decent affordable housing; and promotes sound property management practices.

National Standards for the Physical Inspection of Real Estate (NSPIRE)

- Modernizes HUD's physical inspection model
- Prioritizes health, safety, and functional defects over those about appearance
- Focuses on the areas that impact residents – *their units*

NSPIRE Goals

- Ensure families are living in safe and habitable housing
- Enhance accuracy through:
 - Better identification of substandard properties
 - Increased objectivity and defensibility of inspections
 - Streamlined inspection processes
- Aligns the inspection standards for Multifamily, Public Housing, and HCV

NSPIRE Model

3 Types of Inspections – Confidence Increased

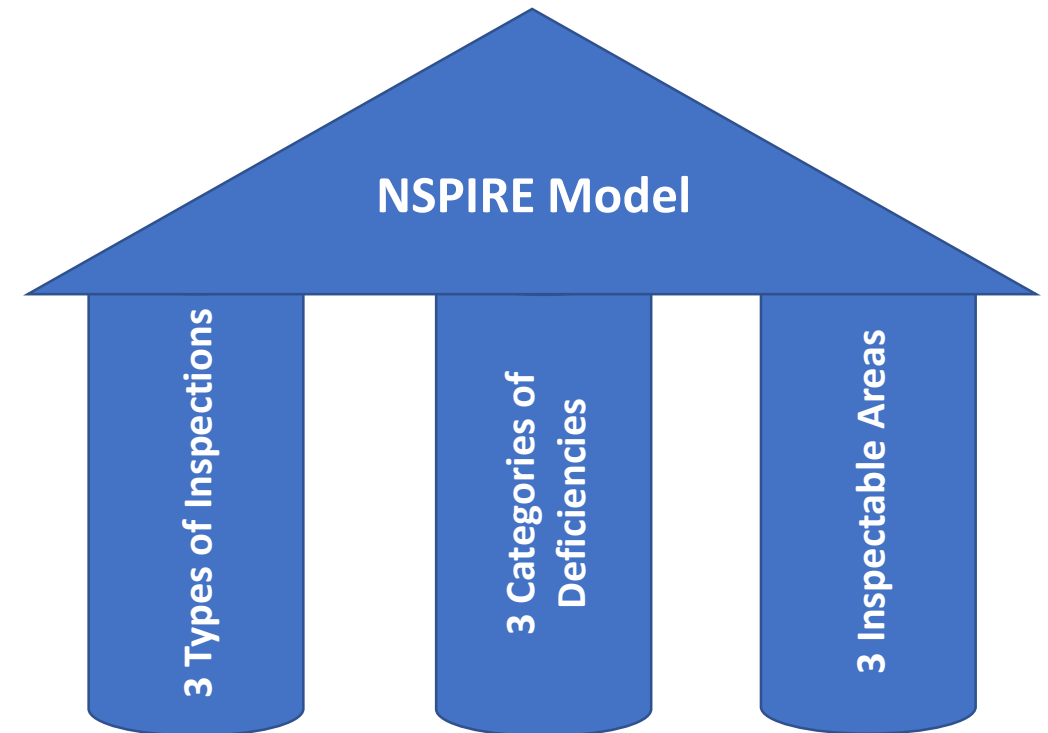
- Property Owner/Agent (POA) Self-Inspections
- REAC Contracted Inspections
- HUD Federal Employee Inspections

3 Categories of Deficiencies – Resident Focused

- Safety and Health
- Function and Operability
- Condition and Appearance

3 Inspectable Areas – Complexity Reduced

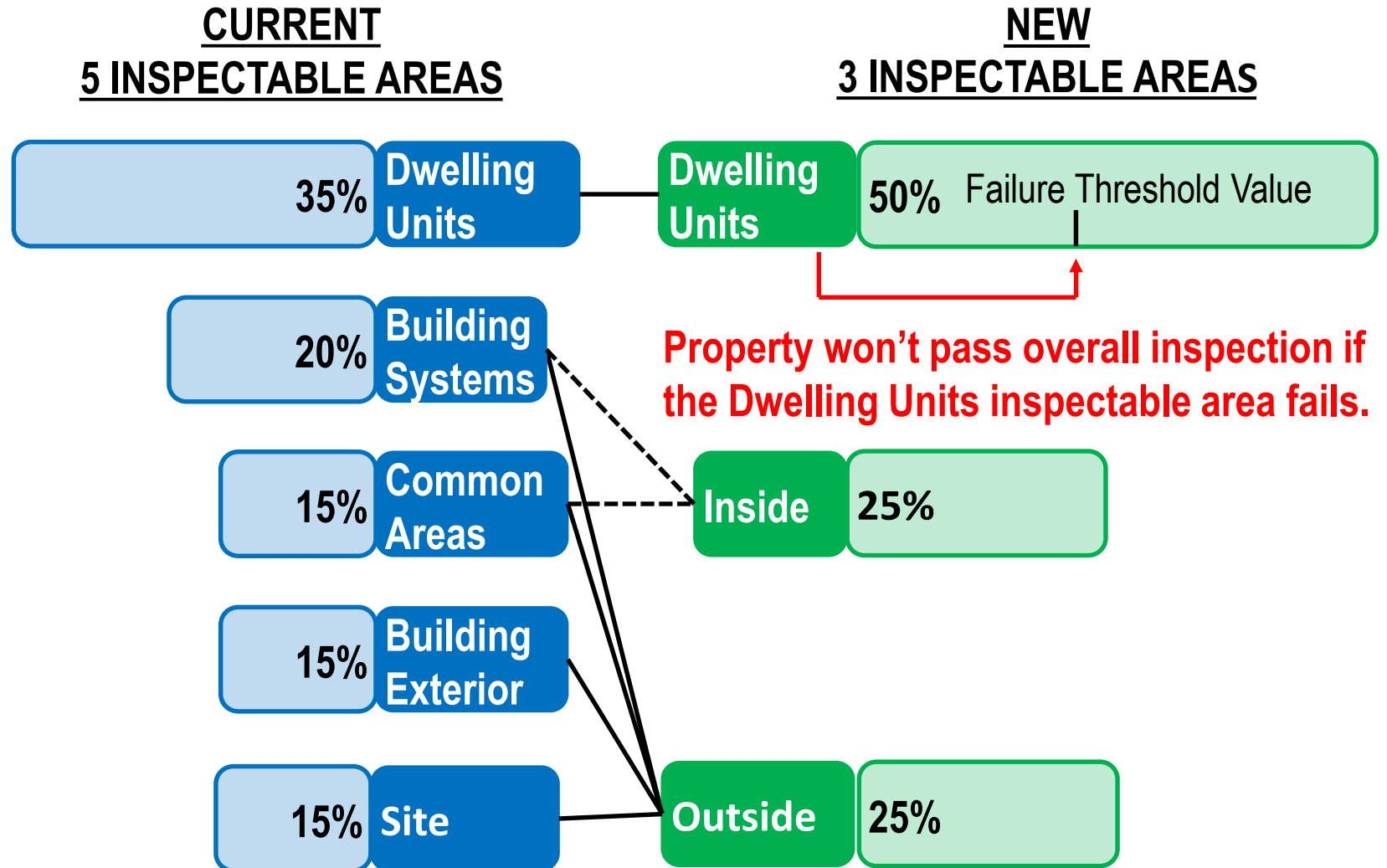
- Unit
- Inside
- Outside



Underpinned by 3 mutually supporting components

NSPIRE: 3 Inspectable Areas

- 5 Inspectable areas will feed into the 3 new inspectable areas
- Simplified, intuitive approach based on the inspectable item's physical location



NSPIRE Demonstration Roadmap

- **Planning and preparation – Ongoing**
 - Communications and outreach
 - Standards development
 - Policy development
 - Solicitation and selection of properties
- **CTQ inspections – Planned start 2nd Quarter FY2020**
 - Comprised of contractor and government employees using new standards
 - Assesses new standards and protocols; stakeholder feedback
 - Development of new scoring model
- **UPCS-V to NSPIRE –V transition – Planned start 3rd Quarter FY2020**
 - Once deficiency criteria that make up NSPIRE are stable, such criteria will be moved to the existing voucher demonstration for testing with the HCV program.

Strong Points of Alignment Already

Voucher Demonstration

Updates the housing quality standards (HQS) to reflect current advances in home inspections

Modernizes standards for health and safety threats in homes today

Aims to clarify and streamline inspection processes for PHAs and inspectors

Increases owners' and tenants' access to detailed information about their homes.

NSPIRE

NSPIRE is a modernization of HUD's inspection model

Seeks to better identify H&S hazards in housing

Accurately assess the physical condition of HUD housing

Improves inspection service delivery.

Encourages more active engagement by POAs

Word Cloud Analysis of Public Comments



How NSPIRE Impacts Landlords

- Access to more detailed information about the property
- More objective inspections
- Consistent inspection results
- Better trained inspectors and improved knowledge
- Improved platform for information exchange
- Improved PHA management controls
- **Resulting in safer homes**

How NSPIRE Impacts Tenants

- Improved resident health and safety
- Increased landlord-tenant transparency
- Improved resident engagement opportunities
- **Resulting in safer homes**

How NSPIRE Impacts PHAs

- Increased inspection consistency
- Collaborate with HUD
- Ability to contribute input to new standard
- Access to inspection data
- **Resulting in safer homes**

How NSPIRE Impacts Inspectors

- Electronic based inspections
- Improved inspection consistency
- Increased inspection accuracy
- Clear, defined inspection protocol
- Ability to capture pictures
- Collaboration with HUD
- **Resulting in safer homes**

How NSPIRE Impacts HUD

- Better identification of substandard housing
- Access to reliable data
- Reduce PHA costs
- Increased landlord tenant transparency
- Standardization
- Alignment to NSPIRE
- **Resulting in safer homes**

Indiana Participation

HUD Inspection Programs = Two Ongoing Demonstrations

- UPCS – V Demonstration Participation – 1 participant
- NSPIRE Demonstration applicants
 - 5 PHAs
 - 11 Multifamily properties

For More Information

- To learn more about NSPIRE and give feedback on the draft NSPIRE standards, visit:
https://www.hud.gov/program_offices/public_indian_housing/reac/nspire
- To learn more about UPCS-V, visit:
https://www.hud.gov/program_offices/public_indian_housing/reac/isdv/upcs-v

Your feedback...

Questions and feedback

NSPIRE@hud.gov

or

Search on “HUD NSPIRE”

Table Discussion – Symposium Feedback

1. What has been the most useful session of this Symposium?
2. What would you recommend we change for future Symposiums?
3. If there was one thing you could change about the HCV Program, what would it be and why?



HUD's Housing Choice Voucher Program Landlord Task Force

Lea Anderson and Alison Bell

HUD's Office of Housing Voucher Programs

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Background

New HUD Research on Landlords

A Pilot Study of Landlord Acceptance of Housing Choice Vouchers

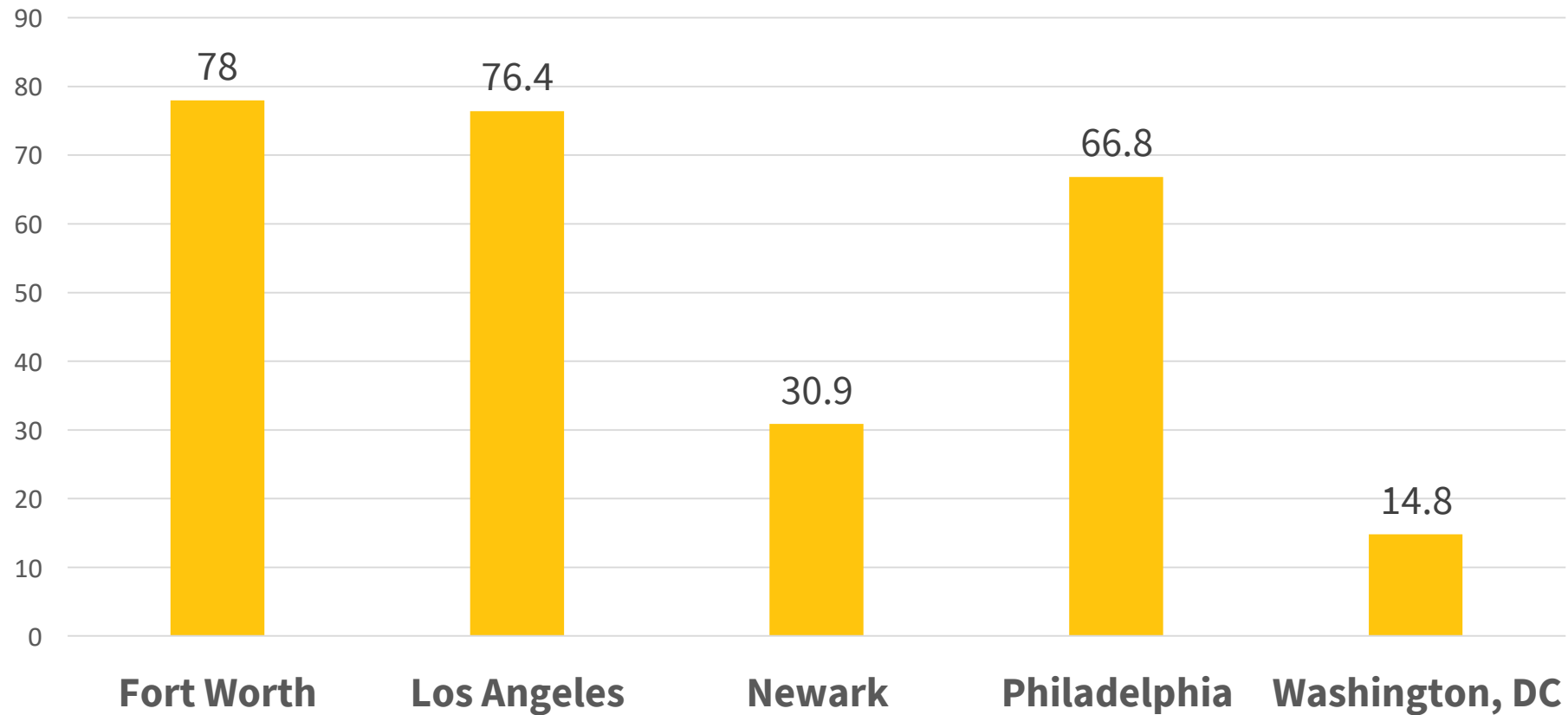
Urban Institute: Mary Cunningham, Martha Galvez, Claudia Aranda, Robert Santos, Doug Wissoker, Alyse Oneto, Rob Pitingolo, James Crawford

- Researchers screened 341,000 advertisements and conducted 3,780 tests
- Research Questions:
 - Do landlords treat HCV holders differently than similar renters?
 - Does landlord treatment of HCV holders vary by race/ethnicity or high/low-poverty?

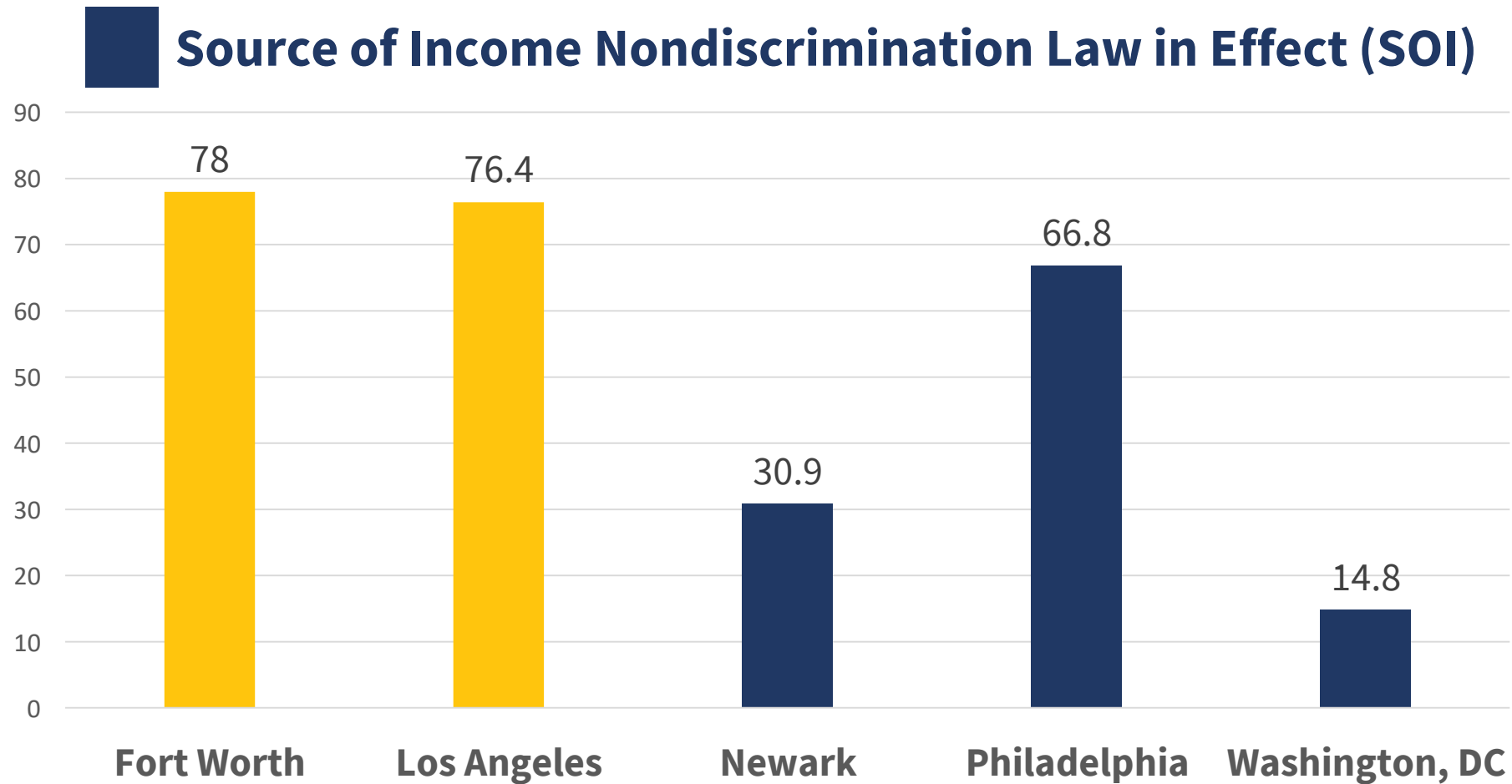
<https://www.huduser.gov/portal/pilot-study-landlord-acceptance-hcv.html>

Findings

Percent of Landlords that Deny Voucher Tenants



Findings



New HUD Research on Landlords

Urban Landlords and the Housing Choice Voucher Program

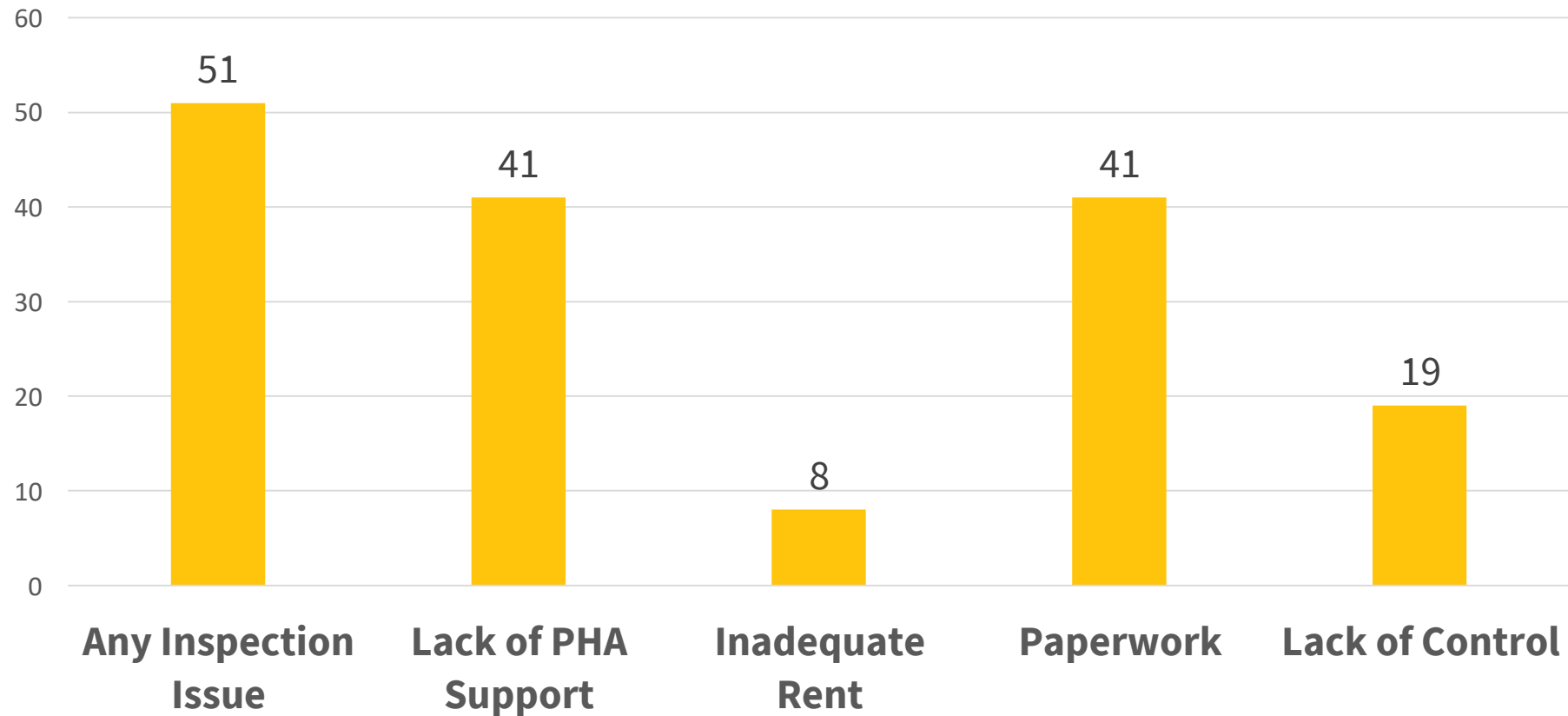
Philip Garboden (University of Hawaii), Eva Rosen (Georgetown University), Meredith Greif (Johns Hopkins University), Stefanie DeLuca (Johns Hopkins University), Kathryn Edin (Princeton University)

- Researchers interviewed 127 landlords in Baltimore, Cleveland and Dallas
- Research Questions:
 - Why do landlords accept (or refuse) HCVs?
 - What do landlords like about the HCV Program? What do they not like about the program?

<https://www.huduser.gov/portal/publications/UrbanLandlords.html>

Findings

Motivation for Non-Participation



HUD & PIH Formed the HCV Landlord Task Force

HUD's Recent Engagement with Landlords and PHAs



LANDLORD LISTENING
FORUMS & FOCUS
GROUPS



PHA INDUSTRY GROUP
FOCUS GROUP



PHA FOCUS GROUPS &
INTERVIEWS



LANDLORD SYMPOSIUMS

2018 Landlord Listening Forums & Focus Groups

2 months

7 listening forums

4 focus groups*

1 virtual focus group with PHAs on landlord incentives

6 HUD regions

330+ “landlords”

Thousands of comments

Washington DC
Atlanta, GA
Fort Worth, TX*
Philadelphia, PA*
Los Angeles, CA*
Salem, OR*
Salt Lake City, UT

— 2018 Landlord Engagement – Incentives

- Wanting to help people
- Financial – reliable source of income
- State or local programs, including damage claim funds and mediation programs



— 2018 Landlord Engagement – Barriers

- Lack of Support or Communication
- Inspections and Tenant Caused Damages
- Application and Move-in Process
- Voucher and Approved Rent Amount
- Administrative Delays



PHA Engagement

1 industry group focus group with **7** PHAs (2018)

3 focus groups with **14** PHAs total

10+ interviews with individual PHAs

PHAs representing all **10** HUD regions

~600 HCVs at smallest PHA

~50,000: HCVs at largest PHA

PHA Strategy Areas for Being Better Partners with Landlords

Customer service

Technology

Outreach and Communication materials

Training

Monetary Incentives

Partnerships

Conflict Resolution

Inspections

Strategies for Being Better Partners with Landlords

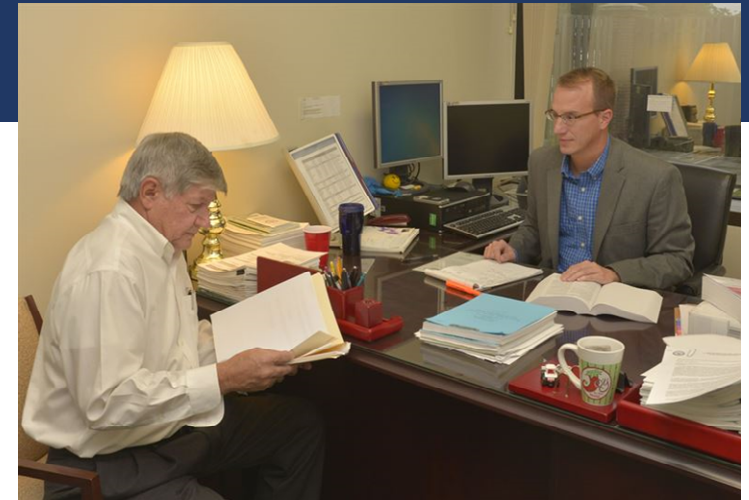
Customer Service: PHAs Designate Resources to Build and Manage Relationships with Landlords



LANDLORD
LIAISONS



LANDLORD ONLY
PHONE DAYS



LANDLORD EMAIL
ADDRESSES AND
PHONE NUMBERS

“It really does make a humongous impact when you have an advocate that will help you work with HUD.” Some systems with voucher holders don’t make a lot of sense. ... There are so many little details that are part of the program and they need to have someone managing it. In Portland, landlords can call the housing authority on Friday and reach someone. It is the one day you can reach someone. **“It’s a small fix that had a gigantic impact.”**

-Oregon Landlord

PHA Led Landlord Outreach & Engagement



NEWSLETTERS



ADVISORY
BOARDS



BRIEFING
SESSIONS



MEETINGS
WITH
HOUSING
PROVIDERS
ASSOCIATIONS



APPRECIATION
EVENTS

Improve Inspections Process

COMMUNICATION

Clear communication from the PHA and inspector regarding the timing of the inspection, and (if applicable) the repairs needed to pass inspection

REDUCE FREQUENCY OF INSPECTIONS

Biennial or triennial inspections for landlords with record of high passage rates

CONSISTENCY & TRANSPARENCY

Inspectors use and apply HQS the same, regardless of jurisdiction or PHA
Inspectors provide clear information on what is needed for units to pass inspection

MOVE OUT & PRE-QUALIFY INSPECTIONS

By landlord request, PHA provides move-out inspections on units rented by HCV tenants. Move-out inspection may serve as pre-qualification inspection for next HCV tenant if rented within certain time period.

“We will get an email or a letter that says your inspection is going to be held on a certain date within a timeframe of 7 or 8 hours. I would really appreciate some sort of mass communication effort via text or call, like I get robocalls all the time, to say, okay, the inspector is on the way.”

- Atlanta Real Estate Agent



Participant Training

More education opportunities for HCV participants on how to be good tenants



Landlord Training

Optional training opportunities for landlords on topics related to the HCV Program

“... I hear a lot of people’s concerns. They’re very similar and I share those concerns, but I think they can be resolved through education. The education on fair housing, the education on screening for the investor, education on participants who need to learn how to be rent ready, how to properly complete an application so they’re more attractive on paper or online when a real estate agent or property manager is considering their application. So **education can solve a lot of our issues**, but we need to make those platforms available .. if not mandatory to the investors that participate in these programs.”

- Atlanta Landlord (and Instructor)

Streamline and Go Digital



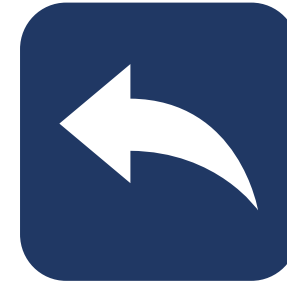
ELECTRONIC
SIGNATURES



WEB FORMS



ONLINE
PORTALS



DIRECT
DEPOSIT

Self managed landlords use technology much more than PHAs. Their process is much faster. The PHA process is too long.

“It is a deal killer right off the bat.”

PHAs need to meet their expectations; if PHAs won't work with them, they won't accept vouchers.

- Dallas/Fort Worth Landlord

“Is mail the only way we can do stuff?
Can we use email, digital? Mail is a really
archaic way to communicate these
days.”

-Oregon Landlord

Monetary Incentives



Signing Bonuses



Security Deposits
& Damage Claim
Funds



Vacancy Loss
Payments



Better Align
Fair Market
Rents

“The guarantee program is extremely helpful in convincing owners to rent to low-income tenants.” It is a big concern of owners of what happens if a tenant damages property.

- Oregon Landlord

Improve
consistency
across public
housing agency
(PHA) policies and
procedures
operating in the
same area



“I’ve been doing housing choice vouchers since 2002. I work with nine different housing authorities in the Atlanta area... I have had as many as 1,500 properties, and probably 80 percent of ... my portfolio is with the HCVs. The challenge that I have is that every single housing authority has different paperwork.”

- Atlanta Landlord

Strategy Feasibility

5 Things PHAs Can Do to Improve Landlord Participation



SINGLE POINT OF CONTACT for landlords with quick response (landlord liaison)

Enhanced **COMMUNICATIONS FROM INSPECTIONS** team

DAMAGE CLAIM FUNDS reduce perceived risk of accepting an HCV tenant

DIRECT DEPOSIT to ensure timely payment

PHA organized **ENGAGEMENT EVENTS FOR LANDLORDS** to help landlords feel heard and valued

Low Resource Investment, High Impact

BIENNIAL INSPECTIONS – Take advantage of reduced inspections already authorized under HOTMA

LANDLORD ONLY PHONE DAYS – Improve communication and response time by allocating staff time exclusively to manage landlord phone calls and emails one day per week

DAMAGE CLAIM FUNDS – Establish damage claim fund to help landlords feel comfortable renting to HCV tenants

LANDLORD RELATIONS WORKING GROUP – Establish a working group with PHAs in your area to strive for consistency in PHA policies and practices that impact landlords

Current Efforts



Continued
Conversations
with Landlords and
PHAs



PHA Strategies for
Being Better
Partners with
Landlords



HCV Landlord Webpage
and Online Resources



Landlord Task Force
Webinars

Landlord Symposiums hosted by HUD

Timeline:

Beginning winter 2019

Goals:

- Build partnerships;
- Provide opportunities for PHAs, landlords, and HUD to connect;
- Introduce new tools and resources.

Continued
Conversations with
Landlords and PHAs on
Landlord Participation
in the HCV Program

PHA Best Practices
Guidebook on
Landlord
Recruitment and
Retention Strategies

MTW Expansion:
Landlord Strategies
and Incentives

Process Improvement:
May include the
development of a
landlord portal, methods
for increasing
consistency in PHA
processes, etc.



Continued
Conversations with
Landlords and PHAs on
Landlord Participation
in the HCV Program



PHA Strategies for
Being Better
Partners with
Landlords

Timeline:

July – October 2019

- Conducted focus groups and interviews with non-MTW PHAs implementing innovative strategies to increase landlord participation

October 2019 – April 2020

- Develop strategy guide
- Individual sections will be released beginning in January 2020

June 2020

- Complete guide available on HUD.gov



Process Improvement:
May include the
development of a
landlord portal, methods
for increasing
consistency in PHA
processes, etc.



- Information designed for landlords
- All required forms in one place
- Access to recent research on landlord participation and the HCV Program
- Partnering with Landlords Strategy Guide
- Links to other relevant pages – such as HQS inspections and the HCV Guidebook



HCV Landlord
Webpage and Online
Resources



Process Improvement:
May include the
development of a
landlord portal, methods
for increasing
consistency in PHA
processes, etc.

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



HUD.GOV

SECRETARY OF HUD

WHAT WE DO

PRESS ROOM

HUMANS OF HUD



PIH HOME

ABOUT PIH

PIH ONE-STOP TOOL

PUBLIC HOUSING

OPERATING FUND

CAPFUND

INDIAN HOUSING

MORE

[Home](#) / [Program Offices](#) / [Public and Indian Housing](#) / [PIH](#) / [Office of Housing Choice Vouchers](#) / [HCV Landlord Resources](#)

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.

I am a Landlord and I Want to...

- [Learn more about the HCV Program](#)
- [List my rental property](#)
- [Know how much rent will I receive](#)
- [Know more about inspection requirements](#)
- [Learn about the tenant's obligations \(Coming Soon\)](#)
- [Contact my local PHA](#)

Resources for PHAs to Increase Landlord Participation

- [Landlord Participation Research and Studies](#)
- [Best Practices Guidebook \(Coming Soon\)](#)
- [Forms](#)



Timeline:

- Three webinars in CY 2020

Topics:

- 2018 Listening Forums & Focus Groups
- Guide: PHA Strategies for Being Better Partners with Landlords
- Fiscal Year 2020 Landlord Symposiums

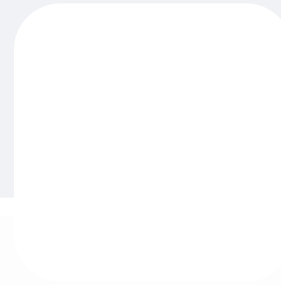


PHA Best Practices

Guidebook on

Landlord

Retention Strategies



HCV Landlord
Webpage and Online
Resources



Landlord Taskforce
Webinars

Future Possibilities

MTW Expansion: Landlord Strategies and Incentives

New MTW PHAs added to cohorts

- Each cohort will test specific policy
- Will evaluate effects of cohort-specific policy

Landlord incentives

- May include:
 - Signing bonuses
 - Damage claim funds
 - Vacancy loss payments
 - Modified payment standards
 - Alternate inspection rules

“It is not us against them – landlords and tenants need each other. ... We need to work together to figure this out.”

- Oregon Landlord



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DEPARTMENT
OF
HOUSING
AND
URBAN
DEVELOPMENT

Housing Choice Vouchers

Program Updates

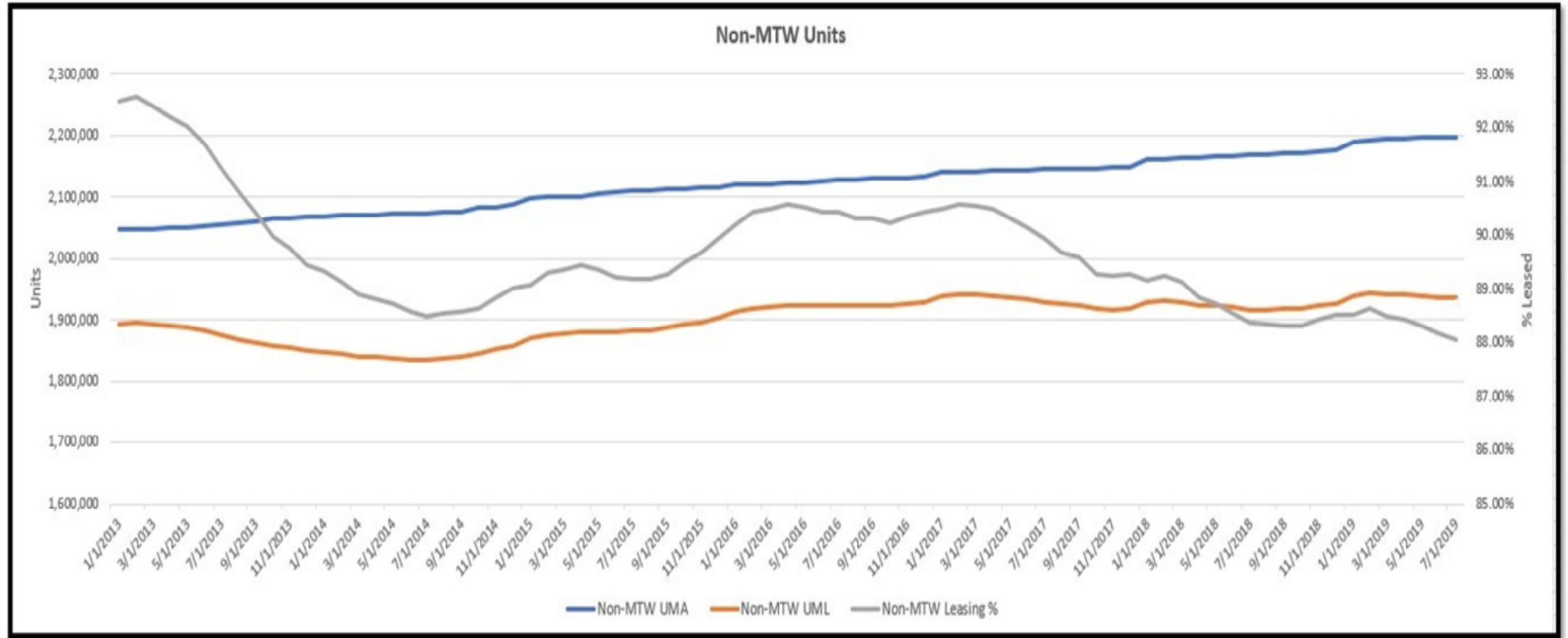
HUD 2020 Appropriations

- On August 2, the President Signed the Bipartisan Budget Act of 2019 lifting the budgetary caps on defense and domestic spending
- These caps would have led to significant cuts in domestic discretionary programs
- HUD is operating under a Continuing Resolution until December 20

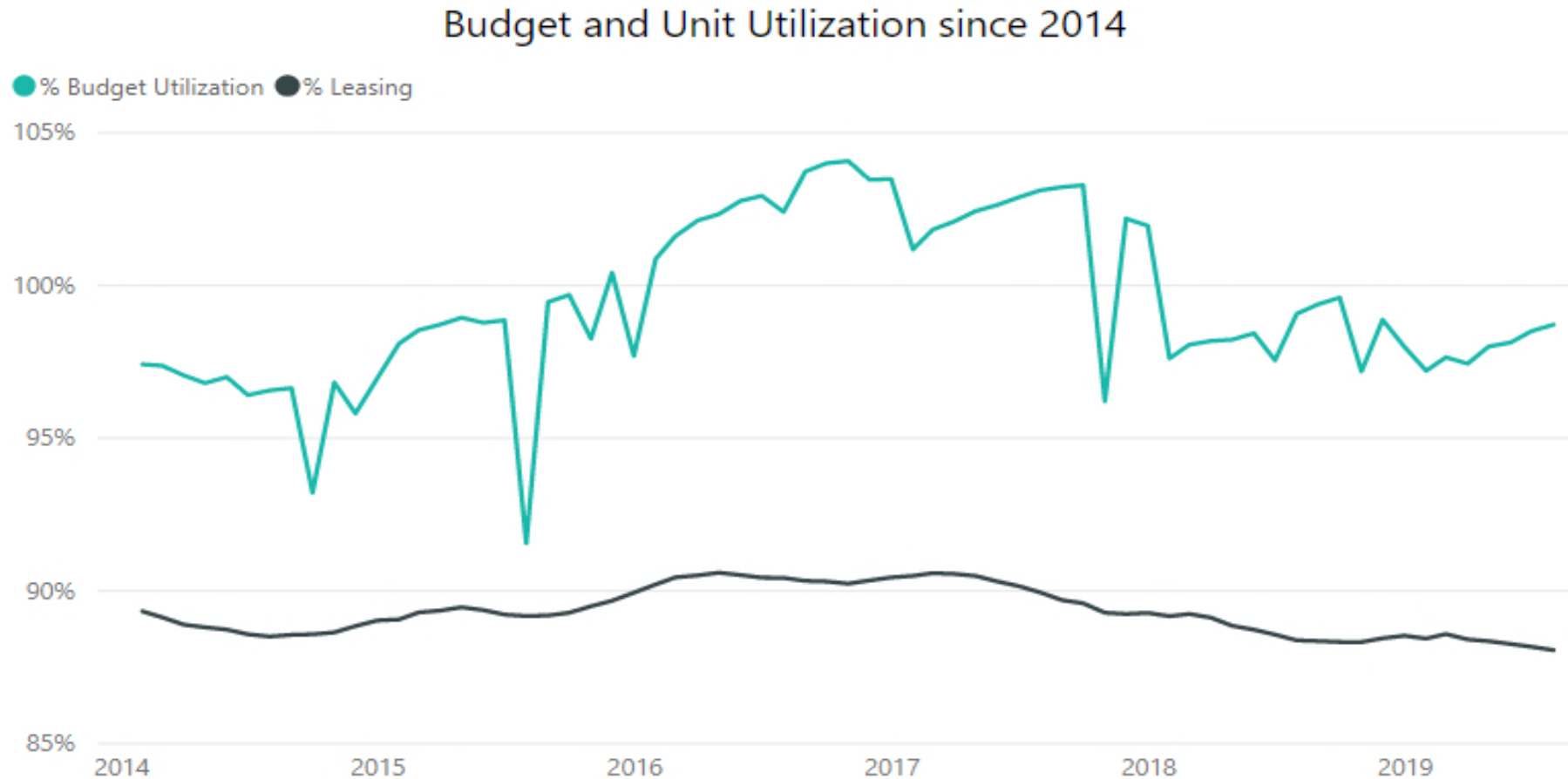
HCV Program Updates: Appropriations Bills

	House Mark	Senate Mark
HAP Renewals	\$21.402 billion	\$21.502 billion
Administrative Fees	\$1.95 billion	\$1.977 billion
TPVs	\$150 million	\$75 million
VASH	\$42 million	\$40 million
Mainstream	\$225 million	\$218 million
Tribal VASH	\$5 million	\$1 million
FUP	\$40 million	\$20 million
Mobility Demo	\$25 million	0

Program Trends: Rising Per Unit Costs



Program Trends: Leasing Declines and Budget Authority Utilization < 100% Adds to Reserves



Program Updates: FUP

- In November 2018, HUD awarded 3,083 FUP vouchers totaling \$30 million to over 60 PHAs. (This was a combination of FY 2017 and 2018 FUP funding.)
- HUD received another \$20 million in the 2019 Appropriations Act for new FUP vouchers.
- The 2019 FUP NOFA is open, applications are due on December 17, 2019.

Program Updates: Mainstream

- In September 2018, HUD awarded approximately 12,000 new Mainstream vouchers (\$99 million) to 285 PHAs. This was the first new allocation of Mainstream vouchers since 2005.
- FY19 Mainstream NOFA closed earlier this Fall. HUD announced awards this month.

Total FY 19 Mainstream Awards

- 15,363 vouchers
- \$131.3 million
- 325 PHAs

Indiana FY 19 Mainstream Awards

- 145 vouchers
- \$911,336
- 3 PHAs

- HUD will subsequently publish a third NOFA to provide additional new vouchers using the remaining funding from FY 2018 Mainstream appropriations.

Program Updates: VASH

- HUD received \$40 million in the 2019 Appropriations Act (roughly 4,500 new vouchers).
- Earlier this summer HUD issued PIH Notice 2019-15, Registration of Interest for HUD-VASH Vouchers. PHAs were required to submit a registration of interest in administering these new HUD-VASH vouchers no later than August 19, 2019.
- The allocation of HUD-VASH vouchers to the registered PHAs will be awarded based on a relative need formula incorporating the Department of Veterans Affairs (VA) Gap analysis of Continuum of Care (CoC) and local VA medical center data.
- HUD anticipates awarding the HUD-VASH vouchers in late 2019.

Program Updates: Mobility Demo

HCV Mobility Demonstration

- The Housing Choice Voucher Mobility demonstration was included in HUD's FY 2019 Appropriations Act.
- This demonstration will competitively award to PHAs \$20 million for housing mobility services and \$5 million for new housing choice vouchers for families with children.
- As part of this demonstration, HUD will evaluate what housing mobility services are most effective, and cost-effective, in helping families with housing choice vouchers access areas of opportunity throughout their region.
- HUD cannot get into the details as it prepares a notice announcing the criteria for applying, but HUD hopes that PHAs in the room consider applying for this exciting new initiative.

LL Task Force Upcoming Events

- PHA Best Practices Guidebook-2nd Quarter CY 2020
- Landlord Task Force Webinars-3 planned for CY 2020-stay tuned for dates
- New PHA Landlord Website
https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/landlord/
- More Landlord Symposiums will be held in CY 2020 to continue this conversations
- HUD values its partnership with landlords and wants to continue to improve it going forward

Questions?





• Indianapolis •

Thank you for being
an HCV landlord!

landlordtaskforce@hud.gov