

Raleigh Housing Authority (RHA)

*Leased Housing/Section 8 Department
Property Owners & Managers Briefing*



Briefing Topics – Leased Housing/Section 8

- Program Overview
- Mission Statement
- Department Breakdown
- Being a Section 8 Landlord
- Getting Started
- Landlord Approval
- Initial Inspections
- Rescheduling Initial Inspections
- Annual Inspections
- Request to Lower HAP Contract Rent
- Optional Resident Retention
- Notices to Vacate the Unit
- Change of Status, Moves and Portability
- Changes in Ownership
- Rent Reasonable Process



SECTION 8 ACRONYMS AND TERMS

- HUD Dept of Housing and Urban Development
- RHA Raleigh Housing Authority
- Tenant Housing Choice Voucher Holder
- HAP Housing Assistance Payment to landlord
- RFTA Request for Tenancy Approval
- Move Packet Documents given to the tenant for landlord and tenant completion and tenant submission to RHA
- HQS Housing Quality Standards (Inspection)
- Re-certification Tenant's annual HAP contract anniversary
- Subsidy standard HUD's guide for the number of people required per bedroom size
- HAP Anniversary The tenant's re-certification date – used for rental increases



Leased Housing Overview

Currently, the Leased Housing/Section 8 Department:

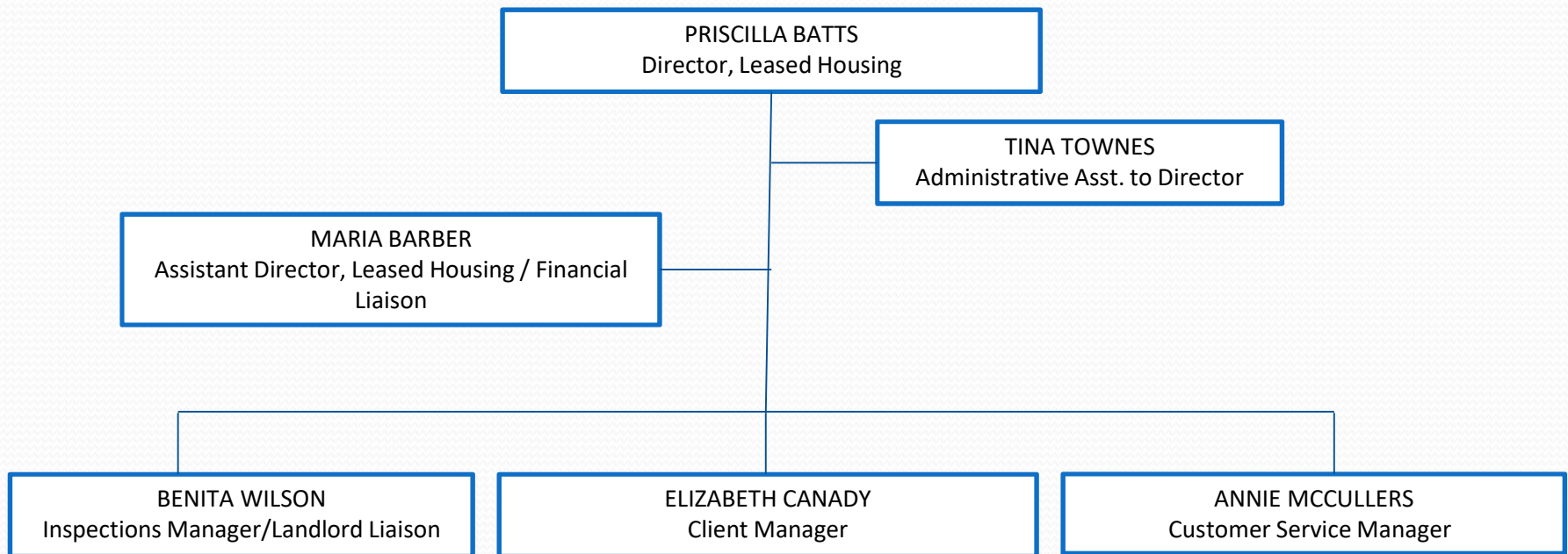
- Has 23 staff positions, including leadership
- Services 4294 program participants and over 850 program landlords/owners/property managers
- Has a waiting list of approximately 8000 applicants
- Re-certifies approximately 300 voucher holders per month
- Processes approximately 50 moves and 35 port ins and outs per month
- Receives between 200 and 300 calls per day
- Conducts approximately 550 inspections per month
- Receives more than 30 emails per day per employee



Mission Statement

To provide rental subsidy for safe, quality, affordable housing to low and moderate-income families in the Greater Raleigh community, who meet HUD qualifications and requirements; and to promote personal responsibility and self-sufficiency of residents while maintaining the fiscal integrity of the Agency.

Leased Housing Department Leadership Team



Leased Housing Divisions

Financial Processing	Client Management	Inspections/Landlords	Customer Service
<ul style="list-style-type: none"> • Affordability Calculations • Tenant Income Changes • HAP Contract Processing • HAP Payments • Rental Increases (payment) • IRS 1099 Issues 	<ul style="list-style-type: none"> • Voucher Issuance • Tenant re-certifications • Move Briefings • Relocation/Portability • Voucher Terminations • Tenant Debt Recovery • Program compliance 	<ul style="list-style-type: none"> • Housing Inspections • Landlord Liaison • Rent Reasonable Database • Rental Increases (processing) • Landlord Debt Recovery • Tenant Complaints 	<ul style="list-style-type: none"> • Front Desk management • Tenant File Management • Department Switchboard • Application Intake
Total Current Staff (4)	Total Staff (8)	Total Staff (5)	Total Staff (2)



Being a Section 8 Landlord

#1 - Is a choice

#2 - Is a business transaction

#3 - Will take time and money

#4 - Is guaranteed monthly rent*

(* when all Housing Assistance Payment (HAP) contract criteria are met by
Tenant and Landlord)

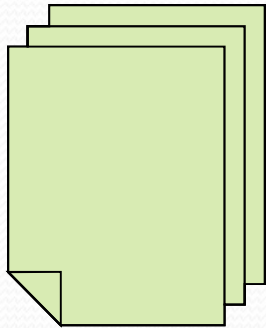
Getting Started



- 1 – Advertise your unit stating that you accept Section 8/HCV participants. Use all advertising sources available to you including -

www.nchousingsearch.org AND www.forrent.com

(Websites RHA encourages prospective tenants and landlords to use)



- 2 - Prospective tenants contact you with a relocation/move packet

Packet colors –

- 1) **Pink** - *PMCS*;
- 2) **Green** – *Special Moves*;
- 3) **Gold** – *Ports*;
- 4) **Blue** – *New Voucher*

- 3 - Tenant completes your application process and views the unit to be rented

- 4 - Owner and tenant agree to enter a tentative agreement and complete the tenant's move packet

MOVE PACKET COVER PAGE

«PERSON_ID»-553

Applicant/Tenant: «First_Name» «Last_Name» PID:/SSN: «PERSON_ID»/«SSN1_MASKED»

Voucher Issued Date: Voucher Expiration:

Packet: ☐ 1st ☐ 2nd ☐ 3rd ☐ 4th Extension: (New Expiration Date):

The voucher holder named above attended a Session and was been informed by the Specialist to look for a unit within the following payment standard range of: or less.

Please note: This form will must to be returned attached to your leasing packet or your leasing packet cannot be accepted as complete.

Please check the boxes that apply to this household and return the required documents attached to your leasing packet.

☐ Wages- Employers Name:

☐ Attach three (3) paystubs for New Employment Income or Employment verification form.

☐ Attach four (4) of your most recent pay stubs, in consecutive date order.

☐ Self-Employment Affidavit and or Tax Transcript ☐ Alimony Payments

MOVE PACKET COVER PAGE- cont'd

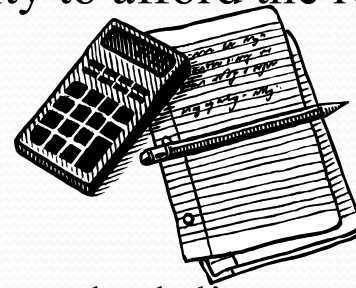
- ☐ *Child Support – Attach a 12 month child support print or Notarized Verification (for example 04/01/12 – 03/31/2013)*
- ☐ *Child Care Expenses* ☐ *Medical Expenses/ Service Animal*
- ☐ *Social Security/Disability – Attach all pages of your current social security award letter.*
- ☐ *Awards letter for Retirement/Pension/IRA's* ☐ *Public Assistance – Attach a Work First Verification letter*
- ☐ *Unemployment – Attach a current unemployment benefits letter* ☐ *Regular Contribution form (Update)*
- ☐ *Full-time school Verification (High School or College Verification)(This form must be picked up at our office).*
- ☐ *Zero Income - If none of the above income sources apply to your household, you must complete a zero income form (form can be picked up at our office or website www.rhaonline.com).*
- ☐ *Assets (ex. Cash value whole life insurance policy, bank statements (3 most current months)*
- ☐ *Request for Live-in Aide/Reasonable Accommodations*
- ☐ *Marriage Certificate* ☐ *Declaration of Section 214 Status* ☐ *Authorization of Release of Information*
- ☐ *Copy of Birth Certificate: _____* ☐ *Copy of Social Security Card: _____*
- ☐ *Photo ID for all adults over the age of eighteen (18)*

5 - Tenant pays the security deposit to you

(Tell prospective tenant if the security deposit is refundable or not)

6 - Tenant returns the packet to RHA (Fax or email copies are not acceptable)

7 - Packet goes to staff to calculate tenant's ability to afford the rent requested for your unit. **This process can take up to 30 days.**



8 – The paperwork is forwarded to Inspections for scheduling

The inspection will be scheduled as soon as possible, especially if the unit ready date has passed.

9 – If the tenant moves into the unit prior to the paperwork being processed or the unit passing inspection, the prospective tenant is solely responsible for the rent to the landlord

REQUEST FOR TENANCY APPROVAL

1. Name of Public Housing Agency (PHA)

2. Address of Unit (street address, unit #, city, state, zip code)

3. Requested Lease Start
Date

4. Number of Bedrooms

5. Year Constructed

6. Proposed Rent

7. Security Deposit
Amt

8. Date Unit Available
for Inspection

9. Structure Type

☐

Single Family Detached (one family under one roof)

☐

Semi-Detached (duplex, attached on one side)

☐

Rowhouse/Townhouse (attached on two sides)

☐

Low-rise apartment building (4 stories or fewer)

☐

High-rise apartment building (5+ stories)

☐

Manufactured Home (mobile home)

10. If this unit is subsidized, indicate type of subsidy:

☐

Section 202

☐

Section 221(d)(3)(BMIR)

☐

Tax Credit

☐

HOME

☐

Section 236 (insured or uninsured)

☐

Section 515 Rural Development

☐

Other (Describe Other Subsidy, including any state or local subsidy)

REQUEST FOR TENANCY APPROVAL

11. Utilities and Appliances

The owner shall provide or pay for the utilities/appliances indicated below by an "O". The tenant shall provide or pay for the utilities/appliances indicated below by a "T". Unless otherwise specified below, the owner shall pay for all utilities and provide the refrigerator and range/microwave.

Item	Specify fuel type	Paid by
Heating	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Heat Pump <input type="checkbox"/> Oil <input type="checkbox"/> Other	
Cooking	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Other	
Water Heating	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Oil <input type="checkbox"/> Other	
Other Electric		
Water		
Sewer		
Trash Collection		
Air Conditioning		
Other (specify)		
		Provided by
Refrigerator		
Range/Microwave		



REQUEST FOR TENANCY APPROVAL

Print or Type Name of Owner/Owner Representative		Print or Type Name of Household Head	
Owner/Owner Representative Signature		Head of Household Signature	
Business Address		Present Address	
Telephone Number	Date (mm/dd/yyyy)	Telephone Number	Date (mm/dd/yyyy)



2023 Fair Market Rent

Bedroom Size	FMR	Contract Rent
0	\$1,395	\$1,226*
1	\$1,438	\$1,252*
2	\$1,624	\$1,383*
3	\$1,906	\$1,609**
4	\$2,522	\$2,170**
5	\$2,769	\$2,358***
6	\$3,130	\$2,657***

Note: The Contract Rent requested by the owner equals the FMR minus an estimated utility allowances that the HA is required to give each family. The utility allowance is included in the rent calculation.

*115% of Fair Market Rent **110% of Fair Market Rent ***105% of Fair Market Rent

2023 Subsidy Standard

Based on the voucher bedroom size issued by the Raleigh Housing Authority, below is a listing of the ranges in which the family should be looking for rent. The rental rates listed are effective **01/01/2023**. (**Ranges given are for rent only and do not include utilities**)

<i>o bedroom</i>	<i>\$1226 or less</i>
1 bedroom	\$1252 or less
2 bedrooms	\$1383 or less
3 bedrooms	\$1609 or less
4 bedrooms	\$2170 or less
5 bedrooms	\$2358 or less
6 bedrooms	\$2657 or less

Please note, if the family moves into the new unit prior to the unit passing the HUD HQS inspection, the family will be responsible for the full contract rent until the unit passes inspection or the HAP contract is signed, whichever date is latest.



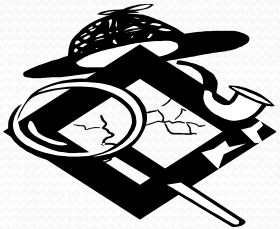
UTILITY ALLOWANCES

- The Utility Allowance charts for APARTMENTS and HOMES are located on the RHA website at www.rhaonline.com, *Section 8/Housing Choice Voucher, Leased Housing News*
- These charts are update every year between December 1st and January 1st. Please check the website periodically during that timeframes for the updated utility allowance charts for the upcoming year.

Approval of New Landlord

The following documents must be submitted with the tenant's move packet:

- Owner's Application (actual owner)
- Proof of Ownership (Wake County Tax record)
- IRS W-9 form (actual owner)
- Direct Deposit form with voided check or bank document
(Please follow instructions on the form)
- Management Company Notification form (if anyone other than the actual owner will manage the property)



All requested forms are located on the RHA website at www.rhaonline.com, *Section 8 Landlords*

A background check is run to determine the Landlord's eligibility to receive federal funds.

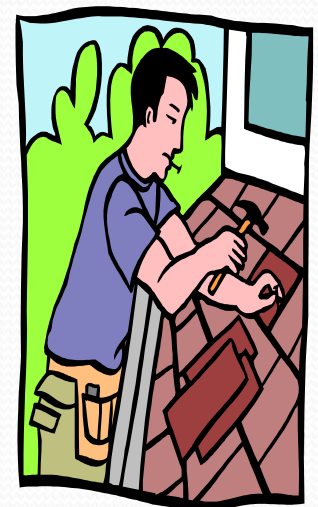
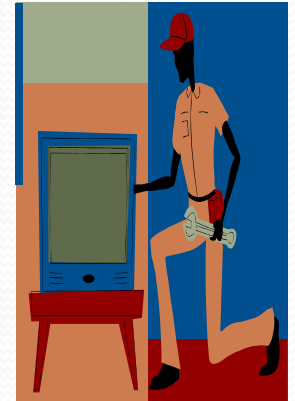


Initial Inspections

- If the rent calculation determines the rent to be affordable, the landlord and tenant are sent an Estimate letter containing the estimated rent portions to be paid by the tenant and RHA.
- Receipt of the Estimate letter is an indication that the paperwork has been forwarded to Inspections.
- RHA will attempt three (3) inspections, one every 7 business days, to pass the unit.
- The first inspection will be scheduled as soon as possible depending on inspector availability. The unit must be move-in ready with utilities turned on.
- Inspection notifications are emailed to the landlord. The prospective tenant will be notified by RHA if an email address is provided at voucher issuance.
- The landlord or their representative over age 18, with valid ID, should be present for the inspection. The tenant is not the landlord representative.
- If the inspection result is PASS and the rent is determined to be reasonable, the paperwork is forwarded to the HAP Contract Processing Team to finalize.
- There is an approximate 7 to 8 week period BEFORE the HAP contract is received. HAP payment will not be released before RHA receives a signed HAP contract.

Rescheduling Initial Inspections


- If the unit does not pass the first scheduled inspection, for any reason, it will be rescheduled between seven (7) and fifteen (15) days from the date of the first scheduled inspection.
- Earlier inspections are based on inspector availability.
- The rescheduled inspection notice and a copy of the inspection report will be emailed to the landlord.
- If the second inspection does not PASS, the landlord is emailed a “Not Recommended” letter containing instructions on how to pay for an Optional Third Inspection, if so elected.





Biennial Inspection Information

- Inspections are conducted every other year following the initial inspection. The biennial inspection is conducted approximately 90 days before the tenant's RHA re-certification date.
- Inspection schedule letter is emailed to landlord and mailed to tenant. Both the tenant and the landlord share the responsibility to be present for the inspection but both are not required to be at the inspection. Tenant and Landlord should coordinate inspection attendance.
- Inspection will not occur if RHA has been notified in writing of the tenant's upcoming move out date or notice of non-renewal by owner or their representative.
- Inspection dates are not changed or rescheduled without penalty (inspections are scheduled once every other year)
- Rental increase requests are processed only time per year per tenant. A rental increase is approved if the inspection passes one month before the tenant's RHA re-certification date, the request is submitted within the appropriate timeframe and the rent requested is determined to be reasonable. If approved, the increase will not be paid until the tenant's RHA re-certification month.
- The HAP payment is abated/stopped, if the unit does not pass two scheduled inspection attempts.

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- HAP payment will be abated/stopped the month following the second inspection that does not pass.
 - RHA will attempt three (3) inspection of the unit over a 90 day period.
 - If the unit does not pass after the third inspection, the landlord should issue the tenant a written Notice to Vacate with date specific to be out of the unit, per the terms and conditions of the existing lease, and provide RHA with a copy of the notice to minimize loss of rent.
 - The tenant is not responsible to pay neither can they be charged any portion of RHA's rent payment, regardless of the reason for the failed inspection. However, if the tenant remains in the unit on or after the HAP END date, the tenant will be responsible for the full rent to the landlord.
 - If the tenant does not move out of the unit by the date specified, the landlord will need to file eviction with the courts for possession of the unit. During the abatement period, RHA is not responsible to pay any rent portion to the landlord as the HAP contract was breached with the 1st failed inspection.



Remote Video Inspections

HUD is allowing HQS inspections to be completed by remote video as a safe way for Housing Authorities to socially distance and still complete HQS inspection requirements.

The HQS Inspector will perform the HQS inspection from a remote location using video streaming technology via a person at the inspection site who serves as a proxy. The proxy follows the direction of the HQS inspector throughout the entire inspection process.

The Housing Inspector remains responsible to conduct the inspection and any judgements made about whether a condition is a violation of the HQS must be made by the Housing Inspector or the Inspections Manager.

RHA will continue to utilize the ZOOM app as its way of meeting the HUD HQS requirements. This means that each owner/property manager will need to have access to the following to each inspection:

1. Availability to be at the unit to be inspected on the date and time specified by RHA (*RHA is unable, due to inspection volume, to accommodate office work hours for any property*);

Remote Video Inspections cont'd

2. Availability to be at the unit to be inspected on the date and time specified by RHA (*RHA is unable, due to inspection volume, to accommodate office work hours for any property*);
3. A cell phone or tablet with a working camera and knowledge of how to work the camera;
3. The Zoom App downloaded to your device and the knowledge and ability to use the Zoom App;
4. A full charge on your cell phone/tablet device;
5. A good to excellent WiFi connection while at the unit (*good to excellent is currently determined to be three or more internet connectivity bars on the phone/tablet – spotty service that freezes the video stream during an inspection will cause the inspection result to be inconclusive*);
6. A GFCI tester that can easily determine if an outlet is working properly;
7. An infrared thermometer to assess water temperature;
8. A tape measure; and
9. For units with high ceilings, a long stick to test smoke detectors.

NOTE: Remote Video option is not available for initial/move-in inspections.



Request to Lower HAP Contract Rent

- If the inspection result is PASS or FAIL and rent is determined not to be reasonable, a Request to Lower the HAP Contract Rent letter is emailed to the landlord and mailed to the tenant.
- No further action will be taken on the inspection report until RHA receives a response to the request. If the landlord declines to lower the rent or does not reply within the seven (7) day requirement, RHA will take no further action regarding the unit. A letter stating that the unit is Not Recommended for the Section 8 program is emailed to the landlord for initial inspections. A letter stating tenant must relocate is emailed to the landlord and mailed to the tenant for biennial inspections.
- If the landlord agrees to lower the rent, the tenant CANNOT be requested to pay more than the amount that RHA has approved them to pay. The requested lower amount becomes the full amount of rent that can be paid as rent on the unit.
- Requesting the tenant to pay more is a program violation and grounds for termination of the landlord and the tenant, if they pay, from participation in the Section 8 program.



Rental Increase Process

- The request for rent increase is submitted once per year, per tenant.
- Submit the increase request based on the tenant's RHA re-certification date.
 - The tenant's RHA re-certification date is located on the RENEWAL rent adjustment letter in **bold** in the first sentence.
 - Using that date, find the timeframe submission chart located on the RHA website, locate the month identified and move directly across to your right to find the appropriate submission month.
- HAP payment must be received for one year BEFORE a rent increase will be considered.

Qualifications for a Rental Increase

1. Unit must pass inspection one month before the tenant's RHA re-certification date.
2. Increase request must be submitted, using the appropriate form at the appropriate time.
3. Current and requested rent must be reasonable based on the rent reasonable comparison.
4. HAP payment cannot be abated/stopped.

A rental increase will not be approved if the unit does not pass two inspections causing the HAP payment to be abated/stopped.

A denied rental increase is not good cause to termination a lease. Please refer to the HAP contract to valid good cause reasons for lease termination.



Notices to Vacate the Unit

When the landlord issues a written Notice to Vacate to the tenant OR the tenant submits a written request to vacate the unit, it must include a specific date to be out of the unit. RHA will stop the HAP payment effective the date specified.

However, if the tenant and landlord mutually agree to rescind the notice BEFORE the specified move out date and RHA receives written notification signed by both the tenant and landlord BEFORE the move out date, RHA will reinstate the HAP payment. However if the tenant still intends to move, the HAP payment will only be reinstated for - one month.

If the move out date has passed and the landlord wishes to allow the tenant to remain in the unit, the tenant and landlord must complete the tenant's move packet and begin the process from the beginning.



Change of Status, Moves and Portability

- **Change of Status** - (a change in tenant's income reported by the tenant)
 - Increases and decreases should be processed within 60 days of receipt
 - Tenant continues to pay already approved portion until a written rent adjustment letter is received

- **Moves and Portability**
 - Tenant must follow current lease terms to notify landlord of intent to move in writing
 - Tenant and landlord must complete the Request to Vacate (local move) or the Port Packet (move outside of Wake County)
 - For a local move the tenant must already have another prospective landlord who must also complete a portion of the request
 - Tenant is responsible to ensure both requirements above are submitted to RHA

NOTE: If the tenant owes money for damages, the landlord may put an assessment of the total repairs in writing at the time of the request to vacate (provide a copy to RHA) and require payment/repair prior to agreeing for tenant to vacate unit

Changes in Ownership

When a unit is being sold, foreclosed or the owner is no longer interested in participating in the program, RHA requires notification BEFORE the transaction with the following documentation:

- Unit Sell
 - Notification of intent to sell
 - Information of potential buyer, if they wish to retain tenant
 - A copy of the written Notice to Vacate with specific date for the tenant to be out of the unit issued, if new owner is not interested in Section 8 program
- Foreclosure
 - A copy of the foreclosure notification
 - A statement from landlord of their intentions regarding foreclosure
 - A copy of the written Notice to Vacate with specific date to be out of the unit issued to the tenant
- No Longer Interested in Participating
 - A copy of the written Notice to Vacate with specific date to be out of the unit issued to the tenant



HUD Factors for Rent Reasonableness

Location,
Size,
Housing Type,
Quality,
Age of the Unit,
Amenities (adds value
vs. nice to have),

Housing Services,
Maintenance, and
Utilities provided by the
owner under the lease.

Points are assigned to each HUD rating factor.



Rent Reasonableness

The PHA must determine whether the rent to the owner is reasonable rent in comparison to rent for other comparable unassisted units.

The PHA may also re-determine the reasonable rent at any time.

Data is gathered from newspapers, realtors, professional associations, owner inquiries, market surveys, visiting the site, the Internet, and other available sources.

The data gathered is compiled in a Rent Reasonableness database and is updated every other month to reflect changes in the market.




Selecting Unassisted Units

The units are selected by RHA's Rent Reasonableness Database based on the availability of similar unit in the ZIP codes chosen from a pre-determined ZIP code guide.

The Rent Reasonableness Database will identify the units to be used for the rent reasonableness assessment.


RHA will only use the data pulled from its rent reasonable database to assess whether the rent is reasonable or not. Data used in the Rent Reasonableness database is no older than one year.



When an inspection is completed, the Housing Inspector enters the information on the HUD factors applicable for your property and the Rent Comparability Database calculates the total points assigned to the proposed assisted unit.

The Rent Reasonableness Database locates no less than 3 and no more than 15 unassisted units with total points within the comparable range. When this action is completed a Rent Reasonableness Certification form is completed.

Units selected for comparison are front loaded into the database and populate automatically based on the data entered regarding your unit.



Thank you for your time and attention.
RHA wishes you the very best with your
Housing Choice Voucher rental experience.

Please feel free to contact RHA at
bwilson@rhaonline.com with any questions.

Have a great day!