



# BALTIMORE HOUSING



## **DIVISION OF RENTAL & ASSISTED HOUSING**

## **HOUSING CHOICE VOUCHER PROGRAM**

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# Mission Statement



The Housing Choice Voucher Program is a federally funded, locally administered rental assistance program that helps low-income families, the elderly and the disabled afford decent, safe housing in the private market.

# What is the Housing Choice Voucher Program?



- A program to increase affordable housing choices for very low-income households by allowing families to choose privately owned rental housing.
- A rental assistance program:
  - The household pays 30% of adjusted income for rent and utilities.
  - HABC pays the balance of rent to the private landlord.
  - Tenant may be eligible for a Utility Allowance.
  - Landlord participation is voluntary.



# Housing Choice Voucher Program



## ➤ How does a family get assistance?

- Apply for assistance
  - Get on the waiting list
- Be found eligible:
  - Income levels/family composition
  - Criminal background check
- Find an acceptable apartment:
  - Landlord agrees to participate
  - Unit meets Rent Reasonableness Comparability Assessment
  - Unit meets Housing Quality Standards



# Housing Choice Voucher Program



## Households Served:

- Statistics, the Housing Authority of Baltimore City:
  - Is assisting 15,519 families (as of 06/30/14);
  - Performs over 27,000 inspections per year;
  - Added over 800 new participants so far in 2014.
  - Processes nearly 1,500 participant moves a year;
  - Does business with over 3,200 landlords.



# Housing Choice Voucher Program

## Responsibilities Within The Section 8 Program



Tenant Obligations	Landlord Obligations	PHA Obligations
No unauthorized household members.	Provide decent, safe, sanitary housing at a reasonable rent.	Determine applicant eligibility.
No criminal activity.		Issue Vouchers
Comply with the lease.	Tenant screening (background and credit check)	Approve the unit, owner, and rent.
Comply with program requirements.	Pass PHA housing quality standards and maintain those standards by making repairs in a timely manner.	Provide on-time payments to owners.
Pay rent portion on time.		Ensure that owners and families comply with program rules.
Maintain unit in good condition.	Comply with the terms of the Housing Assistance Payments Contract with the PHA.	Ensure through inspections that units are decent and safe in accordance with HUD regulations.
Respond to PHA correspondence.		
Attend required PHA appointments.	Collect the rent due by the tenant.	
Provide PHA with required information.	Enforce the lease.	
Allow HUD mandated unit inspections.	Participating HCV landlords are required to comply with all City Property Registration and Maryland Lead Risk Reduction.	



# Housing Choice Voucher Program



## ➤ Customer Service for Landlords

### ○ Customer Relations

- ✦ Return phone calls and e-mails within forty-eight (48) to seventy-two (72) hours (all units).
- ✦ Hand out landlord packets upon request.
- ✦ Baltimore Housing website ([www.baltimorehousing.org](http://www.baltimorehousing.org)) provides direct link to HCV Landlord Property Management Tool where Landlords can establish an account to receive unit history, payments and tenant information.
- ✦ HCV GoSection8.com allowing Landlords to list available units and encourage partnering with tenants.
- ✦ Review requests for annual rent increases.



# Housing Choice Voucher Program



## ➤ Customer Service for Landlords Continued

### ○ Leasing and Contracting

- ✦ Monthly Landlord Briefings for new owners.
  - Now mandatory for all new owners
- ✦ Designated walk-in hours and scheduled appointments.
- ✦ Hand out landlord packets at new contract signings.
- ✦ Provide new owners with presentation detailing HCVP policy and procedures.
- ✦ Landlord Advisory meetings scheduled to review any program updates or changes.
- ✦ Quarterly Landlord Committee meetings scheduled to provide updates and receive feedback.





# Housing Choice Voucher Program



## ➤ Customer Service for Landlords Continued

### ○ Inspections

- ✦ Return phone calls and e-mails within forty-eight (48) to seventy-two (72) hours (all departments).
- ✦ Scheduled appointments for landlords with large inventories to alleviate Elite conversion issues.
- ✦ Immediate consideration for rescheduling of inspections.
- ✦ Immediate notification of 24 hr violations.

### ○ Continued Assistance

- ✦ Respond to Task Trak messages within 24-48 hours; unanswerable inquiries are transferred to appropriate personnel.
- ✦ Designated landlord liaison is available everyday for walk-ins to resolve non-HQS landlord / tenant issues.



# Housing Choice Voucher Program



## ➤ Customer Service for Landlords Continued

### ○ Site-Base

- ✦ Perform Landlord Briefings for all property managers onsite to explain program details.
- ✦ Provide monthly HAP reconciliations for landlords.
- ✦ Host Senior Housing Fairs as needed.
- ✦ HUD's annual management review.

### ○ Program Integrity

- ✦ Assignment of ownership.
- ✦ Direct deposit processing.
- ✦ Process requests for annual rent increases.
- ✦ Changes of address / direct deposit.
- ✦ Resolve landlord payment disputes.
- ✦ Process landlord overpayments.

# Housing Choice Voucher Program



## ➤ New Activities Overview

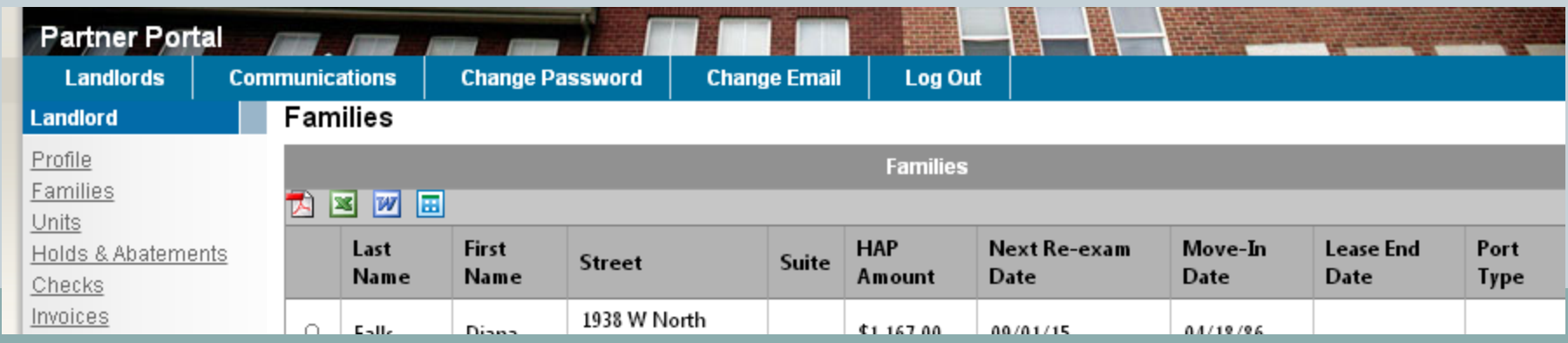
- Partner Portal – <https://partners.ourpha.com/BaltimoreCity>
  - Landlords can log on to website to view accounts online
- Email Correspondence
  - Receive all correspondence from HCVP via email
- Risk Based Inspections
  - Pass inspections on first attempt, skip the next annual inspection
- Self Certifications
  - Landlords may self-certify specific violations established by HCVP

# Housing Choice Voucher Program



## ➤ Partner Portal

- <https://partners.ourpha.com/BaltimoreCity>
  - Landlords can log on to website and view accounts online;
  - View all units leased and not leased to HCVP participants;
  - View current HCVP families and HAP amounts;
  - View units, upcoming inspections, results from previous inspections;
  - View payment holds and abatements;
  - View checks in summary and detail;
  - View other invoices.




**Partner Portal**

Landlords | Communications | Change Password | Change Email | Log Out

**Landlord** | **Families**

[Profile](#)  
[Families](#)  
[Units](#)  
[Holds & Abatements](#)  
[Checks](#)  
[Invoices](#)

Families									
	Last Name	First Name	Street	Suite	HAP Amount	Next Re-exam Date	Move-In Date	Lease End Date	Port Type
	Falk	Diana	1938 W North		\$1,167.00	00/01/15	01/19/96		



# Housing Choice Voucher Program



## ➤ Email Correspondence

- Landlords can provide email address to receive all correspondence via email.
- Receive inspection notices, payment summaries, rent increases, etc. by email.
- Date and time stamped notifications will be beneficial for landlords and HCVP.

# Housing Choice Voucher Program



## ➤ Risk Based Inspections

- Adopting two (2) year inspection schedule as first step to implementing Risk Based Inspections.
- In FY2014, HCVP has skipped 2,800 units who passed their first annual inspection.
- Units that pass the first annual inspection in 2015, will not have another annual inspection until 2017.
- Strongly encourage landlords to pass first annual inspections; walk-through with Inspectors to make repairs while Inspectors on site.

# Housing Choice Voucher Program



## ➤ Self-Certifications

- Landlords will be able to self-certify specific types of violations as established by HCVP.
- These violations will consist of minor and non-health or non-safety violations.
- Self-Certification forms will be made available to owners via website, Partner Portal, or at the office.
- Quality Control inspections will be conducted to verify repairs were made.



# Housing Choice Voucher Program

## Landlord Briefings



Landlord Briefings will take place at:  
John Kelleher Briefing Room 1225 West  
Pratt Street, Baltimore, MD 21223

Briefings will be held on the following dates:

- April 16, 2014 from 2:00-4:00pm
- May 21, 2014 from 2:00-4:00pm
- June 18, 2014 from 2:00-4:00pm
- July 16, 2014 from 2:00-4:00pm
- August 20, 2014 from 2:00-4:00pm
- September 17, 2014 from 2:00-4:00pm
- October 15, 2014 from 2:00-4:00pm
- November 19, 2014 from 2:00-4:00pm
- December 17, 2014 from 2:00-4:00pm