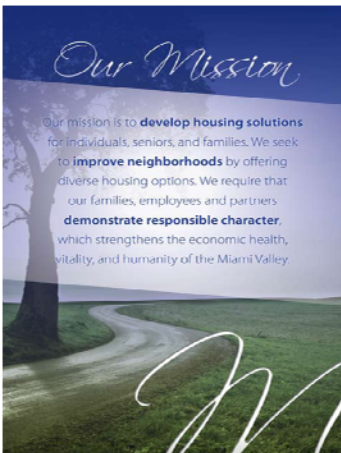


HCV NEWS

HCV FAMILY SELF SUFFICIENCY (FSS) PROGRAM



FSS is a HUD program that encourages communities to develop local strategies to help assisted families obtain employment that will lead to economic independence and self-sufficiency. The focus of the program is employment and participants must accomplish their set goals, be employed, and have not received cash welfare assistance for 12 months in order to graduate from the program. Families currently on the HCV Program can enroll in the FSS program by calling one of the FSS Coordinators:

Yolanda Drake at 910-5302 or Monica Updike at 910-5301.

The program does not provide direct services, but it connects participants with the agencies that provide the services they need to become self-sufficient. The FSS Coordinators also work one on one to provide the participants the encouragement, guidance and support they need to accomplish their goals. One of the major benefits of the FSS program is that families in the program who obtain an increase in earned income while on the program can start an escrow account. This is money that DMHA deposits into a savings account for the participant. The other major benefit of this program is that FSS participants can eventually use their Housing Choice Voucher to buy a house. ***It is not a magical program; it takes a lot of hard work and determination on the part of the participant.*** But if you have a tenant that is willing to work hard to achieve the American Dream of Homeownership, The FSS Department is willing to help them get there!

SPECIAL POINTS OF INTEREST:

- ❖ Our goal is for this newsletter to be a pathway of communication to expand the collaboration between owners, tenants and the agency.
- ❖ Effective June 1, 2011- Payments for Housing Assistance checks will only be made through Direct Deposit.
- ❖ Effective July 1, 2011- Payments for Housing Assistance checks will only be processed on the 1st of the month.(We will no longer process mid month checks)
- ❖ November 17, 2011- 5:00 – 6:30 P.M. Quarterly HCV Landlords Meeting.
- ❖ We are asking all HCV Landlords to supply us with an email address.

LANDLORD TIPS FOR MANAGING PROPERTY



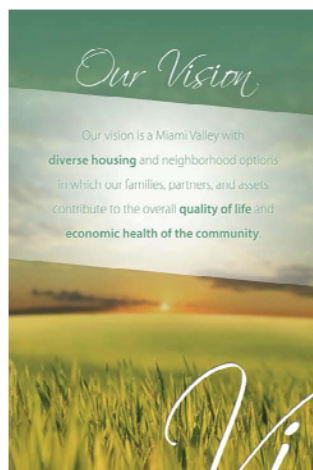
Managing a rental property can create numerous legal issues. One of the most important aspects of supervising a rental unit is the prevention of problems before they occur. Knowledge of the basic duties a landlord owes to tenants is one of the first steps in warding off legal issues. The following landlord tips provide an overview of the common legal issues faced by landlords.

- ❖ **Tip #1: Don't discriminate against prospective tenants**
- ❖ **Tip #2: Put a Landlord/Tenant Agreement in writing**
- ❖ **Tip #3: Regularly inspect the property**
- ❖ **Tip #4: Notify tenant before entering the rental unit**
- ❖ **Tip #5: Make repairs promptly**

HOW TO DEAL WITH PROBLEM TENANTS

This will be a two part series designed to help you navigate through the problems you may face when dealing with difficult tenants.

Handling difficult tenants can be awkward and unfamiliar territory for private landlords, especially if they are new to renting property or only have one property to rent. Use this guide to help you manage landlord-tenant relationship effectively and develop techniques to deal with problems as they arise.



BE PROFESSIONAL

An important general rule for all dealings with your tenants is to be consistently courteous and professional – even if they don't behave the same way. Remember, this is your business and you need to treat it as such.

BE AWARE

Visit your rental property occasionally to keep abreast of any maintenance or neighborhood related issues as they arise. Consider creating a maintenance schedule at the beginning of the lease. Remember, if you plan to enter the property, you are required to give reasonable notice to your tenant before doing so – usually 24 hours.

Talk to the neighbors to gauge your tenant's conduct. Are they having loud parties every night? Are they continually disturbing the neighbors, and have the police ever been called? Don't assume that everything is fine – be proactive and stay informed.

KEEP ACCURATE RECORDS

Keep a detailed account of any legal or financial transactions with your tenant, as well as formal and informal correspondence. It is important to have a paper trail of any maintenance issues you have dealt with, as well as warnings or requests you have issued. Keep copies of all emails or letters to and from your tenant, and write down the dates and details of any telephone conversations you have.

PUZZLED? LET US HELP YOU FIT THE PIECES TOGETHER

This is your opportunity to get answers to the many questions we receive daily from our HCV Landlords.

QUESTION: How can an HCV Landlord have a complaint inspection if the tenant has not contacted the HCV Landlord of items in need of repair?

ANSWER: If the HCV Department receives a request for a complaint inspection, the HCV Program is required to act on the request received.

QUESTION: How do I request a move out inspection?

ANSWER: All move out inspections must be requested in writing by fax or in person. Once the family vacates the unit, we will schedule a move out inspection 24 to 48 hours from the receipt of the request. The request must have a list of estimated prices of the items damaged. The inspector will take pictures of the unit. If the inspection is marked failed, the tenant will be proposed for termination. The tenant will have the right to request a hearing in writing within 10 days. At the hearing the hearing officer will show the inspection report and pictures to the tenant. The hearing officer will allow the tenant to explain their side of the story. If the amount owed surpasses the tenant's security deposit, the family must contact the landlord to pay the balance in full or make payment arrangements. If the landlord is not willing to accept the payment arrangement that the tenant has offered and the balance owed to the landlord is not paid in full, the tenant will be withdrawn from the HCV Program and not eligible to reapply for HCV assistance for three (3) years from the date of the termination.



***Please submit your questions to:
HCV Program@DMHA.ORG***

HOUSING CHOICE VOUCHER LINGO

HCV – Housing Choice Voucher

RTA – Request for Tenancy Approval

HQS – Housing Quality Standards

HAP – Housing Assistance Payment

HOW CAN WE REACH YOU?

DAYTON METROPOLITAN HOUSING AUTHORITY

400 Wayne Avenue
Dayton, OH 45410

Phone: (937) 910-5400

Fax: (937) 910-5467

or

Fax: (937) 910-5303

E-Mail:

HCVProgram@dmha.org

We're on the Web!

*See us at:
www.dmha.org*

It is very important that we maintain the most up-to-date information on our HCV Landlords. Please supply us with the following:

- ❖ Current home phone
- ❖ Current cell phone
- ❖ Current address
- ❖ **Email address**

You can fax the information to (937) 910-5303 or 910-5467 or email to HCVProgram@dmha.org.



HCV STAFF CONTACT INFORMATION

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To schedule an inspection call: 910-5431

Customer Service Line: 910-5403



FINANCING NEIGHBORHOODS
STRENGTHENING COMMUNITIES
CHANGING LIVES

HOUSING CHOICE VOUCHER PROGRAM
400 WAYNE AVENUE
DAYTON, OH 45410-1118

