

## Did you know...

Lease agreements must contain:

Name of owner/landlord & tenant.

Unit rented (address, apartment designation, etc.)

Term of the lease

Initial term

Provision for renewal terms

Notice period for termination of tenancy

Notice period for increases after the initial term

Amount of the monthly rent to owner/landlord

Utilities and appliances to be supplied by the owner or tenant

Amount of deposit

There may be additional terms that should appear on a lease to meet local or state law. Please refer to the owner's section on the OHA website: [www.oakha.org/section8lh/attachments/BasicProvisions-ResourcesList.pdf](http://www.oakha.org/section8lh/attachments/BasicProvisions-ResourcesList.pdf)

(Letter from the Director *continued from front cover*)

call handling capabilities with a dedicated customer service staff with software that will advise you of current call waiting times. This will offer you the option of leaving a message, calling back later, or continuing to wait for assistance. More information will also be available to you online, which is how you will be able to contact us if you like. As I write this we are working on simplifying our processes to limit the number of people with whom you will have to interact in order to do business with us.

We will provide more information to you as our changes are implemented during 2009. Improvements will be phased in and we look forward to receiving your feedback on the changes.

I hope you'll enjoy reviewing the spring edition of the *Oak Leaflet*.

Mark Stephenson, Director of Leased Housing

# Oak Leaflet

The section 8 Landlord newsletter



Oakland Housing  
Authority

ISSUE 4

April / May / June 2009

## Letter from the Director

We're looking forward to spring as a time of rebirth and renewal. We have been challenged during the past year with software issues that led to delayed and sometimes missed payments. Fortunately, many of these problems are behind us now and we look forward to taking advantage of the new software's enhanced capabilities to serve you BETTER.

Like many organizations these days, OHA in general, and the Leased Housing Department in particular, is changing. Change can be painful but exciting at the same time. We are doing our best to change the way we do business, how we interact with you, and focusing on improving our response times.

We are working diligently to become a more accessible, knowledgeable and responsive staff. We are here to serve. Throughout this year, we will be implementing new technologies including document imaging that will increase the amount of information available to more staff in a more timely manner. We will acquire upgraded software that will allow YOU to view your inspection and payment information in "real time." We will also implement enhanced telephone

(Letter from the Director  
*continues on back cover*)



**From left to right, back row:** Elaine Banks, Cel Deleon, Crystal Gary, Janet Savoy, Lisa Taylor, Lauren Cox-Gifford, Rik Lopes, Kimberly Horstman, Sharon Starwood, Teela Carpenter, Marta Mozin, Ditra Ellis, Monique Douthit, Jan Moore, Abraham Bahta.  
**Middle row:** Arifa Khan, Tiffany Strickland, Linda Xaythavone, Candy Chao, Kathleen Isiderio, Koy Saeyang, Yanklin Bamaca, Ericka Walker, Venus Stevenson.  
**Front row:** Dwayne Hankerson, Paula Williams, Eileen Kelleher, Angela Eisenman, Eva Franklin, Darlene Jones, Tommi Hill, Kim Boyd. Not pictured: Lucinda Ben-David, Dianne Summerville

## Meet The Occupancy Teams

Introducing the  
talented Occupancy  
Teams of the Leased  
Housing Department.  
Feel free to contact them  
with any questions  
or concerns.

The Occupancy Teams work closely with participants and owners. There are two Occupancy teams managed by Teela Carpenter and Jan Moore.

These teams perform the following essential functions within the department:

- Schedule interviews
- Conduct annual reexamination interviews
- Process interim income reexaminations
- Evaluate participant's income, assets and household composition
- Issue transfer vouchers and portability packets
- Process requests for a reasonable accommodation
- Ensure participant compliance with Section 8 program obligations (except HQS)
- Terminate participation when required



Oakland Housing  
Authority

MAIN OFFICES	LEASED HOUSING
1619 Harrison Street Oakland, CA 94612 510-874-1500	1805 Harrison Street Oakland, 94612-3403 510-587-2100

[WWW.OAKHA.ORG](http://WWW.OAKHA.ORG)  
[s8rentalowner@oakha.org](mailto:s8rentalowner@oakha.org)

Language translation services are available in 151 languages at all offices at no cost.

Los servicios de traducción en 151 idiomas están disponibles en todas las oficinas sin ningún costo.

Trương chính thông dịch đầy đủ cho tới 151 tiếng nói miệng phí cho quý vị đang có tại nhiều văn phòng gần đây.

所有辦公地點都會免費提供 151 種的外語翻譯服務。

## The occupancy working group

We're making new strides within the Occupancy group to make your contacts with the Housing Authority more efficient. Our previous practice was for representatives to maintain caseloads, which could average anywhere from 500 to 750 participants for each of them! The difference is that now, our Occupancy teams process tasks within three working groups: Reexamination interviews, Rent calculations, and Resolutions.

The Reexamination interviews are conducted by a group of representatives who evaluate information submitted by the participant and determine if participants are qualified for continued assistance on the Section 8 Program each year.

The Rent calculations group handles the "number crunching", which includes but is not limited to household income and

family expenses. This is how we determine the rent portions and OHA's HAP payment, which together, totals the contract rent.

The Resolutions group assists in ensuring participant compliance with Section 8 Program Obligations.

The new structure also includes our clerical assistants. Occupancy staff rotate

**Occupancy tasks are now streamlined within three working groups for maximum efficiency: Reexamination Interviews, Rent Calculations, and Resolutions.**

through specialty areas including appointment scheduling, managing the tremendous volume of incoming and outgoing mail. They also receive and return phone calls, and handling the participant transfer and portability processes. With the new structure, staff has the opportunity to focus on specific tasks and refine their skills in each area. The rotation within the groups help build on their experience.

Teela Carpenter and Jan Moore are the Housing Assistance Managers for the Occupancy team. Both served as Housing Assistance Representatives themselves, so they have a true appreciation for the challenges and successes involved with this change. Teela Carpenter, who facilitated the transition said, "Since we moved to the new model, owner/ participant inquiries regarding delayed paperwork has been reduced significantly." Jan Moore, a firm believer in the new model said, "We have the privilege of working with a fine group of professionals who are committed to serving our owners and participants."

# Branching Out

## OHA Owner Briefing schedule

for Property Owners & Managers of the Section 8 Housing Choice Voucher Program

### April

Wednesday, April 22, 2009, 11:30 a.m. – 1 p.m.

**Keep Oakland Clean and Beautiful**

Presented by the City of Oakland, Public Works

**OHA Leased Housing Occupancy Program Update**

Presented by Teela Carpenter

Oakland Housing Authority

Wednesday, April 29, 2009, 6 – 8 p.m.

**Go Green Initiatives**

Presented by Steve Edrington,

Executive Director, Rental Housing Association

of Northern Alameda County

**RSVP Today! Call 510-874-1560 or email:**

[s8rentalowner@oakha.org](mailto:s8rentalowner@oakha.org)

This schedule is subject to change; please go to [www.oakha.org/owner/Ownersbriefing.pdf](http://www.oakha.org/owner/Ownersbriefing.pdf) for a current schedule.

### May

Saturday, May 16, 2009, 1- 4 p.m.

**Affordable Housing Week, Owner Resource Fair**

Wednesday, May 27, 2009, 11:30a.m. – 1 p.m.

**How to Request a Rent Increase**

Presented by Donna Whitmore

Oakland Housing Authority

### June

Wednesday, June 17, 2009, 11:30a.m. – 1 p.m.

**Rent Abatements**

Presented by Donna Whitmore

Oakland Housing Authority

Wednesday, June 24, 2009, 6 – 8 p.m.

**It's Your Own Lease**

Presented by Madhu Misri

Oakland Housing Authority



## Leafy Tips

### Interim Reexamination

**Your HAP amount may change as a result of your tenant reporting changes in their household income and/or family composition.**

**These requests are called interim reexaminations.**

HUD regulations require that the family be permitted to obtain an interim reexamination any time the family has experienced a change in circumstances. Interim rent adjustments will be effective the first day of the month following the month the change was reported. The review and verification of interim reexamination requests may take up to thirty (30) days. If applicable, the resulting rent adjustment may be applied retroactively. The tenant will receive a Determination of Family Eligibility (DFE) disclosing their new rent portion and the effective date. Usually your tenant will receive the DFE prior to your receipt of the program amendment. However, your tenant is obligated to continue to pay the current rent portion until you both receive the approved program amendment with the revised rent portions. The adjustment in your HAP payment will not be reflected until the change is processed, which could take 4-6 weeks. All adjustments in HAP payments will be retroactive to the effective date disclosed on the program amendment.

## Moving with continued assistance

The ability to move is a key aspect for our Section 8 participants. Families on our program can retain their subsidies and move to different units in Oakland or they can "port", which means they can move to another jurisdiction. Eligible participants are required to provide the Authority with specific household information and a valid notice to the property owner to acquire a transfer voucher to move. The process begins with one of the following essential forms:

**Mutual Agreement** - Participants who have lived in their units for less than one year OR who have acquired agreement from their owner to terminate the lease without a 30-day notice must use this form in order to receive a transfer voucher. Mutual Agreements must be completely filled out, with the signature of the owner or agent on record with OHA.

**Freedom of choice is a hallmark of the housing choice voucher (HCV) program.**

**Notice of Intent to Vacate** - Participants who have lived in their units for more than one year can use this 30-day notice to request a transfer voucher. This form must be completely filled out with the signature of the owner or agent on record with OHA. When participants are unable to acquire the signature, OHA accepts proof of service to the owner via certified USPS mail. OHA works with its participants to make the transition as smooth as possible, allowing participants ninety (90) days on their transfer voucher to locate and lease a new unit. Our 90 day time frame does not override the 30-day notice or mutual agreement that is currently in place with the owner and tenant. If participants do not vacate within 90 days they must submit a new request and start the process again. If participants remain in their unit the owner will continue to be paid.

Owners should monitor their property to confirm the move out date and the condition of the unit when the participant vacates. This is a property management issue, in which the Authority does not participate. When a tenant has given notice to move, stay in contact with them to monitor the move out process.