





Did you know...

-  The Housing Authority will not approve the unit if the owner is the parent, child, grandparent, grandchild, sister, or brother of any member of the subsidized family.
-  Owners are allowed to keep the entire last month's payment from the Housing Authority even if the tenant moved out prior to the end of the month.
-  "Notice of Intent to Vacate" doesn't obligate the tenant to move out from the premises; it serves as a notice that the tenant intends to move.
-  The participant's voucher size doesn't restrict them from renting a unit that has a larger bedroom size as long as it's within participant's affordability.

Meet Our New Partner: season of sharing (sos)

Oakland Housing Authority is partnering with Alameda County to provide emergency/crisis funding for Alameda County residents for Season of Sharing (SOS) funds. SOS is a private fund made available to Alameda County residents by the San Francisco Chronicle to help with emergency Housing Assistance (HA) and/or Critical Family Need (CFN) for a non-recurring crisis. HA funds can be used for delinquent rent and security deposits. CFN funds can be used to buy food and pay bills. Those eligible for assistance are:

- Families in crisis with children under 18
- Individuals age 60 or older in crisis
- Individuals with disabilities in crisis

Those in need must be current residents of Alameda County for at least six continuous months. **Please refer your tenants or anyone who may need to access this one-time assistance by contacting the Oakland Housing Authority, 510 587-2100.**

Oak Leaflet

The section 8 Landlord newsletter



Oakland Housing Authority

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New Partnership with VASH

The Oakland Housing Authority extends a hearty welcome to our newest partners, the Veterans Administration, which has provided another population for us to serve. OHA was awarded 105 vouchers through the Veterans Affairs Supportive Housing Program (VASH).

The VASH program combines HUD Housing Choice Voucher rental assistance for homeless Veterans with case management and clinical services provided at its medical centers and in the community. The VA staff is expected to begin referring Veterans to the Authority in early October 2009. Additionally, the VA is linked with Eden I & R to provide veterans with housing search assistance.

The policies for the Veterans are the same as with other Section 8 Program participants. All regulatory requirements and HUD directives regarding the Program apply to these HUD-VASH vouchers. This includes enforcement of OHA's written administrative plan, the use of all HUD-required contracts and other forms.

For more information about this partnership, contact Customer Service at (510) 587-2100.



Customer Service Team: Back Row, from left to right, Patricia Murphy, Linda Stone, Avery Sim, Valerie Winston-Moore, Ron Scarborough. Front row: Ronald Smith, MeLani Daos, Alice Balanga, Stephanie Christmas, Tami Williams, Clara Velasco, Ditra Ellis, Tom Daga. Not pictured: Aileen Perez

Meet the Customer Service Team

Introducing the talented Customer Service Team in the Leased Housing Department. Feel free to contact them with any questions or concerns.

(510) 587-2100

The Customer Team is the primary point of contact for most participants and owners. This team performs the following essential functions within the department:

- Answers all calls which come into the main telephone line.
- Returns all voice messages that are left on the primary lines.
- Greets all visitors to the Leased Housing Department and the Administrative Offices.
- Provides general program information to all callers and visitors.
- Processes all requests for copies of documents from the files.
- Provides all forms necessary for program administration.
- Assists owners with listing their properties at Gosection8.
- Conducts monthly briefings for owners.
- Conducts home search for participants requiring assistance
- Manages the Family Self Sufficiency for participants.
- Assists first time home buyers in purchasing homes under the Section 8 HCV Homeownership program.



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
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 Customer Service Team: Your First Point of Contact

When you experience problems with rent, inspections, or tenant issues, “Who you gonna call?” **The Customer Service Team!**

The Customer Service team will be your first point of contact with the Leased Housing Department. Our primary responsibility is to handle all incoming inquiries at the Leased Housing Department including both walk-in visitors and telephone calls. The team is comprised of eight clerical staff members and four Housing Assistance Representatives. We recently added two new members to our team and are currently in the process of adding another team member. Our goal is to answer most of your calls when we receive them and to return all voicemails each day.

The Customer Service team is an energetic, versatile, and service oriented group. We serve as the connection between you and our various teams in the Leased Housing Department, when you’re not sure who to contact. We help you connect with the appropriate staff person to handle your questions and concerns. We are always available when you have general questions. The Customer Service Team can also assist you with following functions:

- Listing your properties at www.gosection8.com
- Document requests
- Submission of ownership change documents
- Receiving documents for participant files, etc.

The **Owner Outreach Representative** orients new property owners on the Section 8 programs, conducts monthly owner briefings to educate and update you on our policies and procedures. The **Family Self-Sufficiency Representatives** assist participants in setting goals to improve their overall financial status. The **Homeownership Representative** assists first time homebuyers in utilizing their subsidy to purchase homes under the Housing Choice Voucher (HCV) program.

Our goal is to provide you with great service. Please complete a Visitor Satisfaction Survey whenever you visit one of our offices to help us evaluate our service to you. We plan to have the survey available on our website very soon so that you can provide us with feedback on our telephone service as well.

The Customer Service Team can be reached at (510) 587-2100 or LHCustomerService@oakha.org.

A New Face: The Program Amendment

The Section 8 Amendment has been revised and renamed. It is now the Program Amendment: a streamlined design for notification of contractual changes.

Well, here you have it – a new, streamlined design for notification of contractual changes: the Program Amendment. What was previously the Section 8 Amendment has been revised to be used for many different programs. The new document -- the Program Amendment -- displays information that includes the effective and end dates for the contract and the dates the participant moved in and out of the unit. It also provides financial information including the rent portions, the bedroom size, the payment standard and the utility allowance. We even provide the reason for generating the document (such as, Interim Income Adjustment).

This newly developed document will be a great advantage for the program owners, participants and for OHA as well. The advantage for owners is that the financial information is retrieved directly from our accounting system. The owner/agent information is captured also. If the owner has an agent listed as the responsible party for handling business affairs, then that address will display on the Program Amendment. Owners please note that when you completed paperwork to list an agent to act on your behalf, you should have also specified where your HAP and written correspondence should be sent. If you want to make changes in either of these areas, you MUST

Branching Out

OHA Owner Briefing schedule

for Property Owners & Managers
Section 8 Housing Choice Voucher Program

October

Wednesday, October 21, 2009, 11:30 a.m. – 1 p.m.

Protect Your Rental Property from Fire
Inspector Vince Crudele, Oakland Fire Department

Wednesday, October 28, 2009, 6 – 8 p.m.

Smoke-Free Housing
Serena Chen & Ralph Morales, American Lung Association

November

Thursday, November 12, 2009, 11:30 a.m. – 1 p.m.

Tenant Screening, Drug and Crime Prevention
Officer Paul Malech, Fraud Investigations, OHAPD

RSVP Today! Call 510-874-1560 or email: s8rentalowner@oakha.org

This schedule is subject to change; please go to www.oakha.org/owner/Ownersbriefing.pdf for a current schedule.

complete a new Payment & Ownership Declaration and/or Agent Authorization Form with accurate instruction and forward it to us.

The advantage for the participants is that they are made aware of any changes to their subsidy in a timely manner, they have the document in hand to refer to and they are provided with the name of a contact person if they require further information. Another advantage for everyone, including OHA, is that the improved document is printed directly from our database so that when you or your tenants call we can retrieve the information instantly.

We appreciate the time and effort our staff put in to modifying this document and welcome the new face on our team – the Program Amendment.



NOW Faster Contracts and Payments

Are you tired of waiting six to eight weeks to receive your first HAP check from us? We are too! **We are reducing the time it takes to get initial payments to owners -- within three weeks of the start of contracts.** With a collaborative effort between participants/tenants, owners and the Initial Inspections team, clear, effective communication, and a little teamwork we can turn paperwork headaches and delayed payments into a streamlined, expedited process.

Understanding your role will get those HAP checks out the door sooner. Consider these points for working towards our common goal:

Familiarize yourselves with HUD Housing Quality Standards (HQS) that OHA uses to conduct move-in inspections for occupancy. **Quite often move-in dates are delayed because units fail with minor HQS violations.** These violations require additional inspections that push back move-in dates and subsequent payments.

OHA requires specific provisions to be included in a lease. Without these provisions, contracts cannot be processed and payments will not be made. These are:

- Name of owner/landlord
- Name of tenant
- Address, with unit number, if necessary
- Term of the lease
- Amount of monthly rent to owner/landlord
- Which utilities and appliances will be supplied by the owner
- Which utilities and appliances will be supplied by the tenant

Delayed delivery of completed leases to OHA is the main reason contracts are not processed in a timely manner. An effective solution to this problem is to **bring a copy of your lease to the initial inspection.**

In order to set up direct deposit, **an actual voided check needs to be attached to the direct deposit form.**

Ensure that the tax identification number on the Payment and Ownership Declaration form (P&O) matches the one on the IRS Form W-9. If checks will be made out to the owner’s agent/property manager, the P&O must state this, and a W-9 for the agent must be supplied to OHA.

With teamwork we can streamline and expedite the move-in and payment process. For more information, please go to the “Property Owner Information” page on our website: http://www.oakha.org/section8lh/property_owner.shtml