



Section 8 Owner Newsletter

AUGUST - SEPTEMBER 2013

Housing Authority of the City of Los Angeles

www.hacla.org

Chain of Command

The Housing Authority allows owners, applicants, and participants a means of reviewing Housing Authority determinations. All parties to an action of the Housing Authority may raise questions regarding policies and procedures whether established by the U.S. Department of Housing and Urban Development (HUD) or by the Housing Authority. Normally such questions are first directed to the lowest level of the chain of command. If the party requires further explanation, he or she is referred to the first line supervisor who is empowered to explain the Housing Authority action, to determine whether policy and procedure have been properly implemented, and to correct any errors.

Applicants and participants are referred to the staff responsible for making the decision which resulted in the complaint for an initial review of the action. If the complaint is not resolved at that level, the Housing Authority follows this chain of command:

1. Eligibility Interviewer or S8 Advisor or Management Clerk or Housing Inspector.
2. Assistant Housing Manager or Housing Inspection Supervisor
3. Manager
4. Ombudsperson

For example, if a complaint arises that is not resolved by the S8 Advisor, the S8 Advisor must refer the problem up the Housing Authority chain of command to his/her immediate supervisor. If an owner, applicant or participant making an inquiry requests the contact information of a S8 Manager, staff must explain the chain of command procedures stated above and refer the inquirer to the supervisor.

S8 Administrative Plan Changes

The Housing Authority of the City of Los Angeles (HACLA) is proposing to make significant changes to its Section 8 Administrative Plan for Fiscal Year 2013. The Draft Section 8 Administrative Plan Changes will be available for public review and comment beginning Friday, August 9, 2013 through Thursday, September 26, 2013.

The 2013 Section 8 Administrative Plan changes can be viewed on the internet at: www.hacla.org click on Public Documents. The Public Hearing will be held on **Thursday, September 26, 2013** at:

Housing Authority of the City of Los Angeles
2600 Wilshire Blvd. Board Room
Los Angeles, CA 90057

Property Listings

Property listing service is available online at www.hacla.org under Section 8, Property Listings. You can also register by phone at 1-866-466-7328. Basic property listing is free of charge. Services other than basic property listing will include a fee.

The Owner Newsletter is available online at: <http://www.hacla.org/ownrnwsltr/>

Pass Inspection Letters No Longer Mailed

Inspection letters sent to you and the tenant once the unit passes inspection will no longer be mailed, effective **July 1, 2013**. All other inspection letters will continue to be mailed, such as:

- | | | |
|----------------|----------------------------|----------------------|
| 1. Appointment | 2. Owner/Tenant Incomplete | 3. Failed Inspection |
| 4. No Entry | 5. Quality Control | 6. No Show |
| 7. Extension | 8. Deficiencies | 9. Abatement Notices |

Owners are able to view inspection results online through the Owners Portal.

Owners Portal

Enjoy the many benefits of the Owners Portal. Among its many features, you will be able to download forms, and view the following:

1. HAP by tenant	2. Scheduled Inspections
3. Re-certifications	4. Re-Inspections
5. Holds/Abatements	6. Inspection results

Contact Owners Portal to obtain your login credentials. E-mail Address: **Owners.Portal@hacla.org**, the web address is: **https://owners.hacla.org**.

Section 8 Owner Orientation Seminars

These seminars are designed to explain how the Section 8 Program works from the landlord's perspective. The next seminar is scheduled as follows:

Thursday, September 5, 2013

Sessions are scheduled from 10am-12:30pm. The dates are also posted on our website at www.hacla.org. You must reserve a seat to attend one of the seminars by registering online at <http://www.hacla.org> (Click on "Calendar of Events" and select the date you'd like to attend) or by calling (213) 252-4249. When calling please leave a contact phone number.

The schedule is subject to change. Persons with a hearing impairment should call the TDD Line at (213) 252-1639.

Ombudspersons

The Ombudspersons work to resolve owner and tenant issues and complaints. They also make presentations to tenant and owner groups, and may assist with requests for Reasonable Accommodations. Their contact information is as follows:

Ombudsperson	Office	Telephone Number
Christine McKinney	S8 Administration	(213) 252-5420
Lorraine Betts	S8 Service Delivery	(213) 252-2668
Serina Cannon	S8 Applications and Special Programs	(213) 252-1613

If you suspect anyone of committing fraud, you can call, (800) 461-9330, or file a report online at: www.mysafeworkplace.com. Your name will remain anonymous.

Rent Change Requests can be submitted online at www.hacla.org Click on the Section 8 Housing link, and then on the Owner Information link.

Owners of condominiums are required to correct deficiencies that are present in the common areas such as exterior peeling paint, loose handrails, large cracks in walkways that present tripping hazards, etc. within 30 days.

Keep your units lead free. The City of Los Angeles provides free lead hazard remediation. Call: (213) 808-8935 or (213) 808-8678 for more information.