



Section 8 Landlord Newsletter

IN THE ISSUE

DID YOU KNOW?

You must report address and telephone number changes even if you are receiving your Housing Assistance Payments (HAP) via direct deposit by calling **(833) HACLA-4-U or (833) 422-5248**.

COMPLY WITH FAIR HOUSING LAWS.

Owners can visit the Office of Fair Housing and Equal Opportunity (FHEO) website at the U.S. Department of Housing and Urban Development (HUD): www.hud.gov by calling **(800)-669-9777 or (800) 877-8339**.

Property listing service

Is available online at: **www.hacla.org/propertylistings**

Basic property listing service is free of charge. Monitor your listings and remove any outdated listings that are unavailable. Login regularly to update or list new vacancies.

NEW VOUCHER PAYMENT STANDARD (VPS)

Effective **January 1, 2022**, the Housing Authority of the City of Los Angeles (HACLA) will change the Voucher Payment Standards (VPS). The VPS is the most the Housing Authority can pay for rent on the family’s behalf (the contract rent can never be higher than the comparable rents determined by the third party vendor). The VPS depends on the voucher bedroom size.

The Voucher Payment Standard will change as follows:

Voucher Bedroom Size	SRO	0	1	2	3	4	5	6
Voucher Payment Standard	\$1,141	\$1,522	\$1,764	\$2,248	\$2,962	\$3,226	\$3,709	\$4,193

How Will the New VPS Affect You?

- For new admissions and recontracts, the new VPS will be used effective January 1, 2022.
- If there are no changes and your tenant remains in their current unit, their portion of the rent will **not** be affected by the new VPS until their second annual re-examination, beginning in 2023.

EMERGENCY HOUSING VOUCHERS (EHV)

As part of the American Recovery Plan, HUD allocated 70,000 Emergency Housing Vouchers (EHV) to public housing agencies throughout the nation to address the impact of COVID-19.

The Housing Authority of the City of Los Angeles was granted an allocation of **3365** EHV’s to be leased up by **September 30, 2023**.

HACLA is committed to partnering with Landlords and Community Based Organizations to ensure that this new program is a success.

The EHV Program is offering higher Voucher Payment Standards, a \$2500 signing bonus per HAP contract, and free property listings to promote owner participation in making units available for individuals and families.

LA City and LA County Units are accepted for this program. Get started today by listing your available units and asking any questions you may have at **EHV.IP@hacla.org**. For more information please visit:

<http://www.hacla.org/News-Notifications/ArticleID/276/Emergency-Housing-Vouchers>

HACLA WAIVERS SET TO EXPIRE DECEMBER 31, 2021

In response to the COVID-19 Emergency, HACLA adjusted program operations, as approved by the United States Department of Housing and Urban Development (HUD), where necessary to continue program operations while preventing the spread of COVID-19 and mitigating the risks posed to HACLA staff, applicant/participant families, and landlords.

Effective January 1, 2022, the HACLA will resume its program operations pre COVID-19 in the following areas:

1) Inspections: Initial and Complaint

Effective January 1, 2022 the Housing Authority will no longer accept landlord's self-certification that the unit complies with Housing Quality Standards (HQS).

For any assisted unit for which HACLA accepted a landlord's self-certification, HACLA must conduct an HQS inspection as soon as reasonably possible but no later than June 30, 2022.

2) Inspections: Annual/Biennial

HACLA must resume biennial inspections by December 31, 2021. HACLA must conduct all delayed biennial inspections from Calendar Year (CY) 2020 as soon as reasonably possible but no later than June 30, 2022 and must conduct all delayed biennial inspections from CY2021 as soon as reasonably possible but no later than January 1, 2022.

A **Remote Video Inspection (RVI)** is an option for onsite inspections and is performed remotely with the Housing Authority Inspector directing the inspection from the office with the tenant serving as the proxy inspector. The proxy inspector must be 18 years old or with an adult to perform the RVI. The Housing Authority is able to visually inspect the unit using technology such as video streaming.

A smart phone with camera and 4G wireless connectivity is required. A 3G may not provide the speed and clarity required to complete the inspection. The inspection location must have 4G connectivity. If no WI-FI is available, cell data is an option. If you have limited cell data plan your service provider may charge you for data used during the RVI.

For additional information, visit our website at: <http://www.hacla.org/s8formspolicies>

3) Voucher Term

Effective January 1, 2022 the Section 8 Administrative Plan policies for initial voucher term and extensions apply.

As a reminder, the initial voucher can be extended up to 180 cumulative calendar days. To make the program accessible to a family member who is a person with a disability, the voucher can be extended but not to exceed 240 calendar days.

4) Absence from Unit

After January 1, 2022, if the participant family has been absent from the assisted unit for more than 180 consecutive calendar days for any reason, the Housing Authority will not make payments beyond December 31, 2021, and the HAP contract will terminate on that date if the family is still absent from the unit.

SOURCE OF INCOME: SECTION 8 PROTECTIONS

“Source of Income” (SOI) laws protect the rights of tenants to use income from public assistance, or other sources that may be viewed as non-traditional to pay rent. Housing providers cannot lawfully reject rental applicants because they receive, or will receive, assistance in paying their rent when they are otherwise qualified for the housing. Housing providers must include all sources of lawful income in determining whether a rental applicant is able to pay the rent.

Lawful sources of income include regular paychecks, social security, supplemental security income (SSI), disability income, CalWORKs, child support, spousal support, public assistance, savings, unemployment benefits or wages from lawful employment.

Section 8 as a source of income is included in the City of Los Angeles source of income protection laws. **It is illegal for a housing provider to deny a rental applicant because the applicant has a Section 8 voucher. It is also illegal for the housing provider to deny a current tenant’s request to use a Section 8 voucher to pay for rent.**

Property owners may screen and reject any applicant, including those with a Section 8 voucher, for past conduct and ability to pay rent, as long as the screening is applied equally to all applicants.

INFORMATIONAL VIDEOS

Six informational videos were produced regarding the various aspects and processes of the Section 8 program for applicants, participant families, and landlords. These videos are intended to provide brief and basic overview about Section 8:

- What is Section 8?
- How Rent is Calculated
- Creating an Email Address
- Finding a Rental Unit
- Submitting Your Section 8 Documents
- How to Get in Touch with HACLA

You can watch these videos online at:

<http://hacla.org/Housing-Programs/Section-8-Housing/Section-8-Videos>

HOMELESS INCENTIVE PROGRAM (HIP)

The Housing Authority has been a leader in the fight to end Homelessness and has implemented measures to accomplish this goal. HACLA has partnered with the Los Angeles County Development Authority (LACDA) to provide homeless incentive payments to private landlords to house applicants from HACLA’s homeless housing assistance programs.

Landlords can receive up to one month’s rent holding fee incentive per vacant unit, Move-In Assistance, and Damage Mitigation. The following is the one month’s rent incentive based on the number of bedrooms:

Bedroom Size	SRO	0-bdr	1-bdr	2-bdr	3-bdr	4-bdr	5-bdr	6-bdr	7-bdr	8-bdr
Amount	\$1,038	\$1,384	\$1,604	\$2,044	\$2,693	\$2,933	\$3,373	\$3,813	\$4,253	\$4,693

For additional information please contact the HIP office at HIP@hacla.org.

CUSTOMER CONTACT CENTER (CCC)

To improve the quality of service received by the Housing Authority, on April 25, 2019, the Board of Commissioners approved the replacement and expansion of the telephone and contact center system to manage the high volume of calls received by the Housing Authority. This included the implementation of a centralized Customer Contact Center (CCC) that went live March 2021. The CCC has a single telephone number **(833) HACLA-4-U or (833) 422-5248** for use by all applicant, participant families, landlords and the general public.

The role of the CCC is to provide general assistance and explain Section 8 program requirements and policies. The first phase of the CCC included calling participant families to remind them about their upcoming annual reexamination.

The second phase of the Customer Contact Center was implemented by releasing new features to improve customer satisfaction:

- **Call backs.** Callers can request a call back if they do not want to be placed on hold.
- **Marquee.** Callers can enter their client, landlord or resident identification number, as applicable, to better route their call.
- **The CCC supports multiple languages.** These languages include Spanish and Armenian. Non-English speakers will have the option to select Spanish, Armenian, or other languages to speak with a CCC agent.

LANDLORD SEMINARS

The Housing Authority is conducting online landlord seminars. Available seminars are provided online at: <https://www.hacla.org/ownerorientation>. [GoToMeeting](#) is the application used for the online seminars. This is a free application. If you are new to GoToMeeting you can get the application now and be ready when your first meeting starts: <https://global.gotomeeting.com/install/754203077>

The meetings for 2022 are scheduled on Thursdays at 10am on the following dates:

February 10, 2022	May 12, 2022	August 18, 2022	November 3, 2022
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You can access the seminars from your computer, tablet, or smartphone simply by clicking on the date or on the link provided. You can also dial in using your phone, or join from a video-conferencing room or system.

Effective March 12, 2020, the HACLA offices closed to walk-in traffic until further notice to protect our clients and staff. We will be conducting all business by email, phone or mail, including annual reexaminations. If you need to submit documents, please email or mail them. Drop boxes are also available at all offices.

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

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