

Standard Operating Procedure Public Housing Authority Tenant Based Section 8 Vouchers

Purpose

ONLY properties designated by their Regional Property Supervisor will accept PHA VOUCHERS. * All LIHTC properties will accept PHA Housing Choice Vouchers.

Marketing For PHA Voucher Applicants

The Property Manager will ensure that the property is listed on the available PHA Housing List that is given to all Voucher holders by the PHA. Property Managers need to ask the PHA how often it is necessary to renew their information to remain current on the Housing List and ensure the information remains accurate over time.

Property Managers will maintain frequent dialog and communication with the PHA Administrator. Open communication ensures a good relationship between our Communities and the PHA.

Screening of Voucher Holders

Every Voucher holder must be screened through the PHA Administrator. Use form RS-11 "PHA Applicant Screening Questionnaire" to complete this task. Be sure to include this information with every voucher household accepted for occupancy.

Move-Ins

Following screening and unit availability, the PHA and Applicant must meet with Management in order for PHA approval of the condition of the premises and execute the Section 8 Contract.

No applicant may be allowed to move-in before the following requirements are met:

- The PHA inspection of the premises must be completed and satisfactory to the PHA representative.
- Management has received an "estimated" amount of the *Resident Rent* and *PHA Rent* breakdown. **If no estimate is given, Management will calculate 30% of Residents reported income as the RESI portion.** This information will be documented on the M/I Inspection.
 - *Note – Once the PHA Section 8 Contract is executed (signed) a copy is placed in the resident file, Management will make a correction to the*

Ledger if the RESIDENT and PHA portions are different.

- An executed Management lease (Rental Agreement) and attachments is generated and signed by the Resident
- Utilities are transferred to the Residents control.

Initial Term

The **initial** term of a PHA Voucher Contract is one (1) year; therefore, the **initial** term of the Rental Agreement must coincide: i.e. one (1) year. **NOTE:** If a household begins to receive PHA Section 8 assisted rent **after** their initial move into the property, Property Managers will complete a new Rental Agreement to match the PHA Contract initial and ending term dates, The PHA will also conduct inspections, etc. It is recommended that USDA-RD and Housing Credit sites complete a new recertification (verify income, household composition, etc.) so that annual recertification dates match the PHA recertification dates.

After the Initial Term of the Lease

After the initial one-year term, Management is required to deliver a 60-day advance notice to the Resident and the PHA when the following occurs:

- When the Unit Rent is changed (Use Form RA-4(PHA) “60-Day Notice of CONTRACT Rent Increase” to notify both the PHA and the Resident); or,
- Whenever Management changes or amends the Rental Agreement.

Recertifications

The Recertification process is entirely in the hands of the PHA. (See below for exceptions.) Management may be notified by the PHA at anytime of a change in the Resident’s share of the rental amount. This change must be reflected on the Residents Onesite Ledger.

HUD properties will rely on the PHA to verify the household’s income eligibility. Housing Credit properties will need to follow the state requirements to verify the household’s income eligibility to maintain compliance with regulations. USDA-RD sites will need to conduct a complete recertification as specified in the USDA-RD HB 3560, Chapter 6. Company verification forms and policies will be used/followed.

Recert & Interim Inspections

The PHA may do unit inspections at any time and will always inspect before the effective annual recertification date. The PHA should make an appointment with Management before conducting the inspection. Management is entitled to be present

during all unit inspections.

- Note – Management will request an “estimated” amount of the *Resident Rent* and *PHA Rent* breakdown during the Annual Inspection by the Housing Authority. This information will be documented on the Unit Inspection. *Once the PHA Section 8 Contract is executed (signed) a copy is placed in the resident file, Management will make a correction to the Ledger if the RESIDENT and PHA portions are different.*

Move-Outs (Do a walk-through with the resident and the PHA representative if possible.)

The PHA Resident is required to abide by the Lease Agreement regarding Notice to Vacate requirements.

A resident may ***not*** voluntarily terminate their residency during the initial one-year term of the Rental Agreement. After the initial term, it is both the Resident’s ***and*** the PHA ‘s obligation to give Management a 30-day written notice to vacate. The Resident will tell the PHA that they wish to move-out; and, the PHA will have a *30-day notice form* sent to Management for signature. Please do the following:

1. Make the resident get the “30-day notice” form from the PHA. Do *not* use our Management form.
2. Ask the PHA to do a *preliminary move-out inspection* before letting the resident move. All damages (including rent) will be completed and paid for *before* the resident moves out. If the resident does not meet his or her obligation, they risk losing their Section 8 Voucher with the PHA.
3. After the resident moves, if we need to assess additional cleaning or damages, call the PHA to complete a final inspection.
4. During a *preliminary or final move-out* inspection you do not have to accept what the PHA representative decides. Do *not* let them run over you, they are trying to minimize charges. All we want is to be fairly compensated. If you cannot agree with the PHA representative, call your Regional Property Supervisor for assistance.
5. The PHA may require that we hire an outside service company for all repair work. If so, get an estimate from a service company for ***all*** repairs needed within 10 days of the move-out date. For repairs the PHA has agreed to pay, use the Service Company. For all other repairs, use our own maintenance workers.
6. Finalize the move-out disposition as soon as possible. In addition to sending the



resident a copy of this information, you must submit the disposition, repair invoices, and our own workers costs to the PHA along with a cover letter requesting vacancy and/or damage claim reimbursement from the PHA.

7. Follow up with the PHA after two (2) weeks. Notify your Regional Property Supervisor if the PHA does not pay the correct amount owed in a timely manner.

PHA Payments

In no case should Property Managers allow PHA subsidy payments to go beyond **30 days** in arrears. It is the PHA's responsibility to pay rent subsidy when it is due. Property Managers should stay in frequent contact with PHA administrators.

When posting payments from the PHA, if a discrepancy occurs between the "billed" amount and the amount "paid" by the PHA, the Manager will complete the following steps:

- Research the property email account for Notification from the PHA of the Resident change. If notification was not received from the PHA - Immediately request a copy of the Interim/Annual Recertification paperwork from the PHA via email.
- Request a copy of the Interim/Annual Recertification paperwork from the Resident.
- When paperwork is received, the Manager will record the change in the Onesite System and the Ledgers will be correct.

