

# HCV Seminar For New Landlords

Mastering the HCV Program for Owners

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## HCV Landlord Seminar

# Key Points

- HCV Program Policies and Procedures
- Electronic Request for Tenancy Approval (RTA)
- Owner Resources and Tips
- Housing Quality Standards (HQS) Inspections

# Committed To

- Cultivating relationships with our partners
- Streamlining program operations to maximize efficiency
- Improving customer service
- Attracting new landlords for program participation





## The Need in San Antonio

# 1 in 15

San Antonians are on an Opportunity Home waiting list.

# 97,000

households as of Oct. 1, 2023.

**The number has continued to grow since the beginning of the pandemic.**



# Who We Serve

Public Housing and Voucher Programs serve over **42,000 individuals**.

**17k**

households

**94%**

with one head  
of household

**46%**

with children

**2.5**

household size

**\$11k**

Median income

**52%**

with fixed income  
*(SS, SSI, Pension)*

**32%**

with earned  
income  
*(Wages)*

# HCV Program Owner Benefits

## 5 Reasons You Should Be Renting To HCV Participants:

1. Consistent and reliable rent payments
2. Free access to a large amount of potential tenants
3. Pre-Screened Tenants
4. Streamlined Processes
5. Economic Development in your Community

# What is the HCV Program?

## Housing Choice Voucher (HCV) Program

- is a federally-funded rental assistance program for low-income families
- supplements rental payments for low-income participants
- provides participants the opportunity to find and lease a safe, decent, and sanitary home that they may not otherwise be able to afford on their own



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# Voucher Programs

## Housing Choice Voucher (HCV) Program

Vouchers for general public, no preferences

## Special Programs

- Referral system
- Partnerships with Veterans Affairs (VA), Haven for Hope, Center for Health Care Services (CHCS), Close to Home, etc.



# The HCV Program Is

## A Three-Way Partnership

- 1 Opportunity Home provides a family in need with housing assistance
- 2 The assisted family and a unit owner enter into a lease agreement establishing each party's responsibilities
- 3 Opportunity Home enters into a Housing Assistance Payment (HAP) Contract with the unit owner specifying each party's obligations



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# Landlord

- Provides safe, decent, sanitary housing to the tenant at a reasonable rate
- Screens participant as one would normally expect
- Provides the requested documentation to PHA and make unit available for inspection
- Enforces the rules and regulations of the Lease Agreement
- Responsible for maintaining the unit as specified in the lease agreement.

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# Tenant

- Finds a suitable housing unit
- Complies with HCV program rules, regulations, and family obligations
- Reports changes in income and household composition
- Pays rent and any family-supplied utilities on time
- Keeps the unit in good, safe, decent and sanitary condition to ensure the unit meets HQS





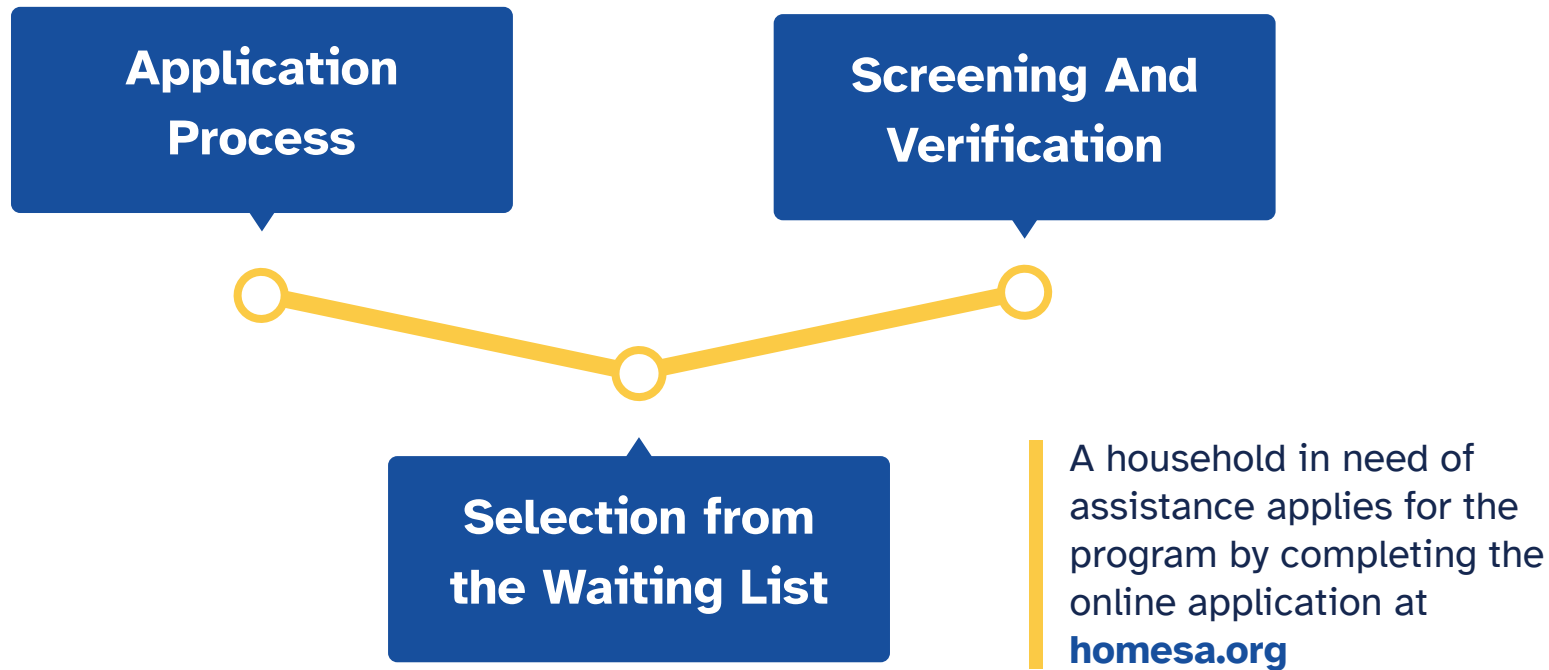
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# Public Housing Authority

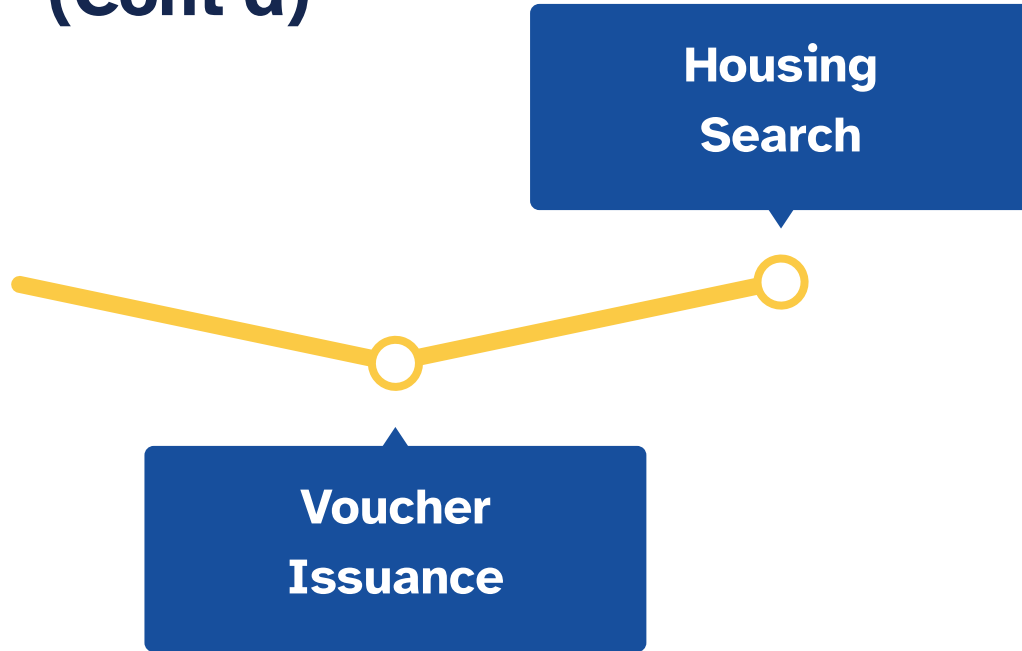
- Verifies initial eligibility
- Recertifies participants
- Conducts unit inspections
- Ensures Housing Assistance Payments (HAP) are processed
- Ensures compliance with program policies



# How Rental Assistance Works



# How Rental Assistance Works (Cont'd)



When a household reaches the top of the Waitlist, **Opportunity Home verifies:**

- Income Eligibility
- Criminal History
- Citizenship Status
- Bad Debt to other Public Housing Agencies (PHAs)

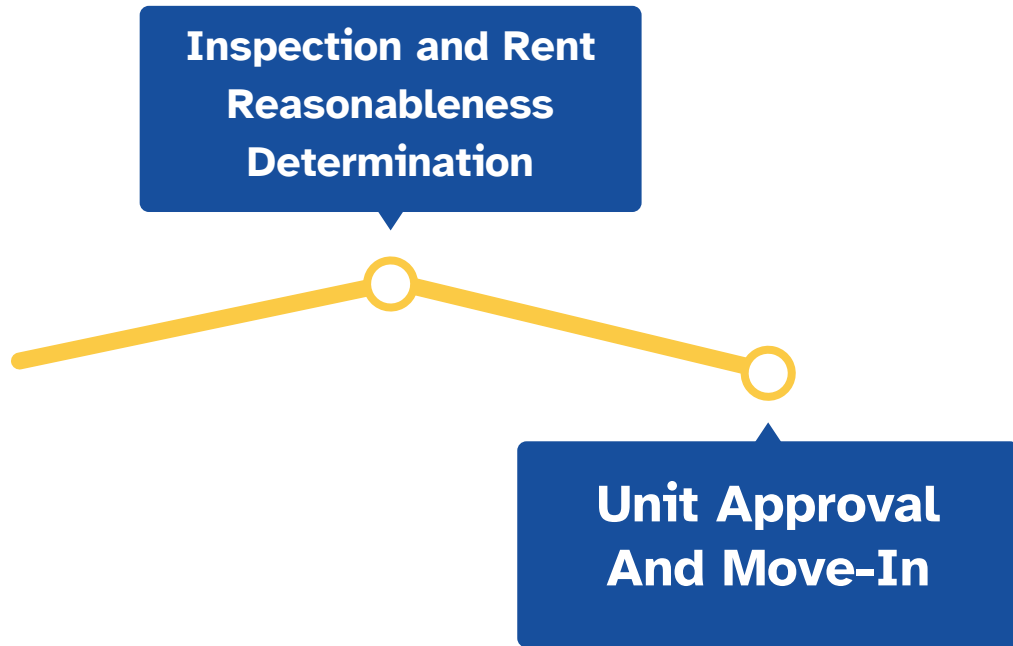
# How Rental Assistance Works (Cont'd)



## Request for Tenancy Approval (RTA) Submission

- The household has **120 days** to find a private rental unit
- Once a unit is located and the owner agrees to participate in the program, the landlord submits an **Electronic Request for Tenancy Approval (RTA)**
- An inspection is generated once the RTA is approved

# How Rental Assistance Works (Cont'd)

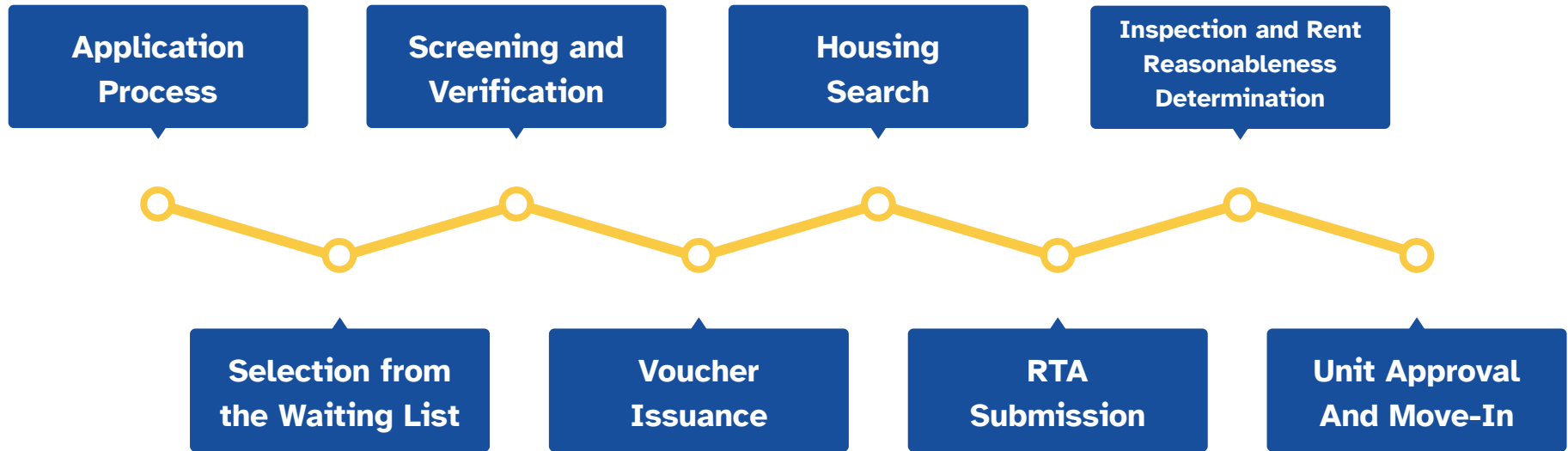


- Opportunity Home inspects the unit according to **Housing Quality Standards (HQS)**
- The rent of the unit is compared to rents of similar, unassisted units in the area
- The Landlord will need to verify move-in date
- Lease and Contract signed



# How Rental Assistance Works

## The Big Picture



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# Housing Choice Voucher (HCV)

Family's copy  
(to be shown  
to Landlord)

## Voucher Housing Choice Voucher Program

U.S. Department of Housing  
and Urban Development  
Office of Public and Indian Housing

OMB No. 2577-0169  
(exp. 07/31/2022)

Public Reporting Burden for this collection of information is estimated to average 0.05 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless that collection displays a valid OMB control number. Assurances of confidentiality are not provided under this collection. This collection of information is authorized under Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program.

**Privacy Act Statement.** The Department of Housing and Urban Development (HUD) is authorized to collect the information required on this form by Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). Collection of family members' names is mandatory. The information is used to authorize a family to look for an eligible unit and specifies the size of the unit. The information also sets forth the family's obligations under the Housing Choice Voucher Program. HUD may disclose this information to Federal, State and local agencies when relevant to civil, criminal, or regulatory investigations and prosecutions. It will not be otherwise disclosed or released outside of HUD, except as permitted or required by law. Failure to provide any of the information may result in delay or rejection of family voucher issuance.

Please read <b>entire</b> document before completing form Fill in all blanks below. Type or print clearly.		Voucher Number
1. Insert <b>unit size</b> in number of bedrooms. (This is the number of bedrooms for which the Family qualifies, and is used in determining the amount of assistance to be paid on behalf of the Family to the owner.)	1. Unit Size	
2. <b>Date Voucher Issued (mm/dd/yyyy)</b> Insert actual date the Voucher is issued to the Family.	2. Issue Date (mm/dd/yyyy)	
3. <b>Date Voucher Expires (mm/dd/yyyy)</b> must be at least sixty days after date issued. Voucher is issued. (See Section 6 of this form.)	3. Expiration Date (mm/dd/yyyy)	
4. <b>Date Extension Expires (if applicable)(mm/dd/yyyy)</b> (See Section 6. of this form.)	4. Date Extension Expires (mm/dd/yyyy)	
5. Name of Family Representative	6. Signature of Family Representative	Date Signed (mm/dd/yyyy)
7. Name of Public Housing Agency (PHA)	8. Name and Title of PHA Official	9. Signature of PHA Official
		Date Signed (mm/dd/yyyy)

### 1. Housing Choice Voucher Program

- A. The public housing agency (PHA) has determined that the above named family (item 5) is eligible to participate in the housing choice voucher program. Under this program, the family chooses a decent, safe and sanitary unit to live in. If the owner agrees to lease the unit to the family under the housing choice voucher program, and if the PHA approves the unit, the PHA will enter into a housing assistance payments (HAP) contract with the owner to make monthly payments to the owner to help the family pay the rent.
- B. The PHA determines the amount of the monthly housing assistance payment to be paid to the owner. Generally, the monthly housing assistance payment by the PHA is the difference between the applicable payment standard and 30 percent of monthly adjusted family income. In determining the maximum initial housing assistance payment for the family, the PHA will use the payment standard in effect on the date the tenancy is approved by the PHA. The family may choose to rent a unit for more than the payment standard, but this choice does not change the amount of the PHA's assistance payment. The actual amount of the PHA's assistance payment will be determined using the gross rent for the unit selected by the family.

### 2. Voucher

- A. When issuing this voucher the PHA expects that if the family finds an approvable unit, the PHA will have the money available to enter into a HAP contract with the owner. However, the PHA is under no obligation to the family, to any owner, or to any other person, to approve a tenancy. The PHA does not have any liability to any party by the issuance of this voucher.
- B. The voucher does not give the family any right to participate in the PHA's housing choice voucher program. The family becomes a participant in the PHA's housing choice voucher program when the HAP contract between the PHA and the owner takes effect.
- C. During the initial or any extended term of this voucher, the PHA may require the family to report progress in leasing a unit at such intervals and times as determined by the PHA.

# Housing Choice Voucher

## 1. Unit Size

- Unit Size indicates the # of bedrooms a resident qualifies for

## 2. Issue Date (mm/dd/yyyy)

- The Issue Date (voucher effective date) is the actual month, day, and year the voucher was issued to the resident.

## 3. Expiration Date (mm/dd/yyyy)

- Vouchers are active for a minimum of 120 days and expire on the expiration date.
- For residents that are moving, the voucher is active 30 days before and after their Lease expires.

HOH:  
 Last 4 of SSN:  
 Certification:  
 Current Contract Expiration Date:

**Contract Rent & Maximum Family Contribution Shopping Allowance (Rent Simplification)**

**Bedroom size:            1**

**Rent amounts shown on this document are not final, approved amounts. Rent must be requested and determined to be reasonable through Opportunity Home's review process.**

Client Initials \_\_\_\_\_

Maximum Rent to Owner:	Column A	Column B	Column C
	Tenant Pays Utilities	Owner Pays All Utilities	Maximum Family Contribution:
Zip Code Group 1 78073, 78207, 78208*, 78226	\$886	\$985	\$416
Zip Code Group 2 78201, 78202*, 78203*, 78210, 78211, 78214, 78221, 78225, 78228, 78237, 78242	\$958	\$1,057	\$416
Zip Code Group 3			

# Zip Code Group 1 vs Group 10

Maximum Rent to Owner:	Column A	Column B	Column C
	Tenant Pays Utilities	Owner Pays All Utilities	Maximum Family Contribution:
Zip Code Group 1 78073, 78207, 78208*, 78226	\$886	\$985	\$416

vs.

Zip Code Group 10 78023, 78215, 78260, 78261, 78266	\$1,651	\$1,750	\$416
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Subsidy allowance increases as Zip Code Group # increases

**\*This is an example.** Subsidy amounts will vary by each family's composition and income.

# Screening for Tenancy: Screening and Selecting a “Good Tenant”

- **Decisions based on first impressions are a necessity**
  - Screen for behavior and suitability
- **Create written screening criteria to be used across the board for all tenants**
  - Ensure tenant-screening complies with the Fair Housing Act
- **Landlords should utilize specific tools for tenant selection**
  - Credit, criminal, and eviction checks; current and previous landlord referrals
  - Determine minimum standards (i.e., minimum credit standard)

# Request for Tenancy Approval

Housing Choice Voucher Program

U.S Department of Housing and  
Urban Development  
Office of Public and Indian Housing

OMB Approval No. 2577-0169  
exp. 04/30/2026

When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance.

1. Name of Public Housing Agency (PHA) <b>Opportunity Home San Antonio</b>			2. Address of Unit (street address, unit #, city, state, zip code)		
3. Requested Lease Start Date	4. Number of Bedrooms	5. Year Constructed	6. Proposed Rent	7. Security Deposit Amt	8. Date Unit Available for Inspection
9. Structure Type			10. If this unit is subsidized, indicate type of subsidy:		
<input type="checkbox"/> Single Family Detached (one family under one roof)			<input type="checkbox"/> Section 202 <input type="checkbox"/> Section 221(d)(3)(BMIR)		
<input type="checkbox"/> Semi-Detached (duplex, attached on one side)			<input type="checkbox"/> Tax Credit <input type="checkbox"/> HOME		
<input type="checkbox"/> Rowhouse/Townhouse (attached on two sides)			<input type="checkbox"/> Section 236 (insured or uninsured)		
<input type="checkbox"/>			<input type="checkbox"/>		



## Owner/Manager Information (Please Print)

Owner Name/Apartment Name

Date

Managing Company

Manager Name

Payee

Assisted Unit Address

City

State

Zip

Email Address for Authorized Signer of HAP Contract

### Owner Obligations

**Owner's  
Initials**

**1. Ownership of Assisted Unit**

- a. I certify that I am the legal or the legally-designated agent for the above referenced unit, and that the prospective Tenant ("Participant" has no ownership interest in this dwelling unit whatsoever.
- b. Unless Opportunity Home had previously approved a Reasonable Accommodation for a family member who is a person with disabilities, I certify I am not related to the Participant.

**Owner's  
Initials**

**2. Proof of Ownership**

- a. I understand that I must provide Opportunity Home with a copy of the Bexar Appraisal

## Lead-Based Paint Disclosure

**IMPORTANT: Landlords Must Complete This Form For Properties Built Before 1978**

### Lead-Based Paint Warning Statement

Housing units built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, Lessor must disclose the presence of known lead-based paint and/or lead hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

### Lessor's Disclosure

*Presence of lead-based paint and/or lead-based paint hazards (Check One)*

- Known lead-based paint and/or lead-based paint hazards are present in the housing unit (explain):  
\_\_\_\_\_
- Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing unit.

*Records and reports available to the Lessor (Check One)*

- Lessor has provided the Lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing unit. List documents: \_\_\_\_\_
- Lessor has no reports or records related to lead-based and/or lead-based paint hazards in the housing units.



# Property Management Required Documents

## If operating with a property manager:

- **Owner Certification Form**
- **Management Agreement**

Opportunity Home will accept property management forms from the San Antonio Board of Realtors (SABOR), Texas Real Estate Commission (TREC) or a member of the Texas Association of Realtors (TAR); or an affidavit, statement or power of attorney specifying the designee(s), signed by the owner.

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# Securing of Forms

For security and privacy reasons, W-9 Form, Tax ID verification and direct deposit forms can be emailed to [Landlords@homesa.org](mailto:Landlords@homesa.org) or faxed to **210.477.6786** with the applicant/participant name and unit address

The W-9 and direct deposit forms must be received within **two business days** from the date the Owner paperwork is submitted to Opportunity Home

# Residential Lease Requirements

**Lease will have to reflect requirements set by Opportunity Home:**

- **Provide one (1) copy of your lease agreement to Opportunity Home**
  - List all occupants residing in the household
  - Specify who will provide the stove & refrigerator
  - Specify utility responsibility
- **Attach HUD's Tenancy Addendum to the lease**
- **Both parties are required to abide by the terms of the lease**

*Please note: Lease documents with white out or marked through are not permitted.*

# Residential Lease Agreement

## Landlords will want to ask themselves:

- Does my lease cover all the issues important to me and my tenants?
- Am I prepared to stand behind my lease terms?

## Opportunity Home determines the effective date and writes it on the Lease and HAP Contract

- The initial lease is for a minimum of one year

## The effective date may start the latest of:

- on the date the family took possession of the unit
- the date it passes inspection or,
- the following day after the lease expired at their previously assisted unit

***Friendly reminder! The landlord, not Opportunity Home, is responsible for enforcing the lease***



# Lease Dates Examples

## *Example A*

- Family moved in: 4/2/2023
- Unit passed our inspection: 4/5/2023
- Previous unit lease expires: 3/31/2023
- **Effective date will be: 4/5/2023**

## *Therefore...*

- Initial Lease Term: 4/5/2023 – 4/30/2024
- Renewal Date: 5/1/2024

## *Example B*

- Family moved in: 3/15/2023
- Unit passed our inspection: 3/9/2023
- Previous unit lease expires: 3/31/2023
- **Effective date will be: 4/1/2023**

## *Therefore...*

- Family moved in: 3/15/2023
- Unit passed our inspection: 3/9/2023
- Previous unit lease expires: 3/31/2023
- **Effective date will be: 4/1/2023**

# Protect Yourself & Your Property

## What if a Landlord has problems with an assisted tenant?

- What would a Landlord do if they had problems with a market based Tenant?
  - Landlords must still enforce the lease agreement

## Keep Opportunity Home informed

- If issuing any notices of adverse action, send to Opportunity Home immediately (Lease Violation(s), Notice to Vacate, Judgment, Writ of Possession, etc.)

# Protect Yourself & Your Property

## Landlord/Tenant Law

- Stay up to date as possible on Texas legislation that govern rental properties and issues related to landlord/tenant law

## Evictions

- Tenant cannot be evicted **without** a court order
- Landlord must serve citation on Tenant, with court date
- Court process moves fast (can be as quick as 2 weeks)
- Tenant has the right to appeal (they must file within 5 days of hearing)

# Most Common Mistakes

- Not reporting move out or providing a copy of lease violations and/or judgment
- Changing Contract Rent and/or responsibility of utilities without following procedure
- Not reporting a Change of Ownership and/or Payee and assigning payment to a new owner without following procedure
- Requesting or receiving unauthorized payments
- Submitting incomplete forms marked through or edited with white out
- Not reporting changes in contact information for the Owner and/or Management Company

# Inspections

HQS Inspections Training

# HQS Inspections

Housing Quality Standards (HQS) are HUD's quality standards for tenant-based programs.

- Units must meet the minimum **HQS** to qualify
- Units must be in “make ready” status during the initial/move-in inspection
- Units must have:
  - All utilities on
  - A working stove and refrigerator
  - No trash/debris on site
  - Working heating source

## Housing Quality Standards (HQS) Commonly Failed Items Inspection Checklist



### Landlord HQS Commonly Failed Items Inspection Checklist

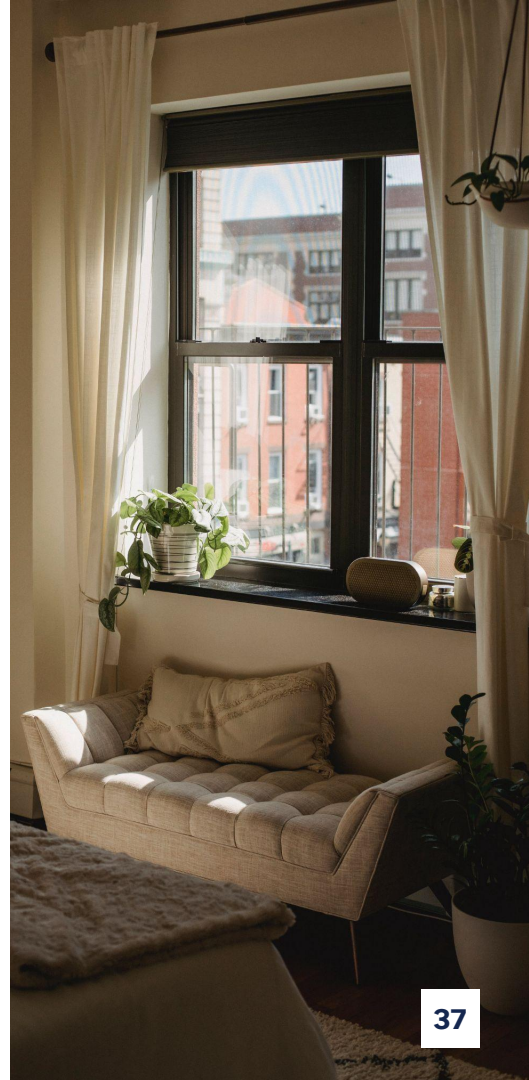
Please use the below checklist to ensure units pass HQS inspections conducted by Opportunity Home San Antonio. Please be advised that this is not an all-inclusive list of every possible failed item. *Units must be in “make ready” status. “Make ready” status is defined as a unit that is ready for immediate move-in.*

- General**
  - All utilities on and operating in a safe manner and present no danger to occupants; for example, no electric hazards, plumbing leaks, gas leaks, missing P-traps, etc.
  - No trash/debris on site.
  - Working heating equipment. Equipment must be able to maintain an interior temperature of 65 degrees or warmer.
  - Working cooling system (if provided). System must be able to maintain an interior temperature of 80 degrees or cooler.
  - No roof leaks; indications of a leak include discolorations or stains on the ceiling.
  - The hot water heater tank must have a temperature pressure relief valve with downward discharge pipe.
  - All conversions/additions must pass HQS inspection and be properly permitted by City or local agencies having jurisdiction over the unit. Opportunity Home San Antonio may request copies of approved permits or the LL can provide a BEXAR CAD card.
  - All security/burglar bars must have a quick release mechanism (Must not need a key, tool or special knowledge to open).
  - Double-keyed deadbolts, also known as double cylinder locks, are not allowed at any location.
- Kitchen**
  - Working stove/refrigerator
  - Clean stove/refrigerator
- Space and Security**
  - Windows must have a working, permanently attached locking device.
  - Windows must be in good condition and able to remain open. Window pane(s) cannot be broken or cracked. Plexiglass is not an acceptable repair for glazed windows.
  - Floor covering cannot be torn nor have holes/cracks that can cause a tripping/cutting hazard.
  - Stairs and railings must be secure and handrails are required with four or more consecutive steps.
  - A railing is required on unprotected heights (36 inches or higher above ground) such as around stairwells, balconies, walkways, etc.
  - Smoke detectors are required in all bedrooms and adjacent hallways. If a hallway doesn't exist, then a smoke detector is required outside the bedroom.
  - Carbon monoxide detection is required in dwelling units that contain a fuel burning appliance (ex: Gas stove/oven, water heater, space heaters) or fuel burning fireplace, as well as dwelling units with attached private garages.
- Common Areas**
  - All common areas will be inspected for safety hazards (Laundry room, pool area, etc.).
  - There must not be any trip hazards such as gaps/cracks greater than 3/4 inch on sidewalk, walkways, driveways, common areas, etc.
- Units built pre-1978**



# Living Room and Bedroom

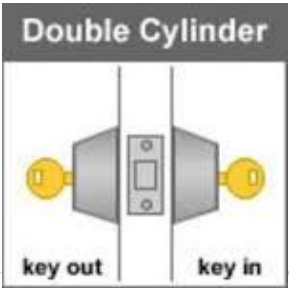
- There must be at least one **(1) operable window** in the bedroom
- Windows must have working locks or a permanently attached locking device
- Windows must be in good working condition and able to remain open
- Plexiglass is not an acceptable repair for glazed windows
- Must have at least one **(1) permanently installed light fixture and one (1) working outlet**
  - If there is no light fixture, two (2) outlets are required
- Bedroom must be a **minimum of 70 square feet**
- A working smoke alarm must be installed in each bedroom



# Living Room and Bedroom



- Floor coverings must not:
  - Be torn
  - Have holes or cracks that can cause a tripping or cutting hazard
- Security / burglar bars must have a quick-release mechanism
  - Must not require key or special knowledge to open
- Double-key deadbolts, also known as double cylinder locks, are not allowed at any location



Double Cylinder Deadbolt Installation



# Walls and Ceilings

## Walls

- Must be in good condition, sound and free from hazardous defects (No buckling or large holes).

## Ceilings

- Must be sound and free from hazardous defects. (Conditions include large cracks, severe bulging, buckling, large holes falling or in danger of falling loose surface material.





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# Kitchen

- There must be at least one light fixture and working electrical outlet
- There must be adequate space to prepare and store food
- There must be a working stove and refrigerator
- GFCI outlets are not required by HQS; however, if present, they must be properly wired
- All sinks must have a P-Trap and hot/cold running water



# Commonly Failed HQS Items

- Stove must be clean (*to prevent a fire hazard*) and in working order.
- Refrigerator must be sanitary and in working condition (*no missing kick plates or torn door seals, etc.*)





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# Building Interior

Interior stairs and common halls must be free from safety hazards. The presence of safety hazards requires a **FAIL rating** and includes but not limited to:

- Loose, broken or missing steps
- Absent or insecure railings
- Ripped, torn or frayed stair coverings, such as carpets or mats
- Any missing sections of vertical railing



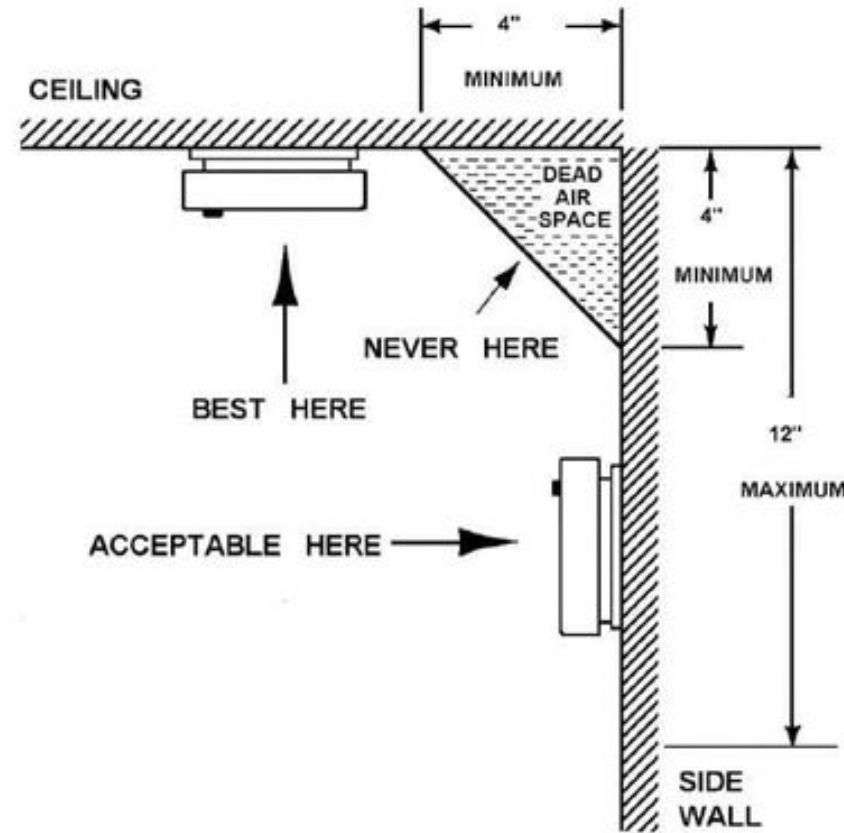
# Living Room and Bedroom

- Working smoke detectors are **required in all bedrooms and adjacent hallways** on each floor
- If no hallway is present, smoke detectors are required outside each bedroom



# Living Room and Bedroom

- See manufacturer's specifications for proper installation
- If installed on the ceiling, the smoke detector must at least be four inches from the wall
- If installed on the wall, the smoke detector must be at least four inches from the ceiling (and no more than 12 inches below ceiling)





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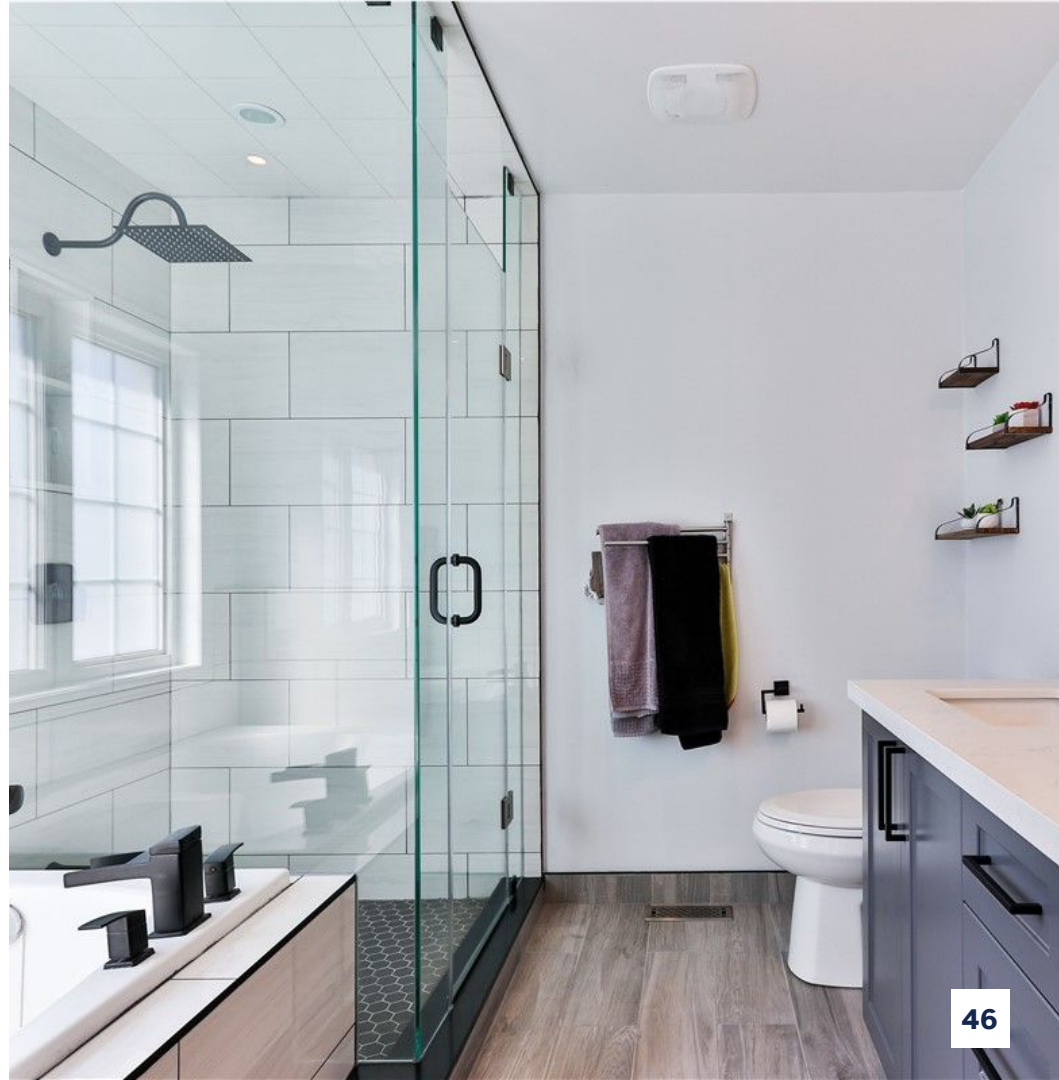
# Carbon Monoxide Detection Requirements

**Carbon monoxide detectors must be installed to manufacturer specifications.**

- For units serviced by any fuel-fired appliance (gas, wood, oil), they must have CO detectors installed within “the immediate area” of sleeping areas.
- CO detectors must be installed in units with attached garage (with an opening into unit – door, etc.)
- CO detectors are also required inside any sleeping room if a fuel-fired appliance is installed directly in the bedroom.

# Bathroom

- There must be at least one (1) light fixture
- There must be a tub or shower with hot/cold running water
- Sink must have P-Trap and cold/hot running water
- There must be at least one **(1) source of ventilation:**
  - Working Exhaust Fan
  - Vent
  - Window





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# Commonly Failed HQS Items

- Missing/Inoperable Exhaust System
- Electrical Hazards
- Missing P-Trap
- Areas of black unknown substances



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# Commonly Failed HQS Items

- Space heaters must be in good working condition no exposed wires posing a safety hazards.
- Gas wall heaters cannot have missing grills, or gas leaks.
- Central gas furnaces and gas water heaters must be vented to the outside.
- Water heaters must have:
  - a temperature-pressure relief valve and,
  - discharge line directed toward the floor or outside of the living area
- Hot water must be available at all times at a temperature between 95°F – 120°F



# Heating and Plumbing

- Unit must have adequate heat provided by landlord/owner.
- Heating system must be capable of maintaining an interior temperature of 65°F between November 1 –March 31
  - Allowed one (1) business day to meet the standard if not in compliance
- The AC system must be capable of maintaining an interior temperature of 80°F between April 1 – October 31 (if unit is rented with AC system).
  - Allowed three (3) business day to meet the standard if not in compliance



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# Exterior of Building

- Exterior of the building must be in good condition (*free of hazardous conditions*)
- Common areas must also be free of hazardous conditions
- Stairs, rails and porches must be free of unsound and hazardous conditions



# Commonly Failed HQS Items

- Stairs and railings must be secured
- Handrails are required for stairs with **4 or more** consecutive steps
- Railings are required around stairwells, balconies and walkways that are **30 inches or higher** above the ground





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# Commonly Failed HQS Items

- Units built before 1978 **must not** have any chipping or peeling paint **inside or outside** the unit.
- This also applies to:
  - Exterior of secondary buildings
  - Playgrounds
  - Railings
  - Common areas of the property
  - Units with families containing minors under the age of 6

# Commonly Failed HQS Items

- There must be no tripping hazards, such as gaps or cracks greater than  $\frac{3}{4}$  inch, on sidewalks, walkways, driveways, common areas, etc.
- The roof must not have any leaks.
- Indications of a leak are discoloration or stains on the ceiling







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# Commonly Failed HQS Items

- Common areas (i.e. swimming pools, play areas, laundry rooms, etc.) must be free of all safety/health hazards
- Swimming pools must be safe and sanitary at all times

# Commonly Failed HQS Items

- Units should be free of any infestations
- Property should be free of excessive trash accumulation







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# Commonly Failed HQS Items

All conventions/Additions must pass HQS inspection and be properly permitted by City or Local agencies having jurisdiction over the unit. Opportunity Home San Antonio may request copies of approved permits or **the landlord can provide a BEXAR CAD card.**

# Life-Threatening Conditions

**If a unit has been found to contain life-threatening conditions, the inspector will give the landlord and tenant 24 hours to make the corrections required.** As HUD requires, Opportunity Home defines life-threatening conditions to include, but not be limited to, the following:

- Lack of security for the unit
- No utilities (*e.g., electric, gas, or water*)
- Waterlogged ceiling in imminent danger of falling
- Major plumbing leaks, flooding or sewer backups
- Natural gas leak or fumes
- Nonfunctional heating equipment between November 1 and March 31
- Obstacle(s) preventing the tenant's exit from the unit
- Lack of at least one functional smoke detector on each floor

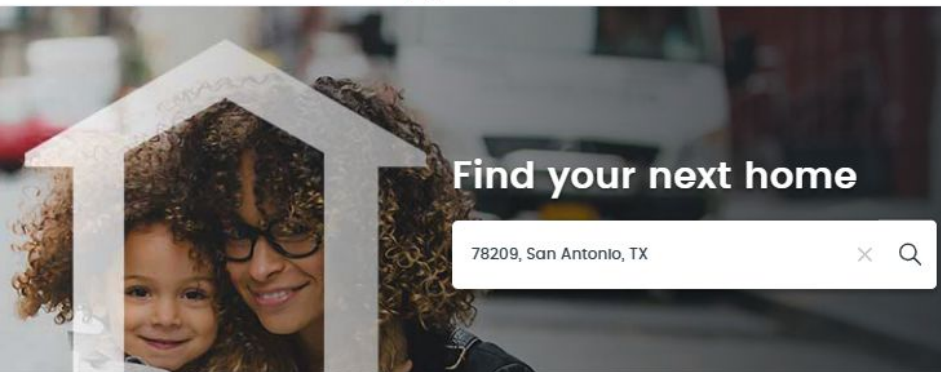
# How Are Rents Determined?

Opportunity Home will make rent offers based on a family's household composition, income, and area rent comparables

## Comparability is established using the following:

- Location
- Quality
- Size
- Unit type
- Age
- Amenities
- Housing services
- Maintenance
- Utilities provided by the owner



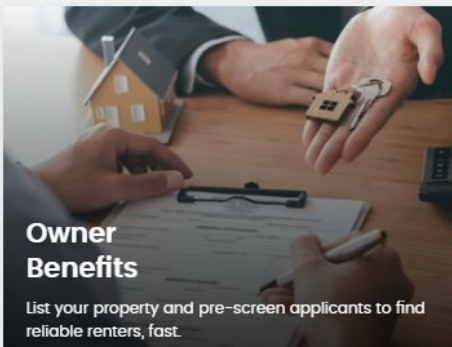


We have **helped millions** of families find an affordable place to call home.

Find and apply to rentals easily for free. Trusted by over 700 government agencies since 2005.

List your property for Free

Get to know AffordableHousing.com



## HCV Landlord Seminar

# Marketing to Voucher Holders

- **AffordableHousing.com**
  - Applicants and participants are referred to the website to easily access information on available units
- Filter searches on a MLS to include “accepting Section 8 Vouchers”, “Section 8 approved”, etc.

# Marketing to Voucher Holders

- Local newspapers
- “For Rent” signs
- Real estate companies
- Apartment locators



# Landlord Corner Update

## Sign In

The Sign In link has been moved to the top right corner of the page.

[Sign In](#)

## Payee Number

Access your Payee Number on the Sign In page.

Payee Number:	<input type="text"/>	(999999999)
Payment Zip Code:	<input type="text"/>	(99999)
Last 4 Of SSN/EIN/TIN:	<input type="text"/>	(9999)

[Access your Payee Number here](#)

[Sign In](#)

[Reset](#)

## FAQs Page

**NEW!** Frequently Asked Questions page.



### Frequently Asked Questions

- How do I list my unit for participation with Opportunity Home San Antonio?**  
Units can be listed on [AffordableHousing.com](http://AffordableHousing.com) free of charge. Families looking for a home are referred to this site.
- Who is the tenant's assigned caseworker?**  
You can view a family's assigned Housing Assistance Specialist (HAS) by logging into the Landlord Corner and navigating to the Families page. HAS information can be found under the Commands section for each family.

Landlord Corner - Sign In

- Information
  - Bulletin Board
  - FAQs**
  - Forms
  - Inspector Assigned Areas
  - Instructions
  - Payment Schedule
- Payments
  - Received
  - To Managing Firm
- Landlord
  - Families
  - Profile
  - Units
  - Update Contact Info
- Inspection
  - Past Inspections
  - Second Re-Inspection Fee
  - Upcoming Inspections
- Request for Tenancy Approval (RTA)
  - Submit RTA
- Contact Us
  - Contact Us

Payee Number:  (999999999)  
Payment Zip Code:  (99999)  
Last 4 Of SSN/EIN/TIN:  (9999)

[Access your Payee Number here](#)

Sign In

Reset

HCV Landlord Seminar

# Landlord Resources

## Landlord Corner

Visit [HomeSA.org/landlords](https://HomeSA.org/landlords), click “Visit the Corner”

- [Landlord Corner Instructions](#)

## Submit an RTA

Visit [HomeSA.org/rta](https://HomeSA.org/rta), click “Request for Tenancy Approval (RTA) Form”

Opportunity Home Website | [HomeSA.org](https://HomeSA.org)

Visit the [homesa.org/landlords](https://homesa.org/landlords) page to watch the **HQS: Tips for Passing an Inspection.**





**We look forward to working with you and appreciate your continued support!**

