



Housing Choice Voucher (HCV) Owner Meeting

January 27, 2016

Welcome and Introductions

Nakesia Hunter
Owner Services Specialist



Opening remarks


Steven Rosario

Program Director



NMA Team

- John McKay, CEO
 - Dorian Jenkins, VP Program Management
 - Steven Rosario, Program Director
- Medina Johnson, Case Management Manager
- Deonna Wheeler, Program Support Manager



Fair Housing

Rob Collins

Housing Opportunities Project
for Excellence Inc. (HOPE)


INTAKE AND MOVES

Barbara Colas

Intake/Moves

Supervisor



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- ## COD Process Intake Department
- COD Process
 - New Shopping Range Worksheet
 - New Admission Update

Intake and Moves

- Current Processing Timeframes
 - RFTA-Inspection (2-4 business days)
 - Inspection-Survey (5-8 business days)
 - Survey-HAP (5-8 business days)
- New Forms
 - 60 day notice to landlords - Intent to Move
 - Final HAP Termination Letter

RENT INCREASES

Will Trotter

Case Management Supervisor



Rent Increases

Rent Adjustment Eligibility and Timeline

- An Owner may request an adjustment to the contract rent 60 days prior to anniversary date of the HAP contract, in writing, to the PHCD using form "Request for Rent Increase /Decrease"
- Rent increase will be granted only one time per calendar year
- The rent to will only be increased for housing assistance payments covering months commencing on the latter of: the first day of the first month commencing on or after the contract anniversary date or a minimum of 60 days after the request is received.
- We will not grant a rent increase unless the owner has complied with obligations under the HAP contract, including compliance with HQS inspections for all contract units
- We reserve the right to suspend consideration of rent increase request, dependant on available funding provided for the Housing Choice Voucher Program by HUD



Carlos A. Gimenez, Mayor
www.miamidade.gov

Public Housing and Community Development
Miami-Dade Housing Choice Voucher Program

P.O. Box 521750
Miami, FL 33152-1750
TTD/TTY Florida Relay Service
1-800-955-8771 or Dial 711

Customer Service Number: 305-403-3222/ Fax: 786-358-5893
Si necesita ayuda con este formulario, llame al 305-403-3222
Si w bezwen asistans ak fòm sa a, tanpri rele 305-403-3222

REQUEST FOR RENT INCREASE / DECREASE

1. TO BE COMPLETED BY PROPERTY OWNER (PLEASE PRINT OR TYPE)

Tenant's Name _____
Rental unit address _____ Unit # _____
City _____ State _____ Zip Code _____
Phone # _____ MDHCV Client # (if known) _____
Owner's Name _____ TIN or SSN _____
Address _____
City _____ State _____ Zip Code _____
Phone # _____ Fax # _____
Cell _____ Email _____ Vendor # _____

I am hereby requesting (a) rent increase or (b) decrease on the above rental unit based on the following justification. (In the space below highlight any improvements made to the property, added amenities, etc. Please provide requested overall unit characteristics and amenities below. Do not list maintenance items caused by regular wear and tear.)

(Please check one of the following) ☐ Rent Increase ☐ Rent Decrease

HAP Contract Anniversary Date _____ Current Rent _____ Requested Rent _____ Proposed Effective Date _____

GENERAL UNIT INFORMATION

No. Bedrooms _____ No. Bathrooms _____ Full ☐ 1/2 Unit Size _____ square feet

BUILDING TYPE _____ Check here if Condo ☐

☐ Single Family Detached ☐ Duplex/Triplex/Fourplex ☐ Rowhouse/Townhouse ☐ Manufactured ☐ High Rise

☐ Low Rise (including garden/walkup) ☐ Single Room Occupancy ☐ Independent Group Residence

AMENITIES AND SERVICES INCLUDED IN RENT

<input type="checkbox"/> Garbage Disposal	<input type="checkbox"/> Stove	<input type="checkbox"/> Dishwasher	<input type="checkbox"/> Pool
<input type="checkbox"/> Pest Control	<input type="checkbox"/> Refrigerator	<input type="checkbox"/> Lawn Care	<input type="checkbox"/> W/D Hooks
<input type="checkbox"/> Washer/Dryer in Unit	<input type="checkbox"/> Washer/Dryer in Complex	<input type="checkbox"/> Ceiling Fans	<input type="checkbox"/> Microwave
<input type="checkbox"/> Gated Community	<input type="checkbox"/> Central Air	<input type="checkbox"/> Window/Wall A/C Unit	
<u>Heat Source</u>			
<input type="checkbox"/> Central Air	<input type="checkbox"/> Heat Pump	<input type="checkbox"/> Window/Wall	<input type="checkbox"/> Space

1. The cost of amenities can be included in the requested rent amount. These amenities will be taken into consideration for making the rent determination. The tenant cannot be charged a separate fee for these amenities if they are included in the rent. **The tenant should not enter into any additional agreement for these amenities.** If the rent determination shows that the tenant does not have enough income to support the rent plus amenities, the rent request will be denied.
2. Tenants can choose to pay for an amenity on their own so long as the cost of the amenity is not part of the rent. Any agreement signed by the tenant for amenities must have the same termination date as the lease and cannot state that the fee is considered additional rent. This agreement must be disclosed to the HCV program. The HCV program does not assume responsibility for failure of tenant to comply with any provision of the amenities agreement. **Tenant is advised to carefully consider the burden of an additional expense before entering into an agreement.**

PARKING

☐ Car Carport ☐ Assigned ☐ Car Garage ☐ Street ☐ Unassigned ☐ None
☐ Driveway ☐ Open ☐ Covered

EXTERIOR

☐ Balcony ☐ Patio ☐ Deck ☐ Porch

UNIT QUALITY

- ☐ A. Newly constructed or completely renovated
☐ B. Well maintained and/or partially renovated
☐ C. Adequate, but some repairs may be needed soon

To the best of my knowledge the information above is correct.

Owner's Signature _____

Date _____

2. TO BE COMPLETED BY TENANT

I understand that due to the above rent increase/decrease requested by the owner, my rent may be adjusted higher or lower. This is in addition to other adjustments due to changes in income and/or family composition reported at my annual recertification.

Tenant's Signature _____

Date _____

3. IMPORTANT NOTICE

- Owners should review the area rental market prior to requesting an adjustment to the contract rent. The rent reasonableness analysis to be conducted by MDHCV may yield results equal, higher, or lower than the current contract rent.
- MDHCV may limit and/or deny rent increase requests due to funding availability or restrictions.
- Request for rent increases must be requested at least 60 days before the anniversary of the lease for the new rent to be effective on the anniversary date. A late request will be processed, but will be effective on the first of the month 60 days subsequent to the request date, and will not be applied retroactively.
- MDHCV may require Owners of multi-unit rental projects to provide a rent roll.
- MDHCV shall not grant a rent increase unless the Owner has complied with obligations under the HAP contract, including compliance with the HQS for all contract units.

Rent Increases

- Section 1:
 1. Tenant's Name, phone number and Rental Unit Information
 2. Owner's Name, phone number and company or personal address.
 3. Unit HAP Anniversary and Current rent, Requested rent and Proposed Effective date
 4. General Unit information (i.e. Bed, bath size, square footage and type of dwelling)
 5. Amenities and Services Included in rent
 6. Parking type
 7. Exterior
 8. Unit Quality
 9. Owners Signature and date
- Section 2:
 1. Tenant Signature and date

It is extremely important that Rent Increase Request form be completed by owner, and must be sign and dated by both owner and tenant for the request to be honored.

Rent Increases

Determining Rent Reasonableness

- Gosection8.com will be used to ensure rents are reasonable as compared to other market rate units and that rents for HCV tenants are aligned with the local market
- To obtain a copy of the Request for Rent Increase/Decrease form online you could access the miamidade.gov website or within the partner portal

Housing Assistance Payment Overpayments

Karen Lara

Finance Specialist



Housing Assistance Payment Overpayments

Housing Assistance Payments (HAP) Overpayments occur when:

- A tenant moves without notice
 - The landlord/tenant failed to provide notice to MDHCV of said move and HAP was paid until notification was received.
- A Landlord/Tenant passes away/deceased
 - If MDHCV is not notified of the passing within the month HAP will continue to be paid until notification is received.

Housing Assistance Payment Overpayments

- An Annual Recertification is processed late (tenant caused)
 - When the HAP amount decreases and HAP was paid using the previous amount – this qualifies as an Overpayment
 - Example: Annual Effective date 3/1/2015 (HAP paid \$500)
Annual Processed date 4/2/2015 (New HAP \$400)
- A Change of Ownership/HAP payee is requested
 - If MDHCV is not notified of the sale prior to the closing, HAP will continue to be paid to the landlord in the system of record (Elite)

Housing Assistance Payment Overpayments

- How does MDHCV recaptures Overpayments?
 - If the Landlord has other section 8 units, we will recapture payments from those units.
 - If the Landlord does NOT have other section 8 units, a HAP Overpayment notice will be mailed detailing the following:
 - HAP amount overpaid
 - Participants name
 - Period of Overpayment
 - Reason for Overpayment
 - We provide a period of 30 days to submit payment or request a payment agreement
 - If payment or agreement request is not received within the allotted time frame, the debt will be forwarded to a Collection Agency.

Obtaining Documents

- The following documents can be obtain at <http://www.miamidade.gov/housing/housing-choice-voucher.asp> or by requesting them via email to finance@mdvoucher.com
 - Change of Ownership
 - Change of HAP Payee
 - Owner consent Form
- Owner/Agent Change of Address
- Authorization Agreement for Direct Deposit
 - Lost Check Replacement Form

DOCUMENTS

- Documents must be filled out completely in order for any changes to process. If any information is missing NO changes can be process.
- If you need additional information filling out any documents you can reach finance via email at finance@mdvoucher.com or you can contact the call center at 305-403-3222 and they will provide us your information.
- We will return your call within 24-72 hours.
- In order for your request to be processed we must receive ORIGINAL documents.
- It can take up to 30 days for any change to be effective once a complete request has been received.

DIRECT DEPOSIT

- In order to receive, update or delete direct deposit information; you **MUST** complete an Authorization Agreement for Direct Deposit form.
- Section 1 must be filled out by the vendor. Including payee printed name and payee signature.
- Section 1 of the form requires a voided check in the vendors name or Section 2 can be completed.
- If your completing Section 2 please ensure that your banking institution places the correct routing and account information, bank stamp and signature of the banking representative that verified your bank account information.
- **ORIGINAL** form needs to be submitted – **NO COPIES** are accepted.

Housing Assistance Payments (HAP)

- There is only one check run per month.
- To ensure timely payment, landlords should complete the direct deposit form.
- If a check is not received or is lost, a lost check replacement form should be filled out (it takes up to 30 days for a check to be reissued).
- If a unit has Owner fails for an HQS inspection (owners fault), the unit is placed under abatement (Note: Owner will NOT receive payment or retro active payments for the period unit is non-compliant)
- Payments are recouped for the abatement period is HAP was already paid.

1099 Forms can be obtained by calling : 786-469-4195

PARTNER / INSPECTION PORTAL

Nakesia Hunter
Owner Services



Partner Portal

What is the Partner Portal?

- Partner Portal is a window into what is going on with a landlord's property
- Information available on the portal includes:
 - Payment information
 - Units/Tenants
 - Abatements/Holds history
 - Forms

Partner Portal

- How to register for portal
 - Website : <https://www.miamidade.gov/PartnerPortal>

The screenshot shows the Miami-Dade County Partner Portal login page. The header features the 'miamidade.gov' logo and a 'Partner Portal' sub-header with a 'Log In' link. The main content area is divided into two columns. The left column contains a 'LOG IN' section with fields for 'User Name' and 'Password', a 'Remember me for two weeks' checkbox, and a 'Log In' button. Below these are links for 'Create an Account' and 'Forgot your password?'. The right column contains a 'MESSAGES' section with a scrollable list of notices, including a scam alert and a welcome message. At the bottom, there is a 'TERMS OF SERVICE' section with a disclaimer and an 'I agree to the Terms Of Service' checkbox. The footer includes a navigation bar with links to 'Home', 'Privacy Statement', 'Disclaimer', 'Using Our Site', 'About Us', 'Phone Directory', and 'Contact Us', along with a copyright notice for 2009 Miami-Dade County.

miamidade.gov

Partner Portal

Log In

Log In

User Name:

Password:

☒ Remember me for two weeks.

[Create an Account](#)

[Forgot your password?](#)

MESSAGES

Scam alert to HCV (Section 8) Landlords Attention Housing Choice Voucher (Section 8 landlords): If you receive a call informing you of a required class for landlords which can be bypassed by paying \$10, please do not provide the caller with any information. This is a scam. The Public Housing and Community Development (PHCD) does not require any classes or offer any books for a fee. Neither the Public Housing and Community Development nor the Miami Dade Housing Choice Voucher Program (Section 8) will ever ask for your credit card number or request payment for any services. The Section 8 program has free new landlord workshops on the last Wednesday of each month from 5:00 - 6:30 pm at 7400 Corporate Center Drive, Bay H Miami, FL 33126. If you have any questions or concerns, please contact us at 305-403-3222 or by email at landlord@mdvoucher.com.

Welcome to Partner Portal, a great tool for Housing Choice Voucher (Section 8) landlords to manage their information with Public Housing and Community Development online!

TERMS OF SERVICE

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☐ I agree to the Terms Of Service

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MIAMI-DADE COUNTY

Partner Portal

Questions regarding the portal

- If a user is having issues creating a new account, or logging into the system, they should call our customer service call center at 305-403-3222
- If you are trying to create an account and you are unsure or don't have the required information (i.e. entity ID, address on record, Company name used, etc.) you can send an email to Owner Services at landlord@mdvoucher.com and someone will contact you to assist

Inspections Contact Info

- Helpline (305)-343-7211
- Fax (305) 901-6204
 - Inspection Results
 - Scheduling
 - Update Contact Information
- Email: miamidade@hcvinspect.com
- Inspections Portal: www.miamidade.hcvinspect.com
 - Review inspection results and scheduling
 - Review HQS Inspection checklist

Next Inspections owner workshop is scheduled for 3/24/2016 at 7555 SW 152nd Ave.
RSVP @ miamidade@hcvinspect.com



Questions and Answers

THANK YOU FOR ATTENDING