



HOUSING CHOICE VOUCHER (HCV) OWNER MEETING

OCTOBER 29, 2014

WELCOME AND INTRODUCTIONS



Crystal Coleman

Public Housing and Community Development

Director, Contract Administration

OPENING REMARKS



Michael Liu

Public Housing and Community Development
Director



NMA OVERVIEW

- Over 33 years in the Affordable Housing Industry
 - Number one provider of PM services
- Work with 95% of agencies in the industry annually
- Provide Technological tools, Consulting, Inspections and training
- Our Focus – Customer Service, Integrity, Quality and Performance Excellence



NMA TEAM

- John McKay, CEO
- Dorian Jenkins, V P Program Management
 - Medina Johnson, Case Management Manager
 - Deonna Wheeler, Program Support Manager
 - Jamaal Williams, Intake Manager

GOSECTION8.COM

PROPERTY LISTING

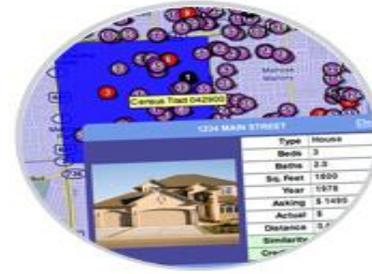
Dominic Muttillo



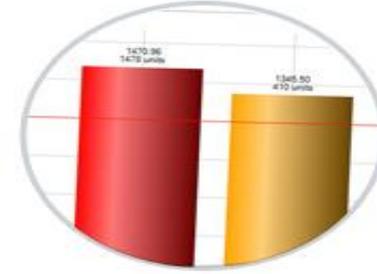
Custom Housing Locator



Print List



Comparable Data



Rent Reasonable

GoSection8.com



Mobile Site



Foreclosure Reporting Services

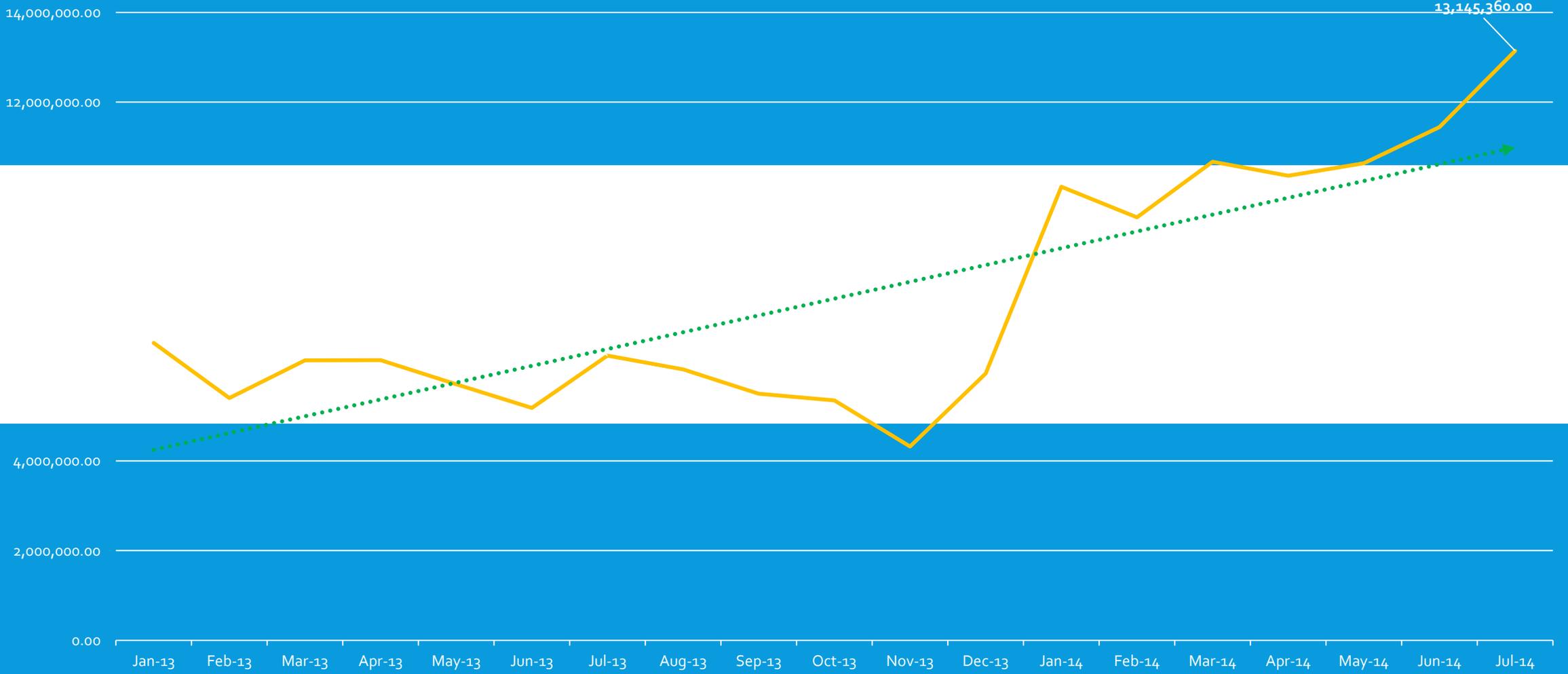


Rack Cards



Google Street View

Property Listing Page Views Doubling Each Month



GOSECTION8.COM HOME PAGE

HOME FIND RENTALS LIST YOUR PROPERTY FOR FREE FOR OWNERS AND MANAGERS GOVERNMENT USERS RESOURCES ▾ SIGN IN ▾



Questions?
866-466-7328

Find Affordable Rentals

City, State or ZIP



[Add New Listing](#)[Add New Spotlight Ad](#)

MY LISTINGS

[Active Listings](#) 3[Inactive Listings](#) 8[Incomplete Listings](#) 3[My Contacts](#) 7

Active Listings

This is where all of your "Active Listings" are displayed. Every listing below is currently being displayed to hundreds of thousands of tenants!

Sort By **1300 N FEDERAL HWY**
BOCA RATON, FL 33432

Beds: 2, Baths: 2

Rent: \$1500 ([Compare](#))

Total Views: 27, Expires: 3/31/2012

Tenant Screening[Eviction Check](#) [Sex Offender Search](#)
[Criminal Check](#) [Social Security Trace](#)0
EMAIL
CONTACTS424 New
424
PROSPECTIVE
TENANTS

1

2

3

4

**Step 1: Property Location****Property Location**

Please enter your vacancy's address to the right.

Address

Unit #

City

State

Zip

Display Street View on Details Page? ([View](#))**Step 2: Property Information****Step 3: Amenities and Accessibility****Step 4: Add Photos**

TIP – ADD ACCESSIBLE FEATURES

- 17% of the American population has some form a disability? (*Americans with Disabilities Report, 2002*).
- Stay Competitive - landlords and apartment managers everywhere have begun adding accessibility features to their properties whenever possible.
- Here are some common features that when added to your listing, qualify it as "Assessable Housing" and increase visibility on GoSection8:
 - Is your unit on the first floor?
 - Does your rental have a wheel chair ramp?
 - Are there grab bars in your shower?
 - The new GoSection8.com has almost 40 accessibility questions like these.

LANDLORDS CAN ALWAYS LIST FOR FREE !!!

- List as many properties as you like for Free (online, fax, mail, phone)
- We always pass the listing along to the PHA where it is distributed in print and on their website.

PREMIUM FEATURES ARE OPTIONAL

- Optional value added services increase exposure on the GoSection8 website & allow access to our tenant leads database (cost about \$49 monthly).

OWNERS CAN ADD COMPARABLES

Active Listings

This is where all of your "Active Listings" are displayed. Every listing below is currently being displayed to hundreds of thousands of tenants!

Sort By Search Listings Search

3 Bed, 2 Bath House for \$1576 (Compare)

199 Property Views | 66 Email Contacts | **266 New** 954 QuikMatch Leads

Edit Preview Remove More ▾ Last Updated: 115 Days Ago Update ?

MY LISTINGS

- Active Listings 1
- Inactive Listings 19
- My Contacts 78
- QuikMatch Leads 1637
- My Hot Leads 75

MY COMPARABLES

- Add New Comparable**

TOOLS & RESOURCES

- Compare Rents
- Tenant Screening
- Contracts & Forms
- Landlord Guide

Click "add a new comparable" to enter comparable data

ADDING COMPARABLES ONLINE

1300 N FEDERAL HWY 33432

Date Listed: 1/20/2010 8:34:17 AM

Assisted Housing: ▼

Was: Unknown

Monthly Rent: \$1,200.00

Comments

This property was found in tax assessor records.



Step 1/5

Address Verification

Address:

Unit:

City:

State:

ZIP:

Subdivision:
Was: Unknown

Latitude:

Longitude:

CensusTract:
Was: Unknown



QuikMatch

Show Me

All Matching Tenants



Sort By

Newest Activity

Most Motivated

Best Match

Voucher Status:

Display All



Age 55+

Accessibility Needs

Search My Notes

With Phone Numbers

I HAVE Notes Regarding

Search Tenant Name

I HAVE Contacted

I HAVE NOT Contacted

Results: 302 Matching Tenants

Select All

Compose Email

Add Notes

Delete



Chris Thompson

Contacted: Never

Call: (561) 213 0224

Compose Email

MOTIVATION LEVEL

HOT

[View Details](#)

Matches: 1234 Main Street (+4 More)

Viewed: 1234 Main Street

Last Active: Today at 12:34pm

Can Move After: Dec 01, 2014

✓ **Voucher**

✓ **Pets**

× **Accessibility Needs**

× **Age 55+**

Add Private Notes

Add

Tenant Activity



MOTIVATION LEVEL

HOT

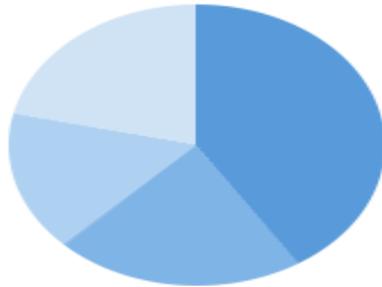
Chris has consistently viewed numerous properties within the last 7 days.



Chris' Ideal Rental

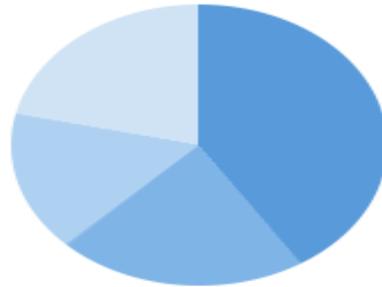
The listings that Chris has viewed on GoSection8 suggest he's interested in the following...

City **Boca Raton**



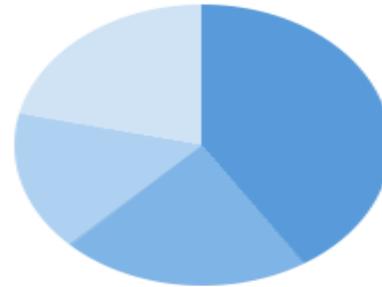
● Boca Raton	40%
● Miami	20%
● Delray Beach	20%
● San Diego	20%

Property Type **House**



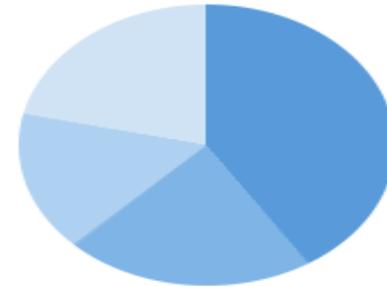
● House	40%
● Apartment	20%
● Condo	20%
● Duplex	20%

Average Rent **\$1200**



● \$1200	40%
● \$900	20%
● \$800	20%
● \$750	20%

Bedrooms **3**



● 3	40%
● 2	20%
● 1	20%
● Studio	20%

FOR LANDLORD SUPPORT

Call our help desk toll free from
9:00 a.m. – 8:00 p.m. Eastern Time

866-466-7328

INSPECTIONS

Barry Klein

CVR Associates

Director, Miami Inspections Operations



INSPECTIONS

- **How to Contact Inspections:**

- Inspections Helpline:

- Phone: (305) 434-7211
 - Fax (305) 901-6204
 - Inspection results
 - Scheduling
 - Update Contact Information

- Email: miamidade@hcvinspect.com

- Ticketing system tracks all emails

- Inspections Portal: www.miamidade.hcvinspect.com

- Review Inspection Results
 - Review Inspection Scheduling
 - Review HQS Self-Inspection Checklist

INSPECTIONS

Annual HQS Inspections

- Scheduled on a 9-10 month cycle
 - All parties receive letters and reminder calls
- Re-inspections occur in 25-27 days
 - Abatements are effective 31 days following first fail
 - Compliance/Abatement Cure inspection scheduled via phone or email

Initial Pre-Contract Inspections

- Upon receiving inspection request
 - 3 days to contact owner
 - 3 days to perform inspection
 - Units are to be in 'move-in' condition with all utilities on and appliances working
 - Re-inspections scheduled in 10 days
 - Two failed inspections = voided RFTA

INSPECTIONS

Emergency Inspections

- May be called in or cited by Inspector
 - Requires next day re-inspection
 - Inspector leaves instructions
 - Office attempts to make contact owner

Complaint Inspections

- May be called in or cited by Inspector
 - Office attempts to resolve with owner before scheduling
 - Re-inspections are timed as Annuals

Quality Control Inspections

- Random Countywide Selection
- Performed by County, CVR or HUD
 - Inspection for accuracy of previous inspector findings
 - Performed within 90 days of previous inspection
 - All parties receive letters and reminder calls
 - Re-inspections are timed as Annuals

RFTA PROCESS

Jamaal Williams

NMA Associates

Intake Manager



REQUEST FOR TENANCY APPROVAL (RFTA) AND INSPECTION PROCESS

STEP 1 – RFTA REVIEW

- Completed by MDHCV Intake Department
 - Review RFTA for completeness and accuracy
 - Owner is contacted if documents are missing or incomplete
 - Review for Children under 6 with EBL
 - Send to Inspection Department to schedule Unit Inspection

[Timeline approximately 6 days]

STEP 2 – Unit Inspection

- Completed by MDHCV Inspections Department
 - Contact Owner to schedule
 - Initial inspection, unit must be ready (vacant, utilities, etc.)
 - If deficiencies, correct and within 10 days unit is re-inspected
 - Two failed inspections, void RFTA

[Timeline approximately 12 days]

REQUEST FOR TENANCY APPROVAL (RFTA) AND INSPECTION PROCESS

STEP 3 – Rent Reasonableness

- Completed by MDHCV Intake Department
 - Once unit has passed inspection, rent reasonableness survey is completed to determine if rent is comparable
 - If requested rent is more than market rent or tenant affordability, MDHCV will offer acceptable rent amount with owner
 - If offered rent is not accepted by owner, RFTA is voided

[Timeline approx. 6 days]

STEP 4 – HAP Execution

- Completed by MDHCV Intake Department
 - Contact Owner to schedule HAP signing and obtain lease
 - Once all documents are received, MDHCV will authorize move-in
 - HAP payments may begin approximately 15 business days from HAP contract execution

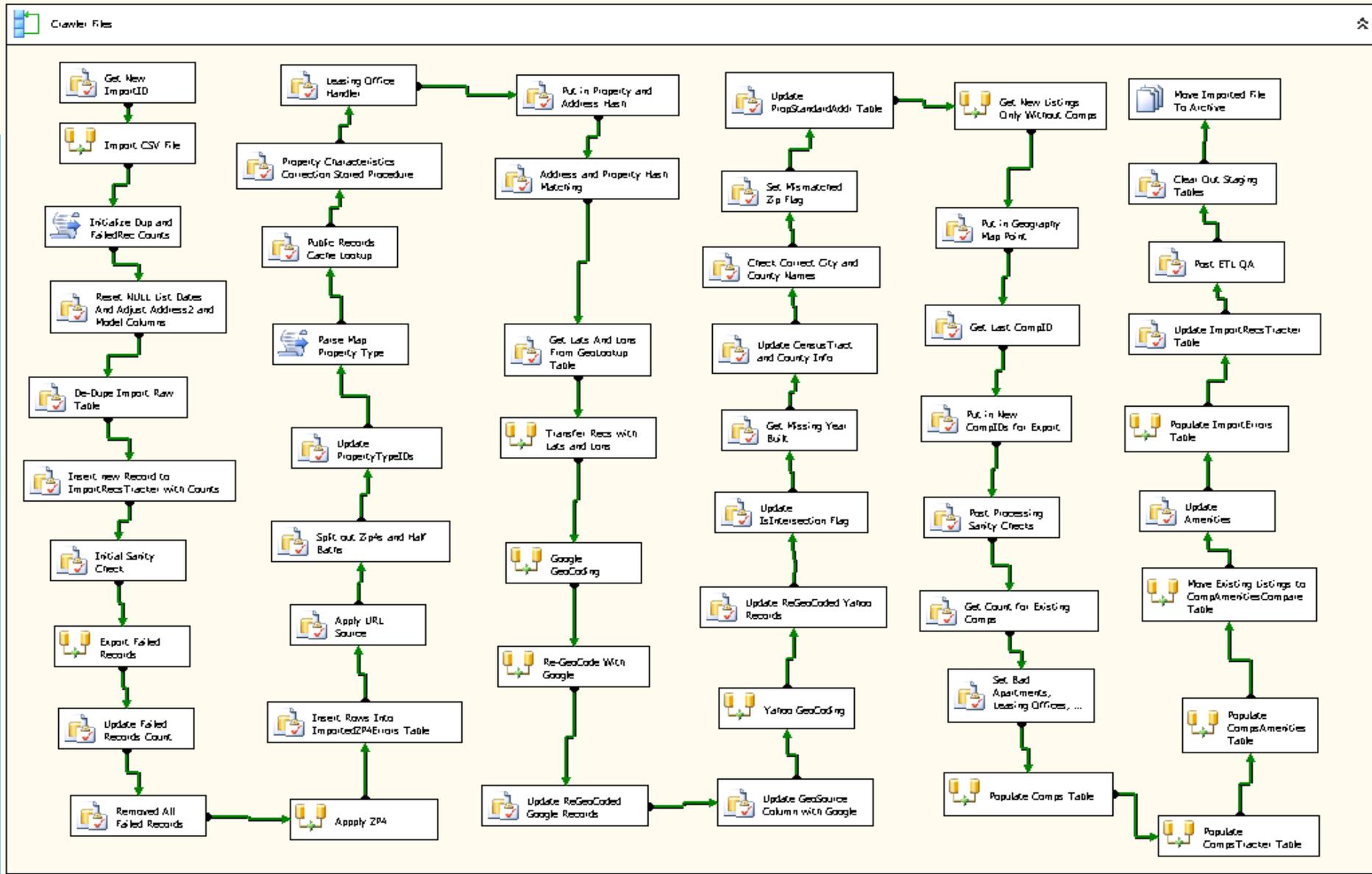
[Timeline approximately 3 days]

GOSECTION8.COM
RENT REASONABLE

Dominic Muttillio

MULTIPLE SOURCES POPULATE THE GO8 DATABASE





WHAT HUD SAYS ABOUT A RENT REASONABLE DATABASE

1. Focus on currently vacant units OR units leased within the past two years
2. Collect information on rents above the PHA's payment standard
3. Share rent reasonableness data with PHA's with overlapping jurisdiction

Source

<http://www.hud.gov/offices/adm/hudclips/guidebooks/7420.10G/7420g09GUID.pdf>

HUD - 9 FACTORS OF 24CFR 982.507(B)

1. LOCATION

- (2 MILES URBAN AREAS)
- NEIGHBORHOOD AMMENITIES (STORES, TRANSPORTATION ETC.)

2. QUALITY (Construction & Building Materials)

3. SIZE

- SQUARE FOOTAGE
- NUMBER OF BEDROOMS
- NUMBER OF BATHS

4. UNIT TYPE (HOUSE, LOWRISE, HIGHRISE TRIPLEX, ETC...)

5. AGE

6. AMENITIES

7. HOUSING SERVICES

8. MAINTENANCE SERVICES

9. UTILITIES (WHO PAYS FOR WHAT)

Go8 Takes all 9 factors into consideration

PARTNER PORTAL

- The Partner Portal is an online tool that allows HCV landlord to review information about their HCV tenants. Information that can be reviewed includes:
 - Housing Assistance Payments (HAP)
 - Review HAP Holds and HAP Abatements
 - Get announcements and other communications from the HCV office
- To sign up, go to : <http://services.miamidade.gov/partnerportal>

HCV OPPORTUNITIES FOR OWNERS

Veterans Administration

- Offers several programs designed to assist homeless Veterans with the goal of offering them the opportunity to rejoin the mainstream residential community
- Offers intensive case management services to eligible Veterans while participating on the HCV program
- Program available in Miami-Dade, Broward, and Monroe counties

For more information contact:

- Health Care for Homeless Veterans (305) 541-5864

Q & A

THANK YOU FOR ATTENDING