



# LANDLORD INFORMATION PACKET

Landlord Workshop-HCV Department

## JACKSONVILLE HOUSING AUTHORITY

The **Mission** of Jacksonville Housing is to provide safe, clean, affordable housing and effective social services to low- and moderate-income families and individuals. Our dedicated team of employees and Board members, in partnership with our residents, will utilize accepted business principles and all available resources to improve the quality of life for all participants. We will encourage employment, self-sufficiency, and, where possible, assist in the transition to other housing alternatives.

**Cathy Ponder-Hunt**  
Director of Housing Assistance



Dear Property Owner/Manager,

The following information is intended to introduce the Housing Choice Voucher Program, offered to rental property owners and managers by the Jacksonville Housing Authority. Jacksonville Housing Authority provides rental subsidies to more than 8,000 families throughout the greater Jacksonville metropolitan area. This information provides a property owner and/or manager with a better understanding of how the Housing Choice Voucher Program works.

As with most metropolitan areas, there is frequently a shortage of decent, affordable housing. The Housing Choice Voucher Program assists families with rental subsidies throughout Jacksonville, Florida. Many different types of households participate in the HCV Program, including the elderly, persons with disabilities, and working families that do not earn enough income to compete with rising rental costs.

Part of the success of the HCV Program depends on the ability of the Jacksonville Housing Authority to provide connections with property owners that have decent, safe, and sanitary rental units available. Many low-income families in our community rely on property owners who are willing to participate in the HCV Program. Leasing a unit to an HCV participant can be a profitable - as well as a rewarding - venture to any real estate investor.

The Jacksonville Housing Authority also conducts a property owner/manager/agent Introduction Workshop once a month to review the entire HCV Program process. In these workshops, JHA covers topics such as tenant and property owner responsibilities, housing quality inspections, forms commonly used, and standard procedures involved with leasing to an HCV Program participant.

Thank you for your interest in the Housing Choice Voucher Program.

Sincerely,

Cathy Ponder-Hunt  
Director of Housing Assistance

## Property Owner/Manager Workshop Schedule

### Housing Choice Voucher Program

To fully illustrate the Housing Choice Voucher Program, the Jacksonville Housing Authority offers workshops for property owners, agents, and property management agencies.

These workshops are intended to assist property owners and managers to fully understand the HCV process. During the workshop key topics are covered, such as Tenant and Property Owner/Manager Responsibilities, HQS Inspections, Housing Choice Voucher Forms, Standard Office Procedures, Fraud, and Fair Housing. These sessions also allow the property owner/manager to have questions answered regarding the Housing Choice Voucher Program.

Workshops are held once a month on the third Thursday of every Month. They are hosted in the Conference Room (First Floor) at the Jacksonville Housing Authority located at 1300 N. Broad Street, Jacksonville, FL 32202.

*No reservations are required. However, please limit the number of attendees to two per party.*

### 2023 Workshop Calendar

Thursday, January 19, 2023.....	2:00 PM – 3:30 PM
Thursday, February 16, 2023.....	2:00 PM – 3:30 PM
Thursday, March 16, 2023.....	2:00 PM – 3:30 PM
Thursday, April 20, 2023.....	2:00 PM – 3:30 PM
Thursday, May 18, 2023.....	2:00 PM – 3:30 PM
Thursday, June 15, 2023.....	2:00 PM – 3:30 PM
Thursday, July 20, 2023.....	2:00 PM – 3:30 PM
Thursday, August 17, 2023.....	2:00 PM – 3:30 PM
Thursday, September 21, 2023.....	2:00 PM – 3:30 PM
Thursday, October 19, 2023.....	2:00 PM – 3:30 PM
Thursday, November 16, 2023.....	2:00 PM – 3:30 PM

**December 2023 - No Workshop due to the holidays – Happy Holidays!**

The workshop may be shorter if all questions are answered before 3:30 p.m.

## JHA Contact Information

Thank you again for your interest in participating in the HCV Department rental program. While selection of the resident and management of the unit is the responsibility of the property owner/manager, the Jacksonville Housing Authority stands willing to assist you in understanding and/or carrying out program policies and regulations. Please feel free to contact any one of the division representatives listed below to address specific program concerns.

### HCV Department Management Team

Cathy Ponder-Hunt - Director of Housing Assistance.....(904) 630-3812  
/ [chunt@jaxha.org](mailto:chunt@jaxha.org)

Carlond Gray, Administrative Assistant to DHA..... (904) 630-3808/ [cgray@jaxha.org](mailto:cgray@jaxha.org)

Laila Darby, Deputy Director of HCV..... (904) 630-3848  
/ [ldarby@jaxha.org](mailto:ldarby@jaxha.org)

Lawrence Strawder, Quality & Training Manager..... (904) 630-3883  
/ [lstrawder@jaxha.org](mailto:lstrawder@jaxha.org)

Phyllis Bradley, Operations Manager ..... (904) 630-3899 /  
[pbradley@jaxha.org](mailto:pbradley@jaxha.org)

Sheila Brinson-Williams, Operations Manager..... (904) 630-3875 / [sbrinson-williams@jaxha.org](mailto:sbrinson-williams@jaxha.org)

Pat Taylor, Operations Manager .....(904) 630-3836  
/ [ptaylor@jaxha.org](mailto:ptaylor@jaxha.org)

Shawna Reeves, Operations Manager .....(904) 630-3861/  
[sreeves@jaxha.org](mailto:sreeves@jaxha.org)

Mansel Carter, HQS Inspections Supervisor ..... (904) 366-6084 /  
[mcarter@jaxha.org](mailto:mcarter@jaxha.org)

The JHA Website is: [www.jaxha.org](http://www.jaxha.org)

## **How the Housing Choice Voucher Program Works**

1. The family applies for the Housing Choice Voucher Program.
2. The family is put on a waiting list. The family could be on the waiting list anywhere from two (2) to five (5) years - contingent on the amount of funding received to lease new HCV families.
3. The family is selected from the waiting list. Once selected, the family is certified for eligibility, i.e., criminal history, all household income and family composition.
4. The family attends an HCV Briefing and is issued a Housing Choice Voucher. The Housing Choice Voucher permits families to select units anywhere in JHA's jurisdiction, at or below the amounts designated on the Voucher Subsidy sheet, provided the unit passes Inspection and the property owner is willing to sign a one-year rental lease with the participant and a Housing Assistance Payment Contract with the Jacksonville Housing Authority. The number of bedrooms is determined by the family size according to HUD Subsidy Guidelines. Rent reasonableness is determined at the time of Inspection by comparing rents with other unassisted units in the immediate area.
5. Each selected family then seeks housing in the private market (possibly the unit in which they already reside). They are issued a Request for Tenancy Approval (RFTA) packet to be completed by the participant and property owner/manager and returned to the Jacksonville Housing Authority prior to the voucher expiration date.
6. Once the RFTA is returned to the Housing Counselor, it is reviewed to make sure the participant qualifies for the unit.
7. Then the unit is inspected for Housing Quality Standards, and to ensure that the contract rent is reasonable.
8. After a satisfactory inspection of the unit, the fully executed rental lease is submitted to the Housing Counselor and the Housing Assistance Payment Contract is completed with the Jacksonville Housing Authority.

9. The Jacksonville Housing Authority will pay an amount of the contract rent based on the family's income, deductions, and appropriate Payment Standard to the property
10. owner/manager. The HCV participant will be responsible for the balance of the rent and payment of any utilities not paid by the property owner/ manager. The property owner/manager cannot charge - and the tenant cannot pay - any amounts in excess of the approved contract rental amount reflected on the rental lease and Housing Assistance Payment
11. Contract, which is grounds for the family's termination from the HCV program and may also result in the landlord being removed from participating in the program.

## **Housing Choice Voucher Checklist**

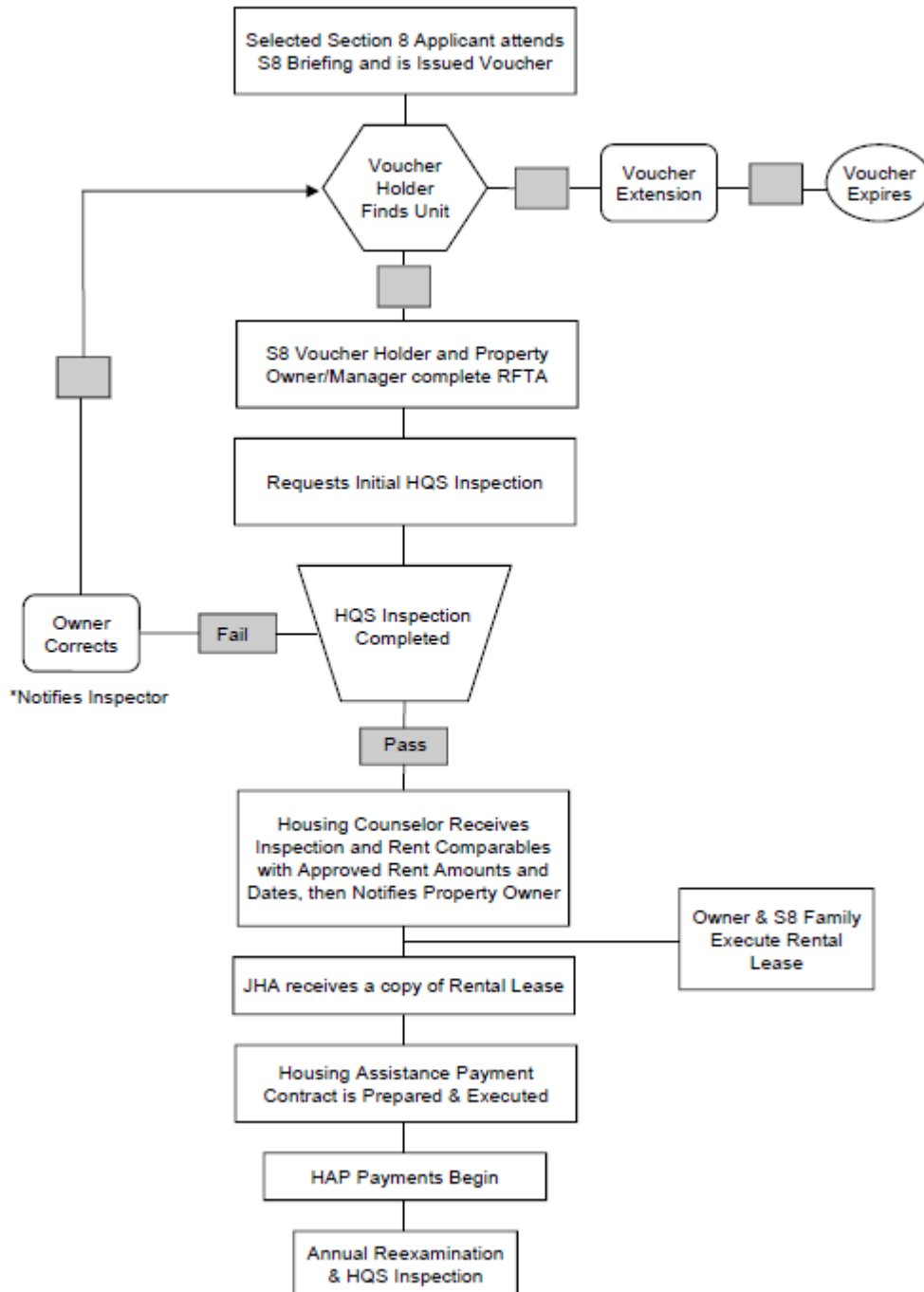
- ◆ Please note, the Estimated Maximum Contract Rent to Look For is listed on the Voucher Subsidy Sheet. If the amount is less than the rent you are willing to accept, the family is not eligible for your unit. Ensure that the Housing Choice Voucher is current, and be sure to get the name and telephone number of the Housing Counselor.
- ◆ **EQUALLY SCREEN ALL PROSPECTIVE TENANTS.** It is your responsibility to find a family who will take care of your property.
- ◆ Once the security deposit is established and the participant meets the approved rental criteria, complete and return all necessary documents to the Housing Counselor indicated on the participant's voucher.
- ◆ Documents to be returned to the Jacksonville Housing Authority:
  1. Request for Tenancy Approval (RFTA)
  2. Designation by Owner Form
  3. IRS Form W-9
  4. Reminder Notice
  5. Disclosure of Information on Lead-Based Paint and Lead-Based Hazards
  6. Housing Choice Voucher Rental Inspection Checklist
  7. Contract Utility/Signature Page
- ◆ Upon receipt and acceptance of the RFTA and related paperwork, an initial inspection will be scheduled within 7-10 business days. The date the unit will be ready for inspection must be shown (field 8) on the RFTA. Please use actual numbers for the date.
- ◆ To ensure a timely inspection, the RFTA should include a current daytime telephone number of the property owner/manager. By the date of inspection, all work should be completed and all utilities must be turned on and in working order.



- ◆ An excellent time to prepare the Rental Lease Agreement is during the wait period for the initial inspection. Make sure to leave the rental amount, effective date, and the lease expiration date fields blank, until you have received the information. (Please note the effective date cannot be before the unit has passed inspection and is occupied by the tenant.
- ◆ Rental amounts are determined by comparable to similar open market units within a one-to-two-mile radius of the prospective unit. [www.AffordableHousing.com](http://www.AffordableHousing.com) is the comparable database that is used. We are HUD mandated to use Small Area Fair Market Rents-SAFMR.
- ◆ Once the unit passes the initial Housing Quality Standards Inspection, confirm with the Housing Counselor the approved rental amount, effective date, and lease expiration date.  
Promptly submit a copy of the Rental Lease Agreement to the Housing Counselor, so the contract can  
be processed for payment.
- ◆ It is important to emphasize the significance of accurately completing all documents on the RFTA, making sure the unit is ready at the time of inspection, and promptly returning the  
Lease Agreement after the passed initial inspection.



## Diagram of Section 8 Process





1300 Broad Street N  
Jacksonville, FL 32202

Phone: 904-630-3810

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## **Property Owner/Manager Responsibilities**

- ◆ Housing Choice Voucher participants should be screened the same as private market prospective tenants. The property owner may elect to complete a credit check, background check and/or contact references. Once again, it is the responsibility of the property owner to properly screen the prospective tenant.
- ◆ Property owners/managers are responsible for all management functions for units.
- ◆ Owners must maintain the unit and surrounding area to ensure that it is decent, safe, and sanitary at all times.
- ◆ If the rental lease agreement includes owner paid utilities, then it is the responsibility of the property owner to pay for them - not the tenant.
- ◆ It is the responsibility of the property owner/manager to enforce the lease.
- ◆ All governmental fees and taxes are the responsibility of the property owner - not the Housing Choice Voucher participant.
- ◆ It is the responsibility of the property owner/manager to know and abide by the Fair Housing Laws.

## **Additional Property Owner/Manager Information**

The Designation by Owner Form and IRS Form W-9, which are both included in the RFTA package should be completed accurately, or it will be returned to you.

All landlords must provide proof of ownership for the property before a vendor code can be created.

Clearly state the property owner's information; include the agent information only if an agent is delegated to act on behalf of the property owner. All payments issued by the Jacksonville Housing Authority will be reported to the Internal Revenue Service.

The recipient of the Housing Assistance Payment - property owner or property manager - will receive the 1099. The IRS Form W-9 should be completed by the individual or entity that will be receiving the Housing Assistance Payment and 1099.



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## **Re-inspection Fees Required!!**

**Effective 10/1/23,** A fee will be charged for all Third and/or Fourth inspections. The fee schedule is listed below:

- \$50.00 for a third attempt inspection
- \$75.00 for a fourth attempt inspection
- A 5<sup>th</sup> inspection **WILL NOT** be attempted

**See instructions below for payment of re-inspection fees:**

If a third or fourth inspection is required, you **must** do the following or an inspection will not be ordered:

- When making the request, you must pay for the inspection via check or money order payable to: Jacksonville Housing Authority.
- You will be given a receipt upon payment.
- We will not schedule the third or fourth inspection without payment.

### **Change in Owner/Management Company or Agent**

- If you fail to notify the Jacksonville Housing of a change in ownership, management company or agent, a “STOP PAYMENT” OR VENDOR HOLD will be placed on your account.
- We will not release the hold on your vendor account, until the vendor forms have been completely filled out and submitted.
- Any change in banking information requires a voided check or a letter on a bank letterhead with your routing and account number.
- Direct Deposit Forms - Please contact [cgray@jaxha.org](mailto:cgray@jaxha.org)



## **Housing Choice Voucher Participant Responsibilities**

- ◆ HCV participants must report changes in their income or family composition **in writing within 10 business days**. A family must obtain the approval of the property owner/manager and Housing Assistance Division in order to add family members to the lease.
- ◆ No other person other than the family members listed on the rental lease and Housing Assistance Payments Contract, may reside in the unit. Failure to adhere to this obligation may result in termination from the HCV program.
- ◆ The HCV participant's portion of rent is due to the property owner/manager by the date determined by the lease.
- ◆ HCV Participants are responsible for any damages caused by members of the family or visitors. The property owner/manager may repair damages and bill the participant for the cost of repair.
- ◆ The HCV participant will be held responsible for any disturbances or excessive noise caused by family members or visitors in a unit complex or common area.
- ◆ The exterior of the unit as well as maintenance of grounds are the responsibility of the HCV participant who resides in a single-family dwelling.
- ◆ HCV participants may not apply wallpaper, contact paper, attach or display anything to the unit without the written consent of the property owner/manager.
- ◆ The unit must be maintained in a clean and sanitary manner. High standards of housekeeping are necessary and must be maintained for health and safety.
- ◆ If an HCV participant's utilities are turned off due to a delinquent bill, the unit is in violation of Housing Quality Standards and Housing Safety Codes.
- ◆ HCV participants may not engage in drug-related, violent, or criminal activity.
  
- ◆ Continually trashing a unit beyond the ordinary wear and tear of use and failing to keep the unit in a clean and sanitary manner will be cause for termination from the HCV Program.

## Housing Quality Standard Inspection Information

The Jacksonville Housing Authority is providing information in order to assist you in having your rental unit comply with Housing Quality Standards. JHA cannot cover every potential condition in this summary; however, if you are unsure about a situation or condition, please contact the Inspections Department at (904) 366-8080.

- ◆ **Electrical:** Each room must have at least two wall outlets and one permanently installed switch operated light fixture. All electrical devices must be in place and in proper working condition.
  - ◆ **Doors:** All doors must operate freely, without visible deterioration, and must latch into strike plate on door frames. All needed hardware must be present and in good working condition. Exterior doors must be completely weather sealed and have an approved latch-type locking device. Dead bolts are considered secondary locks and cannot be submitted for locksets.
  - ◆ **Windows:** Each window must operate as designed, with all necessary supportive hardware (including approved locking devices for first as well as the second story). Windows must be free from deterioration and cracks in the glass. All windows in unit must operate properly and must have screens on wood or metal frames, which are properly installed and in good condition.  
Burglar Bars are permitted when installed with at least one window in a room, used for sleeping, that allows entry and exit in case of an emergency. If locks are used, a key must be furnished in an accessibly visible location.
  - ◆ **Wall/Ceiling:** All interior surfaces must be free from cracking, flaking, peeling, buckling, rotting or other deterioration (all baseboards and trim must be in place). For initial inspections, it is recommended that all surfaces be freshly painted. (Use of semi-gloss on walls and trim is highly recommended but not required.)
  - ◆ **Floors:** The entire floor system must be in good sound condition. Floor coverings in all interior rooms must be properly installed and in good condition; free from damage, excessive wear, stains, and soil.
  - ◆ **Kitchen:** The kitchen must have a properly working stove and refrigerator that are free from deterioration, rust, mechanical defects, missing parts, etc. These appliances must be in place in order for the unit to comply to Housing Quality Standards.
  - ◆ **Food Storage/Preparation:** Sufficient storage and counter space shall be provided to store as well as prepare food. All surfaces shall be free of any defects.
  - ◆ **Bath Ventilation:** Each bathroom must have proper ventilation. An operable window or an electric fan is required.
  - ◆ **Bedrooms:** A bedroom is defined as a room, 70 square feet or larger, located off a common area.
- The bedroom must have a closet with at least four square feet of space and must afford absolute privacy to the occupants. Connecting rooms without a common area access are considered sleeping areas, which will affect the unit's bedroom size rating.
- ◆ **Heaters:** A permanent primary heating device must be properly installed, capable of sufficiently heating the entire unit during minimum winter conditions to at least 65 degrees. It must operate safely, without defects or missing parts. A fuel supply must be present and connected to the unit for inspection purposes.  
Unvented gas burning heaters must have an ODS system and be properly located and installed according to the latest code/ordinance established.  
Portable fuel burning heaters are NOT permitted under any circumstances.
  - ◆ **Water Heaters:** Water heaters must be in operable condition and properly located according to the latest codes/ordinance established. Improper connections or missing parts will cause the unit to fail inspection.
  - ◆ **Electrical Panel:** All breaker or fuses required must be present and in good condition - free from any damage or defects - and capable of supplying adequate service for anticipated demands. All openings (which are missing breakers) in the panel must be covered with proper blank covers.
  - ◆ **Smoke Alarms:** An operational smoke alarm must be present and located adjacent to each sleeping area or areas. Units with split bedroom plans will require additional alarms.
  - ◆ **Exterior:** Street numbers must be located on the unit, near the entrance; and must be visible from the street in both directions or on the mailbox on both sides. Exterior of the structure - including a detached building, or garage - must be free from all visible defects i.e. peeling, flaking, cracking, rotting or missing components. Handrails are required for units with four or more steps from the ground level into the unit or on to landing.
  - ◆ **Site Condition:** Yards and premises must be routinely maintained and be free from debris, excessive growth, or trash. The premises is considered the surveyed property on which the unit is located.
  - ◆ **Infestation:** The property owner is responsible for extermination of all infestation prior to occupancy, and should consult the Lease Agreement for responsibility during occupancy.



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## Jacksonville Housing Authority

### HCV Direct Deposit

#### IMPORTANT INFORMATION TO ENROLL IN DIRECT DEPOSIT

##### **DIRECT DEPOSIT for *HCV OWNERS ONLY***

1. Complete the Direct Deposit Authorization form. Enter all the necessary information on the Authorization form (all Owners and Authorized Signatories must sign). Please do not omit any information.
2. Any change in banking information requires a voided check or a letter on a bank letterhead with your routing and account number.
3. Attach an original voided check (photocopy, deposit slips or temporary checks are not acceptable) for the checking account into which you would like the Housing Authority to deposit the funds; you may write “VOID” across the front of the check and blacken the signature portion of your check. If a check is unavailable, you may submit a letter on bank letterhead with your routing and account number for the account. If you are having the funds deposited into a savings account you will need to obtain the correct “**Routing Number**” from your bank in writing, along with the savings account number and submit both with the enclosed authorization form.





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Jacksonville, FL 32202

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John Doe  
Mary Doe  
123 Pear Lane  
Anyplace, WI 20000

PAY TO THE  
ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ DOLLARS

ANYPLACE BANK  
Anyplace, WI 20000

For \_\_\_\_\_

Routing Number: 250250025  
Account Number: 202020086  
Check Number: 1234

Do not include the check number.

1234  
15-000000000

Note: The routing and account numbers may be in different places on your check.

4. Please return the completed forms, together with your voided check to:  
Jacksonville Housing Authority  
Housing Choice Voucher Department – 2<sup>nd</sup> Floor  
Attn: Carlond Gray  
1300 N Broad Street  
Jacksonville, FL 32202
5. To expedite the processing of your application, please complete all requests for information on the form. Any information omitted will delay the processing of your application. You may submit documentation to Carlond Gray by fax @ 904-630-3871 or [cgray@jaxha.org](mailto:cgray@jaxha.org)
6. Please allow 60 days for your Direct Deposit Authorization application to be processed.

***A special thank you to each of you who participate in the Housing Choice Voucher Program.!!***