

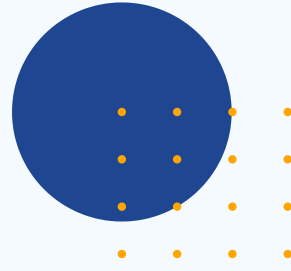


LANDLORD FREQUENTLY ASKED QUESTIONS

LAKE COUNTY
HOUSING
AUTHORITY

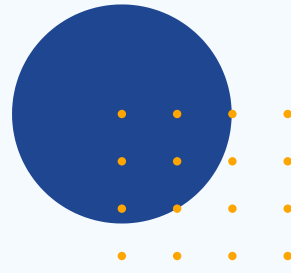


LANDLORD FREQUENTLY ASKED QUESTIONS:



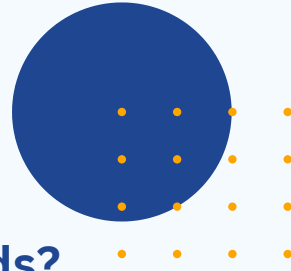
- **Does LCHA pay the security deposit?**
 - No. The security deposit is paid by the tenant.
- **When should Participants pay the security deposit?**
 - A security deposit is money paid to a landlord to ensure that a rented property will be kept in good condition. Many landlords will ask for the security deposit when you wish to rent their unit. This is not unusual. However, it is recommended that a return policy be in place and be provided in writing .
- **Who pays for the utilities?**
 - The owner and tenant must agree who will be responsible for the payment of specific utilities. These responsibilities are outlined in the Request for Tenancy Approval, lease and contract.
- **How much money will LCHA pay for my proposed unit?**
 - The owner will determine how much rent to charge. This rent must be equal to what the owner would charge an unassisted tenant. LCHA will compare the rent requested to other similar units in the immediate area. This comparison, along with the inspection results and payment standards will determine what rent the LCHA will pay.
- **What is the Participants portion of the rent?**
 - The Participant's rent portion is affected by family income and the contract rent for the unit. In the first year of the contract, the tenant portion of between 30%-40% of the family's monthly adjusted income, depending on the rent amount. After the first year of the lease, the rent may exceed 40%, depending on the rent amount. However, any portion over the payment standard will be paid by the tenant and not the LCHA.

LANDLORD FREQUENTLY ASKED QUESTIONS:



- **When can Participants move in?**
 - Participants may begin the lease with you the day the unit passes inspection, unless they are assisted elsewhere. The Lake County Housing Authority contracts can begin on any day of the month. If your unit passes inspection on the 15th of the month, the contract (and your lease) can generally begin on the 15th of that month (unless they are assisted elsewhere).
- **My unit hasn't passed inspection, can they still move in?**
 - No, they can only move in after a passed inspection. Please be aware LCHA will not pay subsidy to the landlord until your unit passes inspection and it is under contract. If they move in before the inspection passes, LCHA will **not pay** any portion-of the rent to you.
- **What if I have a complaint from my current Tenant. Who can I Contact?**
 - A tenant may request a complaint inspection if issues aren't address by the landlord or an owner of the property. You and your tenant should try and work out any problems you may have. If you do not make repairs in a timely manner after you have been notified by them, they may contact an HQS Inspector to request a complaint inspection. All requests for complaint inspections should be submitted in writing.
- **Why is an annual re-certification necessary?**
 - LCHA is required by federal regulation to review each family's income and family size at least once per year. This is to ensure the right amount of rent is being paid based on actual income and the voucher is the right size for the family.

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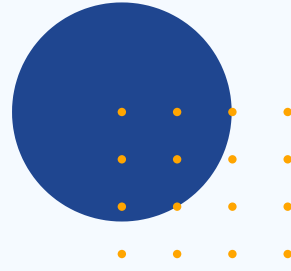


- **What are Housing Quality Standards?**
 - Housing Quality Standards(HQS) are the HUD **minimum** quality standards for housing assisted under the rental assistance program. HQS has been developed for program use nationwide and helps to ensure your home will be safe, decent, and sanitary. These standards are applied by the Housing Inspector during all inspections.
- **Are inspections required?**
 - Yes. Inspections will be completed prior to the unit being placed under the Housing Assistance Payment contract and either yearly or bi-annually. A special inspection may be requested by tenants, landlords or other parties under certain circumstances.
- **Do I have to be present when the inspection occurs?**
 - No. There must be a responsible adult (age 18 or over) present to let the inspector into the unit. We advise that tenants and/or landlords be present for inspections.

This is an opportunity for you to find out firsthand why the unit did not pass inspection.

- **On what date will my unit be inspected and when will the Inspector arrive?**
 - For annual inspections, appointments are generally scheduled two (2) weeks in advance. Due to the large size of Lake County, inspections can be conducted between 8:00 a.m. and 4:00 p.m. We will typically give a 2–3-hour window.

LANDLORD FREQUENTLY ASKED QUESTIONS:



- **Why was my rent or unit abated?**
 - The LCHA is required to inspect units at least bi-annually. Rent is abated (stopped) when the repairs are not completed by the re-inspection deadline date. The unit will be taken out of abatement if it passes inspection and payments will resume the day after the unit passes inspection.
- **I want to increase the rent. Can the tenant pay extra rent to make up the amount I want?**
 - No. The LCHA determines the tenant's portion of the rent. The owner cannot under any circumstances, charge or accept additional payments from the family for their share of the rent that has not been approved by LCHA. If you, as the tenant, agree to pay more than your portion of the rent, it is considered a "side payment". This is not permitted.
- **How can I request a change in rent?**
 - After the initial occupancy period, the owner may request a rent change in accordance with the owner's lease. For rent increase requests after initial lease-up, LCHA may request owners to provide information about the rents charged for other units on the premises, if the premises include more than 4 units. In evaluating the proposed rents in comparison to other units on the premises, LCHA will consider unit size and length of tenancy in the other units. LCHA will determine whether the requested increase is reasonable. The owner will be notified of the determination in writing. All rent adjustments will be effective the first of the month following 60 days after LCHA receipt of the owner's request or on the date specified by the owner, whichever is later.

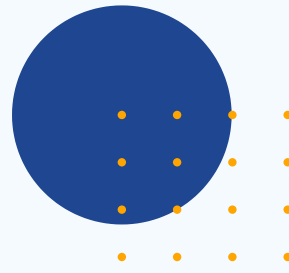
LANDLORD FREQUENTLY ASKED QUESTIONS:

- **What is the tenant HQS responsibilities in the unit?**
 - Practice good housekeeping habits in their home. Keep the home in a clean, safe, and orderly condition. Do not damage the property. Cut the grass, hedges, shrubbery and maintain the exterior of the property if required by the lease. Let the property manager or landlord know as soon as possible when maintenance or repair work is needed.
- **They received a termination of assistance notice. What can I do?**
 - Remind the family that they are entitled to an informal hearing in most circumstances of termination. They must request a termination hearing within ten (10) days of the notice in order to qualify for a hearing. If they **do not** request a hearing within the time frame specified, they will forfeit the right to a hearing and their assistance will be terminated.
- **The lease is up, and I want to non-renew. How do I go about doing that?**
 - Prior to your lease expiration you must notify the tenant, in writing, that you will be non-renewing. A copy of this notice to non-renewal must be submitted to LCHA no less than 30 days prior to non-renewal date. LCHA will process your request. You and the tenant will receive a notice to vacate.
- **What is a reasonable accommodation?**
 - Sometimes people with disabilities may need reasonable accommodation in order to take full advantage of the Lake County Housing Authority housing programs and related services.
 - A reasonable accommodation is a change, adaption, or modification to the LCHA's rules, policies, practices, or services which are necessary to provide a qualified individual with a handicap or disability an equal opportunity to participate fully in services, programs or activities provided by the LCHA.

LANDLORD FREQUENTLY ASKED QUESTIONS:

- **What should I expect as a landlord?**
 - Landlords have the same rights and responsibilities in the Housing Choice Voucher Program as they have with any open market renter, including:
 - Maintain the property in good condition.
 - Complete all necessary repairs within a reasonable amount of time upon request by the Housing Authority or tenant, including all 24-hour emergency items. The amount of time that is considered reasonable depends upon the nature of the problem.
 - Set reasonable rules about the use of the unit and common areas.
 - Collect appropriate security deposit in accordance with state and local law
 - Comply with equal housing opportunity requirements.
 - Enforce tenant obligations under the terms of your lease.
 - Take action through the court system to evict a tenant when they violate the lease.
- **What should I expect from a Housing Choice Voucher tenant?**
 - Pay their portion of the rent on time.
 - Keep the unit clean.
 - Maintain exterior of residence and yard.
 - Avoid illegal activities by household members and guests.
 - Allow LCHA Inspectors access to the unit to conduct HQS inspections.
 - Permit landlord and designated repairmen access to the unit for repairs
 - Avoid damage to the property by household members and guests.
 - Refrain from disturbing neighbors
 - Allow only those occupants on the lease to reside in the unit.
 - Comply with terms and conditions of the dwelling lease and tenancy addendum.

LANDLORD FREQUENTLY ASKED QUESTIONS:



- **What if I have an individual in need?**
 - Please tell us if they need assistance of any kind to access our services. If they need an interpreter or a translator, tell us, and we will provide one.
- **Can a tenant lose their rental assistance?**
 - There are several ways families can lose their rental assistance. Here is a **partial** list of typical reasons that are usually sufficient to cause LCHA to stop rental assistance to a family.
 - Not complying with the terms of the Section 8 program family obligations.
 - Any family member who has committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program.
 - Vacating the housing unit without proper notice
 - Allowing unauthorized persons to live in the housing unit.
 - Failing to report or underreport changes in income or provide information requested by LCHA for re-certification could jeopardize the family's continued eligibility for rental assistance.
 - Any family member residing in the unit that is involved in drug-related or criminal activities.
 - Serious or repeated lease violations
- **I have a specific question that isn't answered here. Where do I get the answer?**
 - If your question isn't answered in this list, please email your question(s) to: info@lakecountyha.org You will receive an answer via email.