



HOUSING CHOICE VOUCHER PROGRAM

What's New at DHA?



October 20, 2020

Presentation is being recorded

Our Agenda for the next hour

1. DHA Overview
2. Online Request for Tenancy Approval (RFTA) Submission
3. Virtual Housing Quality Standards (HQS) Inspections
4. Virtual Customer Service Chat
5. Requesting a Rental Adjustment
6. Q & A



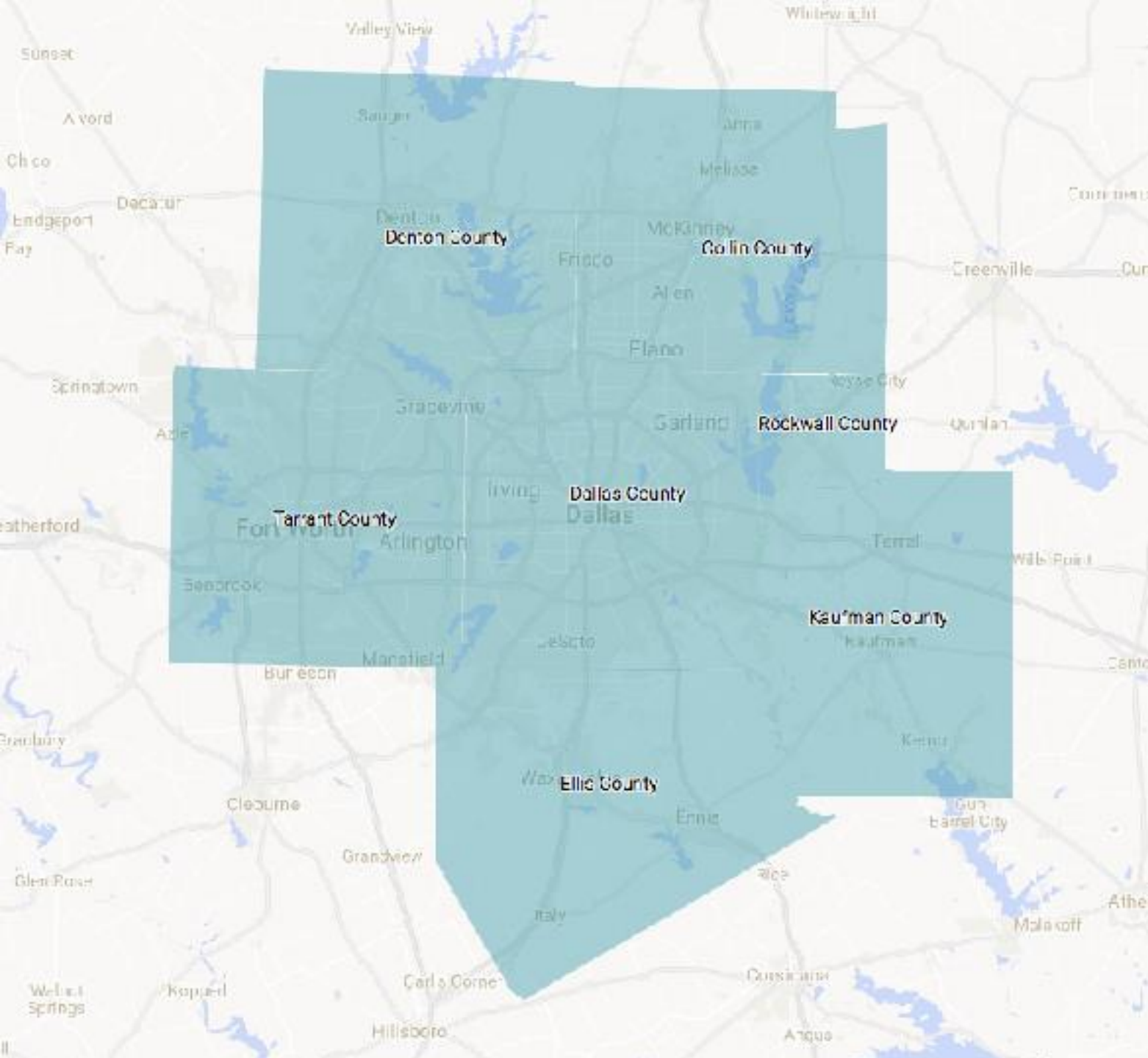
ABOUT DHA

DHA provides quality, affordable housing to low-income families and individuals through the effective and efficient administration of housing assistance programs across North Texas. The agency aims to create opportunities for program participants to achieve self-sufficiency and economic independence.



OUR REACH

DHA provides housing opportunities to 60,000 people through public housing developments and Housing Choice Voucher (Section 8) programs. It is the 10th largest public housing agency in the nation and manages the 6th largest Housing Choice Voucher program.



AREA OF OPERATION

Clients may lease a unit anywhere within the city of Dallas and the 7 county jurisdiction of DHA.



OUR MISSION

Our mission is to provide affordable quality housing and access to supportive resources across North Texas.

We create housing solutions in healthy, inclusive communities that offer economic, educational and social growth opportunities. Our business partners and neighbors are an essential part of this mission.

Our dedicated, caring team of professionals is driven to deliver on behalf of our clients and partners.



OUR VISION

WE BELIEVE...

Everyone deserves a place to call home.

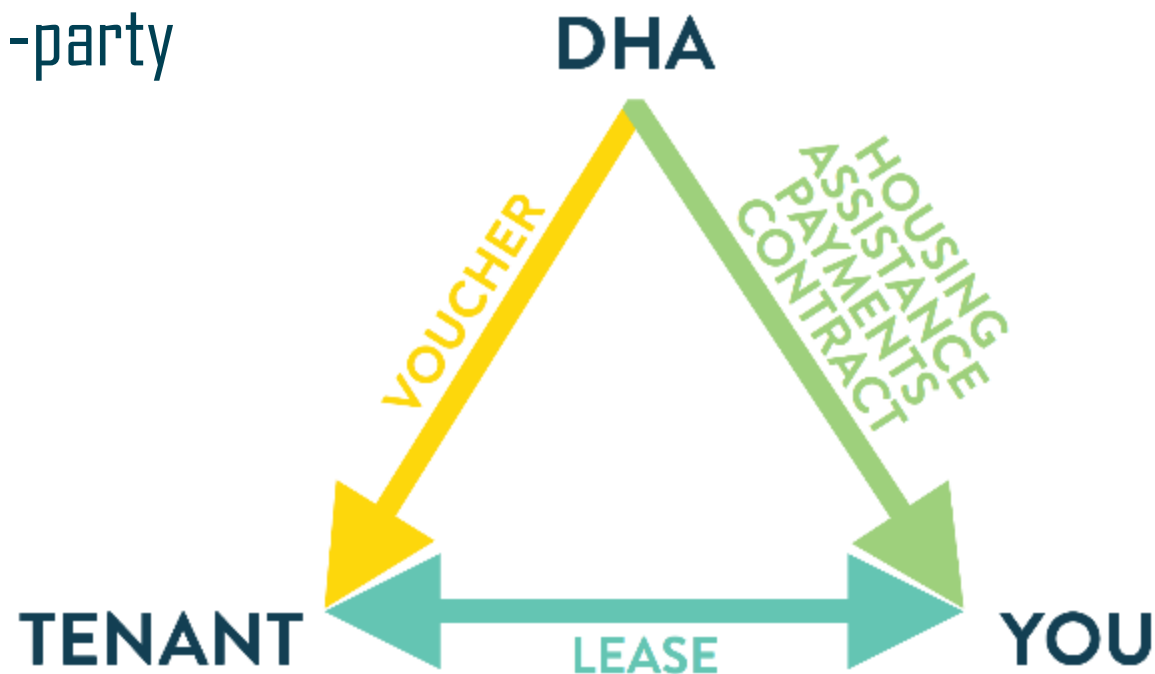
Communities are stronger when everyone has a chance to thrive. Affordable housing is an important part of the solution to reduce poverty.

Our vision is to be a catalyst for positive change, creating a brighter future by:

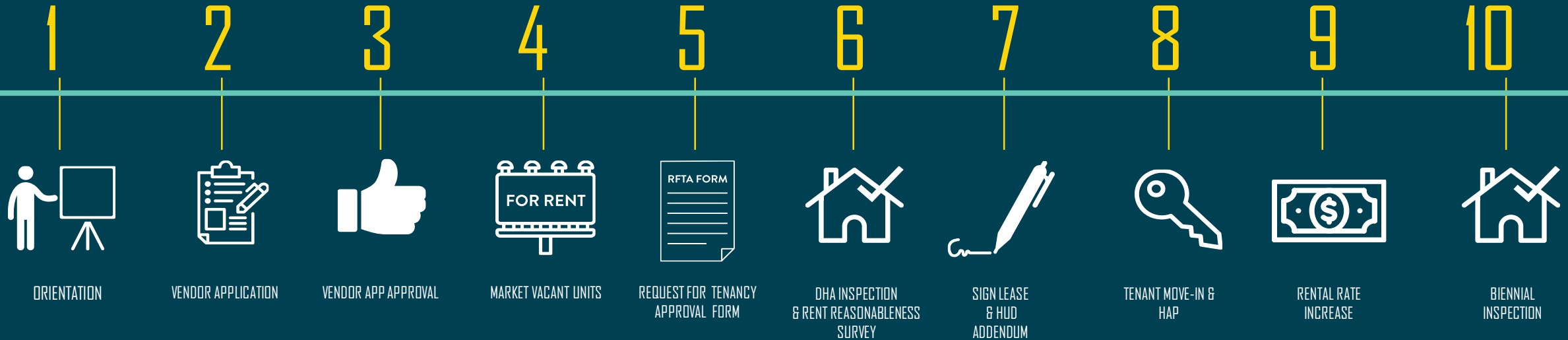
- // providing pathways for people to enhance their quality of life
- // developing more inclusive, sustainable housing solutions
- // energizing communities and partners to join us on our mission

HOW THE PROGRAM WORKS

In the HCV program there are three bi-party contract relationships.



OUR PROCESS



RFTA PACKET

- Acknowledgment of Rent Responsibility OR Landlord Certification
- Request for Tenancy Approval form signed by Landlord
- Certification of Additional Amenities
- Lead-Based Paint Disclosure
- IRS W-9 form for Owner/Agent
- Vendor Number Verification
- Direct Deposit Sign-Up and Change Form
- Notice to Vacate (If Current Participant)
- A Property Owner's Guide to HCV Lease-Up
- Client's Housing Choice Voucher
- Housing Choice Voucher Client Affordability Worksheet

RFTA PACKET



- Proof of TAX ID for both the owner(s) and Agent (if applicable) :
 - Social Security Card or
 - IRS letter (with EIN#) or
 - Most recent tax return (signed)
- Copy of valid government photo ID
- Proposed lease agreement (excluding dates & signatures)
- Proof of ownership (Filed and recorded deed or county appraisal website print out)
- Management agreement between the owner and the manager, if applicable
- Original voucher

RETURN RFTA PACKET TO LANDLORD SERVICES

- Email completed packets to DHA-RFTA@dhantx.com
- Prior to COVID-19- RFTA Packets were accepted in-person only
- Units requiring client to pay more than 40% of their adjusted monthly income will not be accepted.
- Incomplete packages may not be accepted; however, DHA will make every effort to accept items electronically.

RETURN RFTA PACKET TO LANDLORD SERVICES

DHA will notify both tenant and owner of the tenant and DHA portion of rent .

While your requested rent may be reasonable, DHA is not permitted to contract for units where the client would be responsible to pay more than 40% of their adjusted monthly income

RENTAL OPPORTUNITIES

With our Bob.AI artificial intelligence platform, you can list your available units and communicate directly with voucher holders to schedule a showing.

Rental Leads (192) 📌

Show: ▼

[Invite your PHA](#)

Leads #	Location or POI	Opportunity valid till	Number of bedrooms	Status	Action
2494	Dallas, TX	12/30/2020	1	Working on scheduling	Generate RFTA ✖
6127	Dallas, TX	12/30/2020	2	Working on Scheduling	Generate RFTA ✖
6126	Dallas, TX	12/30/2020	2	Working on Scheduling	Generate RFTA ✖
6108	Dallas, TX	11/30/2020	2	Working on Scheduling	Generate RFTA ✖
6090	Dallas, TX	10/21/2020	2	Working on Scheduling	Generate RFTA ✖
6086	Dallas, TX	10/14/2020	2	Working on Scheduling	Generate RFTA ✖
5928	Dallas, TX	10/20/2020	1	Working on Scheduling	Generate RFTA ✖
5927	Dallas, TX	10/19/2020	1	Working on Scheduling	Generate RFTA ✖
2502	Dallas, TX	11/9/2020	3	Working on Scheduling	Generate RFTA ✖

Validate Affordability & Rent Comparability in real time

Once you have entered the rent amount requested and disclosed utility and appliance information, the AI system will automatically validate the family's affordability (based on income) and run the rent comparability study.



Utilities and Appliances

	Specify fuel type	Paid by	
Heating	Natural Gas ▾	Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Cooking	Natural Gas ▾	Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Water Heating	Natural Gas ▾	Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Other Electric		Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Water		Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Sewer		Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Trash Collection		Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Air Conditioning		Owner <input type="radio"/>	Client <input checked="" type="radio"/>
		Provided by	
Refrigerator		Owner <input type="radio"/>	Client <input checked="" type="radio"/>
Range/Microwave		Owner <input type="radio"/>	Client <input checked="" type="radio"/>

Schedule Showing

Complete & Submit RFTA Electronically



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. 7/31/2022

Public reporting burden for this collection of information is estimated to average .08 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. The Department of Housing and Urban Development (HUD) is authorized to collect information required on this form by Section 8 of the U.S. Housing Act of 1937 (42 U.S.C. 1437f). Collection of the data on the family's selected unit is mandatory. The information is used to determine if the unit is eligible for rental assistance. HUD may disclose this information to Federal, State, and local agencies when relevant 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 assistance.

1. Name of Public Housing Agency (PHA) TEST Housing Authority TESTPHA		2. Address of Unit (street address, apartment number, city, State & zip code) JITHIN PLACE JITHIN PLACE DALLAS TEXAS 75001			
3. Requested Beginning Date of Lease Date (mm/dd/yyyy)	4. Number of Bedrooms 2	5. Year Constructed	6. Proposed Rent 1000	7. Security Deposit Amt.	8. Date Unit Available for Inspection Date (mm/dd/yyyy)
9. Type of House/Apartment <input checked="" type="checkbox"/> Single Family Detached <input type="checkbox"/> Semi-Detached / Row House <input type="checkbox"/> Manufactured Home <input type="checkbox"/> Garden / Walkup <input type="checkbox"/> Elevator / High-Rise					

INSPECTION

- The inspection process is conducted by DHA's HQS department.
- Please refer any questions to HQS Dispatch via hqsdispatch@dhantx.com.
- Remember to walk through your property before the scheduled inspection.

TIPS FOR PASSING INSPECTION

- All utilities are turned on and all appliances are in place and working appropriately, unless the tenant is supplying the stove and or refrigerator
- The site, building and unit are clean, safe, and sanitary
- Be sure and verify Texas Property Code for rental property requirements for door viewers and keyless deadbolts
- The unit is ready for occupancy
- Adult must be present to allow access to the unit

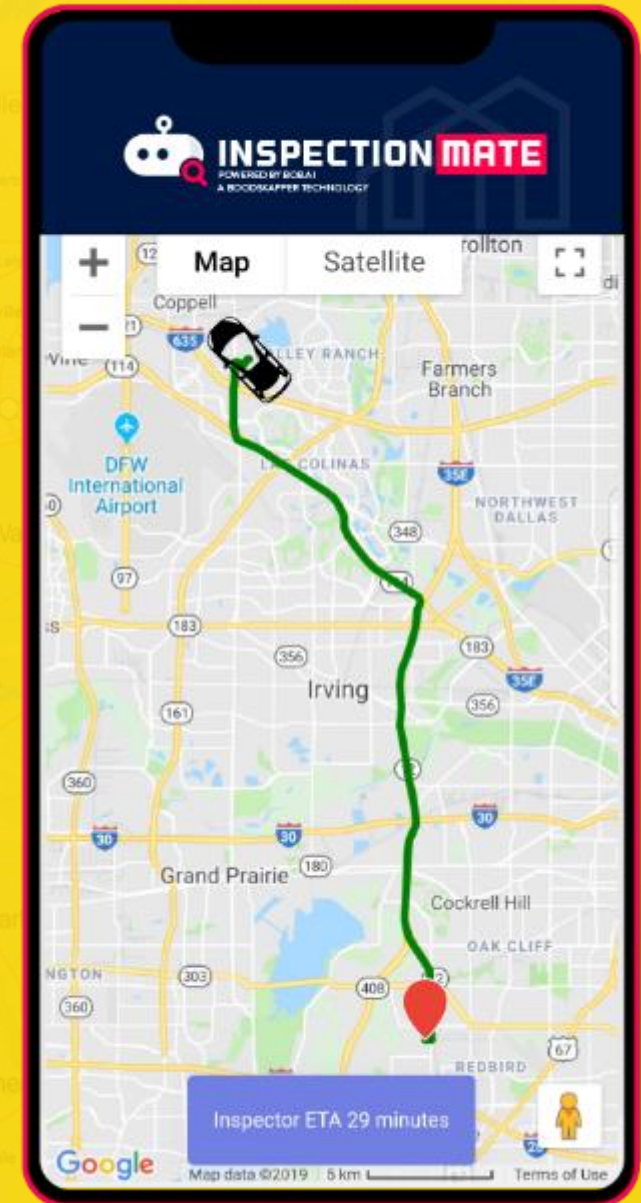


INSPECTION MATE

Get live status updates, appointment reminders, and instant pass/fail notifications using our artificial intelligence platform.



<https://www.bob.ai/>



HOW TO USE INSPECTIONMATE

1. Go to the App Store on your mobile device
2. Download the Bob.AI app
3. Create an account using the email address associated with your DHA vendor account

[SHOW DEMO ON HOW TO DO THIS]



STAY SAFE WITH VIRTUAL INSPECTIONS

Available apps:

- Google Duo for Android
- FaceTime for Apple iPhone

Required tools:

- outlet tester
- temperature gun
- working flashlight



INITIAL PRE-CONTRACT INSPECTION

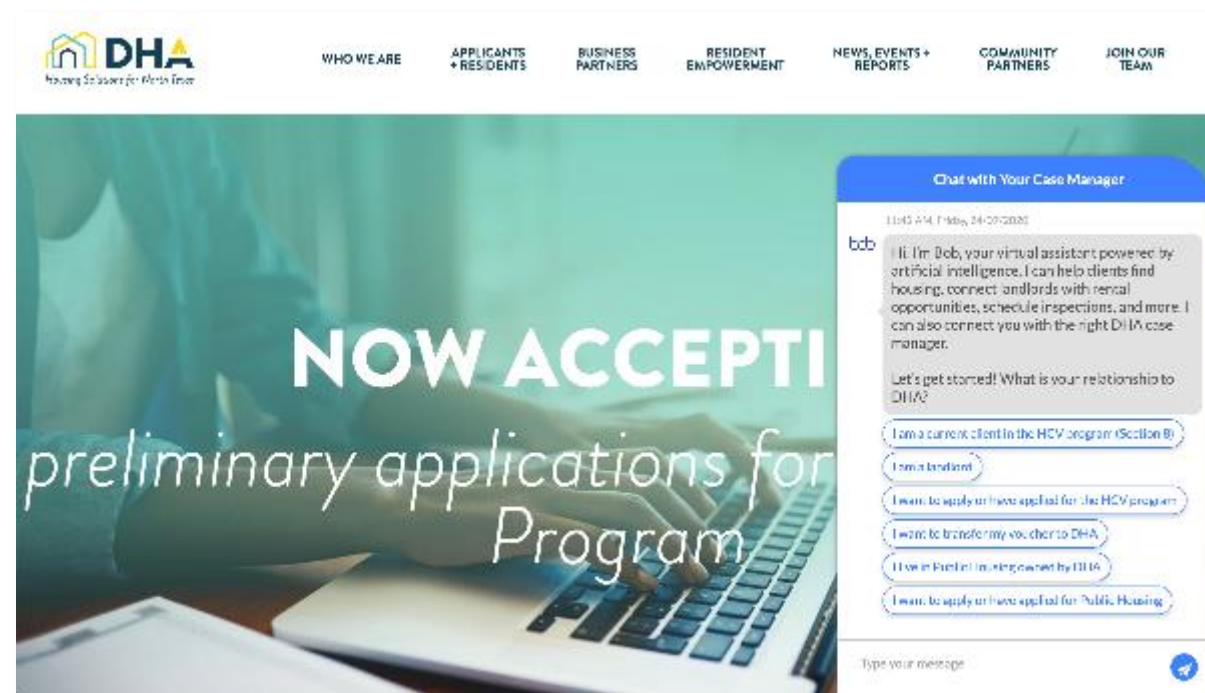
- 1-2 business days after the unit is ready
- No Access = Inconclusive
- Inspector contacts the landlords for single family units (please ensure that the number provided is a good contact number)
- Multifamily unit inspections are arranged with the property manager

IF INSPECTION FAILS

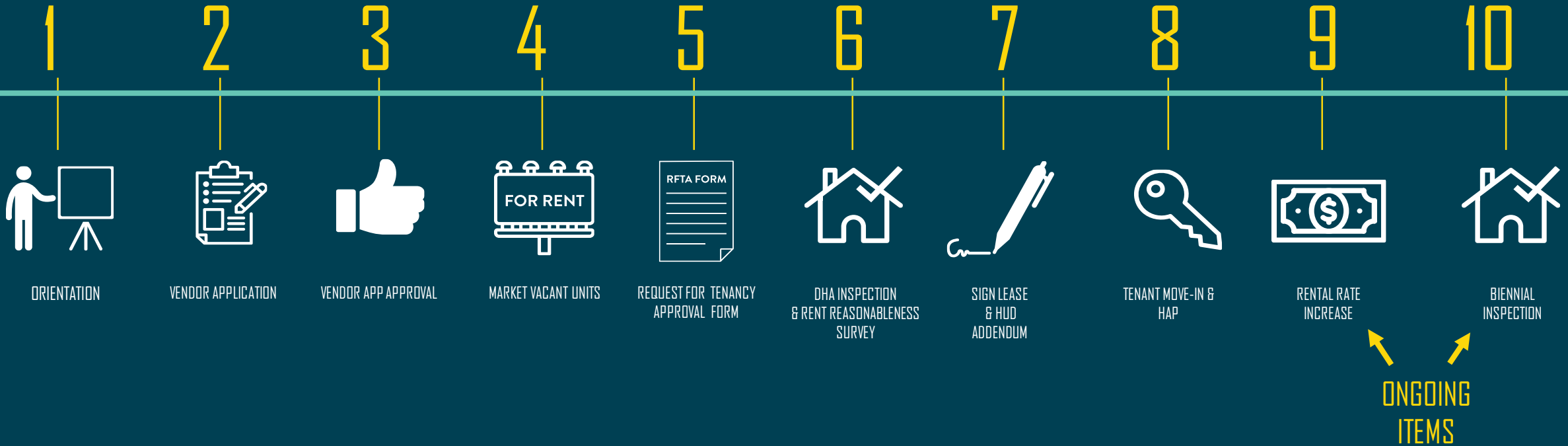
- To request re-inspection of failed/inconclusive units, call or email the inspector within 15 days of the initial inspection.
- Inspections are cancelled after 15 days with no call or email request to re-inspect.

GET HELP EVERY STEP OF THE WAY

- Our teams are working remotely, and we've moved to a 100% digital process.
- As valued business partner of DHA, you get access to our virtual customer service platform that can help you throughout the process of working with us.
- Visit bob.ai or download the bob.ai app on your mobile device to get started.
- Bob.ai will also help you market your units and schedule inspections.



RECAP OF THE PROCESS



How to Request a Rental Adjustment?



- <https://dhantx.com/forms/request-for-rental-adjustment/>
- DHA is required to provide the family with 30-days notice if their portion of the rent will increase.

Request for Rental Adjustment

Complete this form **ONLY** if you are a landlord requesting a rental adjustment and/or utility change. Please submit the completed form to DHA at least 60-90 days prior to the end of the lease term or in accordance with your lease agreement. If approved, DHA will inform you of the effective date, to ensure that DHA provides the tenant with 30-day notice of an increase to their portion of the rent.

Request for Rental Rate Adjustment

Has the tenant been provided with a 60-90-day notice of rent increase and/or utility responsibility change?

Yes No

If no, please delay your request for an increase until you have provided the tenant with required notice.

What date was the tenant notified?

What is the effective date of the rental increase?

Please use the date that was provided in the notice to the tenant.

Owner Information:

Owner First Name*

Last Name*

Title*

Owner Agent Manager

Interested in another workshop?

What are you interested in learning more about?

What would motivate you to increase the number of families assisted through the Voucher Program?

Have our improvements made a difference in your operation?

If not, what more can we do?



Q & A

We're here to help you along the way!
Contact our Landlord Services Team at
LLservices@dhantx.com