



# Voucher Advantage

“We’re About People”

## SDHC Landlord Portal Opens

High quality and efficient customer service is the goal of the new online Landlord Portal by the San Diego Housing Commission’s (SDHC) Rental Assistance Division.

The Landlord Portal will be accessible through our website: [www.sdhc.org](http://www.sdhc.org).

The Landlord Portal is a multi-functional system that allows you online access to view owner and tenant information. Through the Landlord Portal, you will be able to register and obtain access to:

- Unit Inspection Results (Available within 1 business day)
- Your Ledger Balance
- Any pending payment & abatement holds
- Caseworker Assignment
- Unit Information
- Your Contact and Profile Information
- Online Forms (change of address, etc.)



SDHC Landlord Portal

The Landlord Portal will also allow you to view and print detailed Housing Assistance Payment (HAP) information. In addition, property owners will be able to view unit inspection results and print documents, such as: Housing Quality Standard (HQS) Failed Items Deficiency Lists; scheduled inspection appointment letters; and HQS inspection results letters.

Owners are encouraged to register for the online Landlord Portal on our website: [www.sdhc.org](http://www.sdhc.org) under the Rental Assistance Division section.

## Document Signing Made Easy

Your signature will be going digital with a new tool SDHC is using to speed up the delivery and return of selected documents.

DocuSign, a software application, allows SDHC to send a Housing Assistance Payment Contract (HAPC) by email to owners and property managers for electronic signatures.

The message will include step-by-step instructions on how to view, sign and return the document from your desktop computer, laptop, tablet or smartphone.

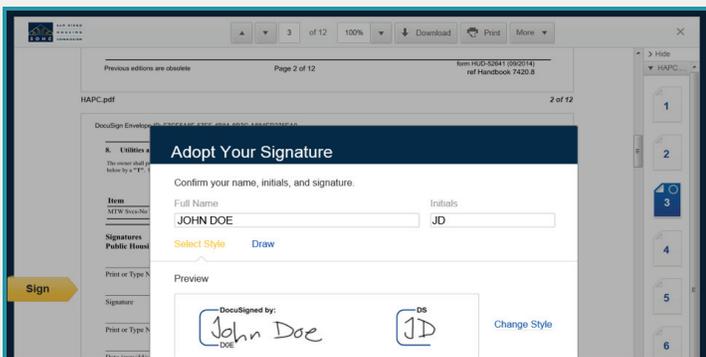
If you prefer to print the HAPC and sign it, you may do so.

Note: State of California regulations currently do not allow a Lease Agreement or Addendum to the Lease to be signed electronically.

When needed, SDHC will send these documents in a second email with instructions to print them for your tenant’s signature. These documents then can be scanned and emailed or faxed to a Leasing Senior Housing Assistant.

Going digital will speed up and reduce costs for processing files when tenants are approved for the Rental Assistance Program or are moving.

If you have not already provided your email address, we encourage you to do so by emailing us at [ownerinfo@sdhc.org](mailto:ownerinfo@sdhc.org) or by calling Cris Bolton at (619) 578-7777 ID #88.



Digital signature through DocuSign software

**Will expedite the processing of your first Housing Assistance Payment**



## MTW Inspections Update

Housing Quality Standards (HQS) inspections for all units will now be conducted once every two years (biennial) instead of every year, tentatively scheduled to be implemented in early 2015.

SDHC previously modified the inspection procedure in 2009 to place qualified units on a biennial inspection schedule. To qualify for the biennial inspection schedule, a unit was required to pass its HQS inspection on the first visit two times in a row.

The 2009 policy change has proved successful, simplifying the HQS process for tenants, landlords and SDHC staff.

SDHC will continue to provide updates to landlords and participants as the biennial inspection process is implemented.

## Owner Education Seminar

SDHC will conduct its next Owner Education Seminar for owners and landlords at 5:30 p.m. on Wednesday, December 17, 2014, at the SDHC Achievement Academy, 1045 11th Avenue in Downtown San Diego.

Topics covered in the seminar will include:

- Rules regarding Notice to Vacate
- Rent Increase Requests
- New online Landlord Portal
- Update on the Moving Forward Program

## Path to Success Minimum Rents Increase

Increases in the minimum monthly rent payment amounts for your tenants in SDHC's Housing Choice Voucher (HCV) Section 8 program will go into effect in July 2015.

These increases are being implemented under SDHC's Path to Success program, as first announced in the Spring 2012 tenant newsletter. Path to Success modifies the method used to determine the rent payment amounts for HCV and public housing participants who are identified as able to work (Work-Able):

- A) Households with one Work-Able adult will pay a minimum rent of \$300 (up from \$200); and
- B) Households with two or more Work-Able adults will pay a minimum rent of \$500 (up from \$350).

Under Path to Success, Work-Able families pay a minimum rent based on the number of adults in their household who are under 55, not disabled and not a full-time student (ages 18-23).

SDHC guides Work-Able families to become more financially self-reliant through enrollment at the SDHC Achievement Academy, a state-of-the-art learning and resource center and computer lab with programs that emphasize career planning, job skills and personal financial education—at no cost to HCV participants and public housing residents.

For more information about Path to Success, please visit [www.sdhc.org](http://www.sdhc.org).

## SDHC Achievement Academy NAHRO Award of Merit

The SDHC Achievement Academy received an Award of Merit in Housing and Community Development from the National Association of Housing and Redevelopment Officials (NAHRO), presented at the NAHRO Summer Conference in Tampa, Fla., on July 17, 2014.

These awards recognize innovative solutions to addressing community needs and the lives of the people which NAHRO organizations serve.

In the 2013 award period, SDHC revamped the programs and services offered at the SDHC Achievement Academy and redesigned the Family Self-Sufficiency Program to increase the number of participants and provide financial incentives for achieving education or employment goals.

NAHRO is a professional membership organization comprised of approximately 23,000 housing and community development agencies and officials throughout the United States.



SDHC Chairman of the Board Gary Gramling (left) presenting NAHRO Award to Director of SDHC Achievement Academy Stephanie Murphy (right)

*SDHC appreciates the partnership we have with rental property owners and managers.  
Thank you for continuing to assist low-income families, seniors, and persons with disabilities with their housing needs.*

