



A Message from the **PHA Executive Vice President of Leased Housing**

The Winter Bug

While winter brings thoughts of sledding, ice skating, and cold weather fun to many, it is also a challenging time for landlords and property owners. Whether you operate a large multi-housing unit or a single-family home, you should know what is expected during cold winter months.

Snow Removal

Landlords are responsible for shoveling snow at apartments and other multi-housing units. However, this way may vary with single-family residences. You can designate, in the lease, who is responsible for removing snow from walkways and driveways. Be aware of any city ordinances that may put the liability on the owner of the lease.

Heating Systems

Landlords are responsible for maintaining the heating system for their tenants. To avoid heating issues in the winter schedule preventative maintenance on the HVAC system. This helps to reduce late night phone calls, about broken heating systems.

Frozen Pipes

Frozen pipes are an all-too common occurrence in the winter and no landlord wants to hear that frozen pipes have broken or burst. Check your pipes to ensure they are functioning at optimal level.

Best regards,

Celeste C. Fields



HCV Landlord Briefing Session

Every Wednesday evening from 6:00 p.m. to 7:00 p.m.

HCV Landlord Certification Class

Every Wednesday morning from 9 a.m. to 12:30 p.m.

2850 Germantown Avenue, Philadelphia, PA 19133

Phone: **215.684.5596**

Email: hcvlandlords@pha.phila.gov

Landlord Fair

Every Thursday at 10:30 a.m. and 2:30 p.m.

Preinspections are conducted to expedite the leasing process. The inspection is valid for 60 days. Call to learn more.



Visit our HCV Landlord Page at:

www.facebook.com/PHAHCVlandlords



CONFLICT

Resolution

A positive landlord tenant relationship is important for successful property management. When landlords and tenants do not get along, the situation can be stressful for everyone involved. Conflict can make the simplest interactions more difficult and unbearable. PHA encourages property owners and HCV participants to resolve their issues whenever possible. Below are tips that property owners and landlords can use when communicating with tenants:

- Keep open lines of communication. Property owners should ensure they have the correct phone number for the tenant or others living in the household, rather than assume he or she is deliberately ignoring them.
- Keep calm. Don't let emotions hinder positive interaction with the tenant. Becoming angry or upset will only obstruct both parties from accomplishing the goal and resolving the conflict.
- Be a good listener. There may be a good reason a tenant has not paid the rent. He or she could have lost a job, experienced a medical emergency, or recently dealt with an unforeseen expense. It's possible that the tenant is struggling to make ends meet.



Property owners should work with residents to resolve issues and avoid conflict when possible. The HCV team is also here to help if it becomes necessary. If the landlords, residents, and PHA can work together, successful relationships can be achieved.

— ABATEMENT PAYMENT —



Were you placed on abatement? When do you receive payment? Who do you call? Abatement typically occurs when a unit fails PHA Housing Quality Standard Inspection process twice. After two failures the unit is placed on abatement status and your Housing Assistance Payment (HAP) is suspended.

To have an abatement lifted, you must contact the Inspections Department to schedule a reinstatement inspection. If your unit passes the inspection, the department will contact the Owner Services Department to lift the abatement. Abatements are lifted the day the unit passes inspection and the owner's HAP is reactivated.

Once your HAP is reinstated you will receive your next payment, minus the abated portion, on the next check processing date. Check processing happens in the beginning or middle of the month.

Rental License



In order to be a participating landlord in the Philadelphia Housing Authority Housing Choice Voucher Program, you must obtain a Rental License from the City Philadelphia. Currently, there is an annual fee of \$50 for each unit. The rental license will display the unit address and the number of units. As a landlord, if you own a duplex your license will display two units which represent a multifamily dwelling.

Sometimes landlords may own developments that stretch over multiple blocks or across intersections. You must display both the overall number of units and the multiple blocks the development covers. For example, if a development has 100 units between Market and Chestnut Streets, but only 50 units exist on Market Street, and the remaining 50 units exist on Chestnut Street, rental license should display the total number of units.

If the City of Philadelphia Office of Property Assessment (OPA) has a property listed as 123 Market Street, the rental license must display that address. Any additional addresses associated with that development should be listed with an "As known As" (AKA) address to illustrate the connection between the two properties. For example, Home Inc. owns a development on 120 -123 Market Street, but this property expands over to 123-126 Chestnut Street; the rental license should display both 120 -123 Market Street AKA 123-126 Chestnut Street.

Detailing this information right the first time will help the process move smoothly.

Update Your **CONTACT INFORMATION**

When was the last time you updated your contact information? As your partner, communication is essential. Therefore, please be sure to update your information. Without accurate contact information, the valuable information from PHA may get lost in the mail, sent to the wrong email address, or messages left on an incorrect voicemail.

PHA contacts vendors for a variety of reasons including:

- 24 hour inspection violations
- HAP payments placed on hold
- Upcoming or rescheduled inspections
- Renewal of licenses

To update your contact information please email: hcvlandlords@pha.phila.gov.

Steps to Understanding

THE EVICTION PROCESS



1. Landlord submits a court order showing a money judgment or breach of agreement to PHA for review.
**Note: If the landlord provides a notice to quit to the client, PHA may issue the client a voucher to locate a new unit*
2. PHA will send a "Urgent Notice Tenant Judgment" advising the client to satisfy or make arrangements to pay the obligation within 30 days
3. If the client fails to provide documentation showing proof of a repayment agreement or satisfaction of the balance, the client is sent a termination letter that includes the request for a hearing.
The tenant has 10 days to request a hearing upon receipt of the termination notice. If a hearing is requested the HCV subsidy will continue until a decision is final.
4. If a hearing is not requested, PHA will proceed with termination.
5. Prior to the scheduled hearing, the Tenant may show satisfaction of the judgment or proof of a repayment agreement with the landlord.
6. If the tenant fails to provide proof of judgment satisfaction or that a repayment agreement has been established, PHA will proceed with the informal hearing.
7. Upon conclusion of the informal hearing, the officer will render a decision to grant or deny the client's appeal. If the client's appeal is denied, the client will be terminated from the HCV program.
8. If the client's appeal is denied, the landlord will be notified 30 days in advance of the termination of housing assistance payments.
**Note: If a writ of possession is served or the client vacates the unit during this process, the housing assistance payments will cease.*

Are You Signed Up for the Landlord Data Center?

PHA landlords can view all the information they need to manage their HCV properties through the Landlord Data Center.

You can access:

- Detailed HAP records by resident
- Status and schedule of inspections and re-inspections
- The schedule of upcoming client recertifications

Information is updated at the end of each workday and is available for viewing 24 hours a day, 7 days a week!

Create your account and access your data by visiting:
<https://partnerportal.pha.phila.gov/PartnerPortal>.
If you have any questions, please call 215-684-5596 or email us at hcvlandlords@pha.phila.gov.



Log In

LOG IN

User Name:

Password:

[Create an Account](#)
[Forgot your password?](#)

MESSAGES

The information in this data center is updated nightly.

Hey HCV Landlords,

Did you know PHA issues housing vouchers to Veterans? PHA partners with the Veterans Administration to designate vouchers to former military personnel who served our country.

If you are interested in renting to a Veteran

TERMS OF SERVICE

All information contained at this data center is provided for the exclusive use of participants and invited guests of the Philadelphia Housing Authority (PHA) and is to be used in the aid of conducting its business. PHA reserves the right to deny or cancel accounts, monitor, log, or record any activity on these resources. Misuse of the information contained on the Partner Portal will result in disciplinary or other actions including termination of access and/or prosecution under Federal, State, or Local law.

I agree to the Terms Of Service