Customer service is the key focus for the Housing Choice Voucher (HCV) program. Through our continued partnerships with our owners and participants, we look to enhance all levels of interaction, from the call center, walk-in services, inspections and tenant services.

As part of our efforts to enhance customer services, there have been some organizational changes to the Leased Housing Department.

I am very excited to announce that Bret Holden has been promoted to Vice President of Leased Housing. Mr. Holden has been at PHA for over 16 years and has managed various departments in Leased Housing. I'm confident his experience and leadership skills will take the Leased Housing department to even further heights.

In addition, our Eligibility, Project Based and Owner Services units have merged to provide greater continuity and efficiencies throughout the program. Tazzie White has been promoted to Director of Eligibility, Special Programs and Owner Services. Ms. White started in Leased Housing in 2009 and will bring her strong financial background and management experience into her new role.

Please join me in congratulating Mr. Holden and Ms. White. You can contact them at:

Bret Holden, Vice President of Leased Housing
Phone: 215-684-1570
Fax: 215-684-4005
Email: bret.holden@pha.phila.gov

Tazzie White, Director
Phone: 215-684-5596
Fax: 215-684-4005
Email: tazzie.white@pha.phila.gov
Facebook: PHAHCVLandlords

This issue features new information regarding lead-based paint, utility allowance and the top reasons why inspections fail. We are also featuring our Housing Opportunity Program (HOP) and Home Ownership program along with a feature story from one of our successful participants involved in our HOP program.

So take a look at this quarter's newsletter and make sure you provide us with some feedback! You can send your comments or suggestions to hcvlandlords@pha.phila.gov.

Best regards,

Celeste C. Fields
The Homeownership Opportunities Department educates PHA residents in search of programs and information about the homeownership process. Each homeownership participant must complete both credit and housing counseling. A certified housing counselor will not only educate participants on how to become a homeowner, but also teach them essentials skills in budgeting and financial banking literacy. These skills give participants the tools to make sound financial decisions. Eligible HCV clients have the option to transfer their rental voucher into a homeownership voucher which can help pay their monthly mortgage payment for 15 to 30 years.

The Homeownership Opportunities Department works with over 200 HCV clients a year and we are looking to increase. If you know of any HCV renters interested in homeownership or financial education, please have them call 215-684-8926 or email the department’s manager, Marco Ferreira, at Marco.Ferreira@pha.phila.gov to schedule an appointment.

**LEAD PAINT REQUIREMENT FOR OWNERS**

The U.S. Department of Housing and Urban Development (HUD) has taken a stronger stance on lead-based paint hazards in subsidized homes where children, age of 5 years and younger, with elevated blood lead levels (EBLL) reside. Effective July 13, 2017 owners are directed to do the following:

- Report the name and address of the child identified as having an EBLL to the Philadelphia Public Health department within 5 days of being notified by any health professional.
- Report the name and address of the child identified as having an EBLL to HUD field office, HUD Office of Lead Hazard Control and Healthy Homes (OLHCHH) and PHA.
- Provide notice to residents that an evaluation for the presence of lead-based paint was conducted within 15 calendar days of receiving the final report.
- Provide documentation to HCV Inspections department and HUD Field Office that notice of lead evaluation was provided to residents within 10 business days of providing the notice.
- Provide notice to residents that lead hazard reduction activities have been completed within 15 calendar days of completion of Interim Controls or Abatement.
- Provide documentation to HCV Inspections Department and HUD Field Office that notice of lead hazard reduction activities were provided to residents within 10 business days of providing the notice.
- Provide documentation to HCV Inspections Department and HUD Field Office that Interim Controls or Abatement have been completed within 10 business days of receipt of clearance report.
- Provide notice to occupants of the unit describing the result of the Clearance Examination.
A Utility Allowance (UA) is paid to households to help defray the cost of utilities not included in the rent. It is determined based on the typical cost of utilities and services paid by energy-conservative households that occupy housing of similar size and type in the same locality.

The UA includes electricity, gas, water, sewer and charges for other services such as garbage removal and is determined by the size of the unit, type of building and type of utility. The utility allowance for a household shall be the lower of: (1) The utility allowance amount for the authorized voucher size under PHA’s occupancy standards; or (2) the utility allowance amount for the unit size of the unit rented by the household.

PHA will periodically, at its discretion, review HCV utility allowance schedules to determine if adjustments are required. Effective July 1, 2017, HCV revised the utility allowance schedule to reflect a more accurate and up-to-date cost for utilities and services for all unit types. The revised utility allowance schedules will be applied to a household’s rent calculations at the next certification (annual or interim). The utility allowance schedule is available on our website at www.pha.phila.gov.

Ms. Myia Hurst is one of PHA’s most successful participants in the Housing Opportunity Program (HOP). A recent graduate from the Community College of Philadelphia, Ms. Hurst obtained her associate’s degree. She was later accepted into Drexel’s nursing program as a full time student, and could no longer work full time. This created a dilemma, as her income would dramatically decrease and her biggest financial commitment was rent.

Her financial burden was short lived as the Housing Choice Voucher (HCV) program provided an opportunity for rental subsidy assistance and decreased her monthly rental amount from $800 to $398 for a three bedroom house. The additional money she was able to save, was utilized to defray daycare tuition.

During the past seven years as a participant in the HCV program, she was also able to further her education. She attained her bachelor’s degree in Psychology from Drexel University, and master’s degree in Public Health from West Chester University. The opportunity to continue her education helped to strengthen her independence, self-esteem, and self-awareness. In 2016, Ms. Hurst was ready to find a new home.

The move from her previous unit drastically reduced her neighborhood poverty rate by over 20 percent (32.8% to 10.7 %). During HOP’s six month follow-up home visit, Ms. Hurst reported that she is very satisfied with her recent move to Roxborough. Ms. Hurst and her children love the home and the neighborhood. She enjoys engaging in many of the community’s resources and going to the neighborhood church and library. Ms. Hurst is now employed full time and PHA only assists with 20% of her monthly rent.
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!

Are You Signed Up for the Landlord Data Center?

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.

**TOP 5 HQS Inspection Violations**

1. **Ungrounded outlets or missing covers**
   This includes three prong outlets not properly grounded and outlet covers missing or observed with substantial size crack. Please note severely crack outlet covers with exposed wires are considered emergency repairs and must be rectified within 24hrs.

2. **Ceiling conditions**
   Ceilings are often cited for leak damage. The leak should be addressed first. Once the leak has been addressed the damage must also be corrected. Leak damage that is still visible will be considered an incomplete repair.

3. **Inoperable burners**
   One or more burners that are cited as inoperable will be cited as a violation, including burners not operable due to grease. Burners must light on their own with no external device or source (lighter/matches). Burners not operating due to utility service will be considered a 24 hour repair.

4. **Weatherization**
   Windows and doors must be weatherized when shut. Light should not be visible around the edges.

5. **Loose or unsecure toilets**
   Toilets that move when nudged.

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**HQS**
Inspection Violations

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