

SUMMER 2019

Meet the Inspector Q and A

SHRA will be hosting a FREE Meet the Inspector Question and Answer session where housing providers can learn from the inspectors about the Housing Quality Standards (HQS) inspection process.

Learn:

- Tips to ensure your next inspection passes.
- The top fail items for inspections.
- How to test to make sure items are HQS compliant.

What:

Meet the Inspector Q and A

When:

Monday, September 30, 2019
from 2:30-4:30pm

Where: 630 I Street,
Sacramento, CA 95814
(Corner of 7th and I Streets)

To RSVP or for questions:
Contact April Overlie
at 916-443-6330 or
aoverlie@shra.org



Family who recently graduated from the Family Self Sufficiency Program.

Helping Tenants Achieve Sustainability Through Family Self Sufficiency Program

SHRA wants to promote families in improving their lives and getting to a point that they no longer need assistance from the Housing Choice Voucher Program. One of our biggest resources to help with this is our Family Self Sufficiency (FSS) program. This program aims to have families increase their income to remove dependence on government programs and be self-sustainable.

Families are enrolled in the program for up to five years. The FSS program coordinator works with tenants to develop their long term goals and identify a pathway and steps to make that a reality. This is recorded in their Individual Training and Services Plan. The program staff connects participants to resources in the community that can help them in accomplishing their identified steps.

One of the biggest motivators in the program is the escrow accounts that are established for participants. As tenants increase their income and become responsible for a larger portion of the rent, deposits are made into the escrow accounts reflecting the decreases in dependence on the Housing Assistance Payment. When the participant graduates from the program, the tenant's family can access the funds saved in the account. Graduates often use these to get even further along on their life goals and can be utilized for expenses like education, becoming a home owner, or lowering their debt.

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Meet Tracie and Christopher: Housed after Camp Fire

In November of 2018, the lives of Tracie, Christopher, and their family were changed forever. Their new home and most of their belongings were overtaken by fire. They became homeless as victims of the most destructive fire in California's history, the Camp Fire.

Both Tracie and Christopher are veterans having served in the US Army. While staying at the Federal Emergency Management Agency (FEMA) camp in Chico, they were able to meet a representative from Veteran Affairs (VA). The VA representative was able to assist them with information that connected them with Mercy Housing's Mather Veterans Village in Rancho Cordova.

For nine months, Tracie and Christopher had to wait for their new home to be ready. During that time, they camped, slept in motel rooms, and stayed at night with different family and friends. Once they finally moved in, one of the things that excited them the most was the ability to have a home cooked meal again. They see it as a blessing that they were able to move to Mather Veterans Village and are deeply grateful for the work Mercy Housing's staff have done to help provide them with a home.

Christopher and Tracie hope that other housing providers will consider welcoming VASH voucher holders into their rentals. According to Christopher, "It gives (veterans) the opportunity and stability to allow them to focus on their plans and not be held down by so many other stressors in their life."

Tracie says "It gives a great opportunity to provide a veteran a second chance to change their life for the better when they are down. If they (a housing provider) can do that and provide a little help, it means the world in so many ways to that person who needs the help. I know that it meant that for us."



Christopher and Tracie in front of their new apartment community at Mather Veterans Village in Rancho Cordova

Inspector's Tip Ensure toilet is secured to floor



Put pressure on base of toilet to ensure it is properly secured to floor.

A wobbly or loose toilet can cause safety and plumbing problems.

Go Section 8 List Your Vacancies for FREE

A screenshot of the GoSection8 website. The header includes the GoSection8 logo and navigation links for Rentals, Landlords, and More. A 'Sign In' link and a 'List Your Property' button are in the top right. The main content area features a large image of a living room with a sofa and a plant, with the text 'Your Next Renter is Already Here' and 'Gain access to the largest affordable housing listing network in the country!'. A 'View Benefits' button is below this text. On the right side, there is a 'Landlord / Property Manager Sign Up' form with fields for Email Address, Password, Phone Number, First Name, and Last Name. Below these fields are checkboxes for 'Have you ever rented to Section 8 tenants before?' and 'How many units do you manage?'. A green 'Sign Up' button is at the bottom of the form. At the very bottom, there is a disclaimer: 'By clicking "Sign Up" you agree to our Terms of Use.' and a link 'Already have an account? Sign In'.

Visit: [Sacramento.gosection8.com](https://sacramento.gosection8.com)

What to DO and DON'T do if your tenant has high useage of owner provided utilities

DO	DON'T
<ul style="list-style-type: none"> Inspect for leaks/cracks and install features that are energy/water efficient. Submit change of utility responsibility.* Submit rent increase request to cover increased utility costs.* Provide conservation tips from utility companies to tenants. <p>* Consult Housing Provider Handbook for guidelines on how to submit request</p>	<ul style="list-style-type: none"> Don't make any changes to rent or utility responsibilities without approval from Housing Authority. Don't shut off utilities to unit. Don't intimidate tenant to not use utility. Don't communicate only in person, text message, or phone. Instead, DO utilize written notices, letters, and emails.

Summer 2019 SHRA Housing Provider of the Quarter

Congratulations to Kellie McCleary, Regional Operations Director for Mercy Housing and the management staff of Mercy Housing's Mather Veterans Village. They were named SHRA's Housing Provider of the Quarter for Summer of 2019.

Mercy Housing recently finished Phase 3 of Mather Veteran's Village. Their management team was able to lease up the new Phase 3 of Mather Veteran's Village in record time. Their staff worked dilligently night and day to lease up 50 veteran families with both Project Based Vouchers and HUD-VASH vouchers. They collaborated with SHRA staff to ensure that paperwork was processed efficiently.

That hard work has definitely made a difference to the lives of many of these newly housed veterans. Kirk, a US Navy Veteran who is in recovery and formerly homeless, says that he is really grateful and that living at Mather Veteran's Village has helped him retain his sobriety and regain a new life. That type of impact on people's lives is immeasurable.



Top: Mather Veterans Village Property Manager-Carlo Consengco, SHRA Asst. Director, Housing Choice Voucher Program- Sarah O'Daniel, Mercy Housing Regional Operations Director, Kellie McCleary and Mercy Housing Associate Director for Supportive Services- Erica Plumb in front of Mather Veteran's Village.



Right: Mercy Housing Staff, VA Case Manager, and residents with Sarah O'Daniel (center)

Helping Tenants Achieve Sustainability Through Family Self Sufficiency (Cont.)

The New FSS coordinator, Zera, is also a graduate of the program. Zera is excited to help clients through the program because of the impact the program had on her life. According to Zera, "The FSS program enabled and encouraged me to set and accomplish goals which included repairing my credit, preparing for homeownership, and securing full time employment. FSS played a very important role in helping me to not only accomplish those goals, but also provided a light on the path to a bright future, which includes a very important goal accomplished, homeownership! I am grateful for the opportunity that has been given to me and thankful to those who have been instrumental along my journey. I am excited to work with FSS participants to identify and set goals, provide them with useful resources, and encourage them to develop a realistic and attainable plan to secure self-sufficiency."

Owner Evening Orientation Changed for Holidays

During the months of November and December, the evening orientation that is regularly on the 4th Wednesday of the month at 6pm will be moved to the 3rd Wednesday.

The Housing Authority will be closed on November 28-29 and Dec. 23-Jan. 1.

November Owner Orientations:

Tues., November 19th- 10:00am

Wed., November 20th- 6:00pm

December Owner Orientations:

Tues., December 17th- 10:00am

Wed., December 18th- 6:00pm

SHRA's Housing Provider Handbook Now Available Online



SHRA has developed a handbook to assist with better understanding our policies, procedures, and the HCV program. Housing providers will be able to find information and tips on everything from filling out paperwork to submitting a rent increase.

You can find the handbook at:

www.shra.org/housingproviderhandbook

Contact Us



For Questions or Issues:

Current HCV Landlords call: (916) 440-1390

New Landlords call: (916) 449-6330

Landlord Portal:

<https://portal.shra.org/landlord>

Visit our website: www.SHRA.org

630 I Street
Sacramento, CA 95814
Monday-Friday 8:00am-5:00pm