USING ZOOM WEBINAR

To submit questions, click on the Q & A icon on the control panel. The Q & A window will appear, allowing you to ask questions to the host and panelists.

Questions answered during the Webinar will be posted.

All Attendees are muted during the presentation.
Determining Contract Rent

Algie Mosley - Landlord Liaison
How Do I Determine the Rent Amount for my Unit?

Payment Standards

Comparable Rent Amounts
WHAT ARE PAYMENT STANDARDS?

• The maximum monthly amount of assistance a family can receive as determined by the US Department of Housing and Urban Development (HUD).

• Includes both contract rent and utility allowance.
### Payment Standards Effective December 1, 2023

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Search the Payment Standard flyer for the zip code of the unit and the lower of the voucher size or the unit size to find the payment standard.
PAYMENT STANDARDS

Payment Standards are **not** the maximum rent that can be charged by landlords.

The contract rent amount must be “reasonable” or comparable as determined by a rent study.
How is Comparable Rent Determined?

A rent comparability study is conducted at:
• Initial move-ins
• Rent Increase or Decrease Requests

The contract rent cannot be higher than comparable units in the area with similar amenities.

CAUTION: If a rent study shows comparable rents are lower than the current contract rent, we are required to lower the rent.

Please complete your own rent study prior to submitting rent increase.
If the rent study shows comparable rent is LOWER than requested

The landlord can submit data for 3 comparable units.

Requirements for rent comparable data:

1. Completed *Rent Reasonableness Comparability Data Sheet* (Available upon request)
2. Comparable units must not be subsidized by any governmental agency or organization.
3. Comparable units must have the same number of bedrooms and located within the same area.
4. Only **one** comparable unit can be owned by the same owner
5. All submitted comparable unit data must be verifiable through a source other than the person representing the rental unit
For Example:

- The payment standard for a three-bedroom apartment in the Zip Code 95820 is $2,783.

- The landlord requests a rent of $2,600.

- The utility allowance is $120.

- SHRA runs a rent comparability study, and the highest comparable rent amount is $2,475.

- SHRA will communicate with the Landlord the highest approvable rent is $2,475.
How can I request a rent increase or decrease?

You must notify SHRA & Tenant in writing
- Less than 10% - 60 Day Notice
- More than 10% - 90 Day Notice
- Your request must be approved by SHRA as being “reasonable” following a rent study
- All rent increases are effective the 1st of the month
Requirements on Rent Increase Notice:

- Date issued
- Tenant’s Name and Address
- New Rent Amount
- Effective Date
Request will be denied if:

• Current “failed” Inspection status
• First year of lease
• The second rent increase within a 12-month period
• Incorrect notice (less than 60/90 days)
How do I Submit a Rent Increase?

Send a copy of the written notice to SHRA

- Landlord Portal – fastest and easiest option
- By Fax
- By Mail
- By Drop Box
How do I attract voucher holders?

https://www.affordablehousing.com/sacramento-ca/
Virtual Landlord Office Hours

• Tuesday Landlord Drop-in Hours 8:30am to 11:30am
• Thursday Landlord Drop-in Hours 1:00pm to 3:00pm

Zoom links available on the website

www.shra.org
Landlord Liaisons

April Overlie

Algie Mosley

(916) 440-8552
landlordoutreach@shra.org
Request For Tenancy Approval

April Overlie - Landlord Liaison
Once you have decided to rent to a family with a voucher you:

Submit a Request For Tenancy Approval (RFTA)

The RFTA packet is the formal documentation that is completed to begin the lease-up process with the HCV Program.

- Create and submit an electronic RFTA or
- Complete a yellow paper RFTA packet.
Benefits of eRFTA

• Everything is legible
• You cannot submit an incomplete RFTA
  • Requires signatures
  • All boxes need to be checked
• The documents are sent to the tenant for signature
  • You don’t have to connect with the tenant to collect signatures
• Submitted immediately and assigned to staff to review
  • You don’t have to put the documents in the mail and wait
  • There is no question that the documents were received

https://rfta.shra.org/
What you need to fill out RFTA

• Double check that you have the tenant’s correct email.

• Contact and tax ID information for owner, agent, and payee.

• Check that Tax ID numbers, or Social Security number provided on the W-9 match IRS and Social Security records.
What you need to fill out RFTA (continued)

If there is Authorized Agent, include one of the following:
- Copy of Property Management Agreement signed by owner or
- Letter signed by Owner
- Owner Certification of Authorized Agent Form
- Copy of the Recorded Court Order

Proof of Ownership
- Recorded Grant Deed or
- Copy of a Certified Settlement Statement or
- Letter from the Title Company with date record, new owner name and property address
Request for Tenancy Approval (RFTA)

Are you a new landlord with SHRA or an existing landlord looking to quickly get your RFTA completed? Start the RFTA process online by clicking the link below.

- Get Started
- Learn More
- RFTA Portal Video Guide

Additional Information

- Are you an existing HCV Landlord?
  Click here to visit the Landlord Portal where you can sign up for direct deposit and more!

- Are you a new HCV Landlord?
  Click here to learn more about becoming a Housing Provider with SHRA.

- List your rental properties.

- Are you a Resident looking to complete an RFTA?
Register
Create a new SHRA RFTA Portal account.

Email
Password
Confirm password

Already have an account? Log in here

---

Registration Information

Landlord Portal Accounts

Please note: Landlords who have a Landlord Portal account still need to register an account on rfta.shra.org

Email

Please enter your email address that will be used to log in and receive information from SHRA.

Password

Please enter a password. Your password must meet the following requirements:

- Minimum length must be at least 8 characters
- There must be at least 1 lowercase character
- There must be at least 1 UPPERCASE character
- There must be at least 1 non Alphanumeric character (@, $, !, etc.)
Landlord Log in

Log in to SHRA RFTA Portal

Email
aoverlie@shra.org

Password
*********

☑ Remember me?

LOG IN

Forgot your password?

Register as a landlord

Resend email confirmation
Request for Tenancy Approval (RFTA)

Are you a new landlord with SHRA or an existing landlord looking to quickly get your RFTA completed? Start the RFTA process online by clicking the link below.

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- List your rental properties.

- Are you a Resident looking to complete a RFTA?
Request for Tenancy Approval (RFTA)

You can now complete the entire RFTA process online. Simply, click the link below to get started.

Start New RFTA
Tenant Code

RFTA Information

Are you an Owner or Agent?

An Agent is someone who has been authorized to act on behalf of the Owner, such as a Property Manager.

Tenant Code

The TCode you have provided is invalid. Please verify the TCode with the Voucher Holder. The TCode can be reference on the voucher they have been issued.

This tenant does NOT have a current voucher

Tenant Code

Tenant Verified

This tenant DOES have a current voucher
Owner Information

Owner Name
April Overlie
(Name as listed on recorded Grant Deed)

Owner Type
Individual

Owner Address
630 I Street
(No P.O. Box or Work Address)

City
Sacramento
State
CA
Zip Code
95814

Phone Number
9162145669
Phone Type
Mobile Phone

Email Address
landlordoutreach@shra.org

Federal Tax ID (SSN or EIN) (no dashes)
555555555
(Tax ID # or SSN must match the SS or IRS record exactly and is required by Federal Tax Law.)
Payee Information

- **Same As Owner** (Check if Payee Information is the same as Owner Information)
- **Same As Agent** (Check if Payee Information is the same as Owner Information)

**Make check Payable to**
- April Overlie

**Payee Type**
- Owner

**Payee Address**
- 630 I Street
  - City: Sacramento
  - State: CA
  - Zip Code: 95814

**Phone Number**
- 9162145668

**Phone Type**
- Mobile Phone

**Email Address**
- landlordoutreach@shra.org

**Federal Tax ID (SSN or EIN) (no dashes)**
- 555555555

(Tax ID # or SSN must match the SS or IRS record exactly and is required by Federal Tax Law.)

[SAVE & CONTINUE]
Amenity information is used when conducting rent reasonable analysis. Make sure to check all applicable amenities.
Is/Are the Owner(s) an employee of the Sacramento Housing & Redevelopment Agency (SHRA)?
- Yes
- No

Is the Agent an employee of the Sacramento Housing & Redevelopment Agency (SHRA)?
- Yes
- No

Is/Are the Owner(s) related to an employee of the Sacramento Housing & Redevelopment Agency (SHRA)?
- Yes
- No

Is the Agent(s) related to an employee of the Sacramento Housing & Redevelopment Agency (SHRA)?
- Yes
- No

Is/Are the Owner(s) related to the tenant or any member of the family in any of the following ways:
- Parent, Child, Grandparent, Grandchild, Sister or Brother?
  - Yes
  - No

Is the Agent related to the tenant or any member of the family in any of the following ways:
- Parent, Child, Grandparent, Grandchild, Sister or Brother?
  - Yes
  - No

ATTENTION: The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

Do you own more than 4 units?
(The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.)
- Yes
- No

Lead Based Paint (Check one of the following)
- Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.
Check the Housing Quality Standards Checklist to make sure your unit meets our habitability standards.
Request for Tenancy Approval (RFTA)

Upload Documents

Owner Documents

Please upload ONE of the following:

1. Copy of your Recorded Grant Deed. If not yet available, you may submit alternative documents:
2. Copy of a Certified Settlement Statement
3. Letter from the Title Company with date recorded, new owner name & property address

Please Note - If you submitted an alternative document, a recorded Grant Deed must follow within 30 days

Agent Documents

Please upload ONE of the following:

1. Copy of Property Management Agreement signed by owner
2. Letter signed by Owner
3. Owner Certification of Authorized Agent Form
4. Copy of the Recorded Court Order.

File size should be less than 1000 KB to avoid processing and upload issues.
INSTRUCTIONS FOR COMPLETING “RFITA OWNER VERIFICATION FORM”

☐ OWNERS: Please provide a copy of your RECORDED GRANT DEED. If not yet available, you may submit a copy of a CERTIFIED SETTLEMENT STATEMENT or a LETTER from the TITLE Co. with date recorded, new owner name & property address (recorded Grant Deed must follow in 30 days).

☐ AGENTS: Submit one of the following as verification of the named Authorized Agent (if any):

1. Copy of Property Management Agreement signed by owner, signed by owner and agent, and signed by the owner.
2. Owner Certification of Authorized Agent form.
3. Copy of the recorded court order.

Section A. The name you provide for the property owner must match the name recorded on the grant deed. A TAX ID II (SSN or EIN) is also REQUIRED and it’s important that the name you provide for this number matches Social Security or IRS records.

Section B. A TAX ID II (SSN or EIN) is REQUIRED for the payee and it’s important that the name you provide for this number matches Social Security or IRS records.

Section C. The Authorized Agent is anyone the property owner or court system has authorized to act or sign contracts on the owner’s behalf (such as property manager or management company, co-owner, executor, receiver, spouse, etc.). NOTE: Leave this section blank if there is no authorized agent.

Section D. Choose where you want notices sent. NOTE: CHECK ONLY ONE BOX.

Electronic Signature

RFITA Disclaimer

I certify, under penalty of perjury, that information provided on this form is true and that I am either the LEGAL OWNER of the above property or I am LEGALLY AUTHORIZED to act on behalf of the owner for the above property. If at any time a question arises as to the validity of this information, or if there is a dispute among interested parties, I understand that a hold will be placed on future payments until proper, legal documentation is provided and/or the signatures of all parties claiming legal interest is provided.

Please note: If the tenant moves into your rental unit before the inspection passes, the date of move in or the lease end date of the previous lease, SHRA will not be responsible for rental subsidy for that time period.

Name of Signer:

Signer Address:

Signer Phone Number: 916-4145330

CLICK TO SIGN RFITA FORM
Tenant Signs RFTA

- Double check that you correctly entered the tenant’s current email.
- Once tenant signs, RFTA will be automatically uploaded into SHRA’s system and ready for processing.
- Tenant will only see information about unit being offered. Housing Provider’s personal information will not be seen by tenant.
Request For Tenancy Approval Tracking

- You will now be able to see the status of your RFTA once signed and submitted through the RFTA Portal Dashboard.
- As it moves through the approval process, you will be able to see where it is under SHRA RFTA status.
Click here to watch tutorial video guide or to learn more info on process.
Landlord Portal

Ilya Prozorov – Owner Services Supervisor
SHRA’s new online HCV Resident Portal lets voucher participants complete annual recertifications, update contact information, request to move, and more.

Learn More
Landlord Portal

• To access landlord portal, you will need the following:

  • **User Name** (SHRA Vendor Code)
  • **Email** (must match the one on file)
  • **Tax ID** (must match the one on file)

https://portal.shra.org/landlord2
Landlord Portal gives you access to:

- Current Housing Assistance Payments (HAP) received for a tenant
- Payment ledger for all the payments received for all tenants
- Detailed information regarding current SHRA Tenants
- Current inspection and abatement information

https://portal.shra.org/landlord2

www.SHRA.org ➔ Landlord Resources ➔ Landlord Portal
What can I do in the Landlord Portal?

• Submit Rent Changes

• Set up or change your direct deposit

• Obtain 1099-MISC tax document (current and past years)

• Update your contact information

• Submit a help ticket

• Much more coming!
## Abatements

### Abatements for v0009428

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### Note:

For abatements:

1. Contract will be terminated on the first day of the month after the 30th day of abatement, unless all items are fixed and a reinspection is requested prior to the 30th day of abatement.
2. To schedule a reinspection on an abated unit, please email the request to hcvabatements@shra.org
3. Reinspection will not be scheduled if the request comes in after the 30th day of abatement.
4. Housing Assistance Payments (HAP) are stopped during the abatement period and are not refundable. Payments will be restarted from the inspection pass date. No recoupment can be issued for the abated time.
# Detail Ledger

**Report Period:** 12/01/2023 - 12/31/2023

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## Summary Ledger

**Report Period: Year-to-Date**

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<td>ACH-3464278</td>
<td>11/01/2023</td>
<td>HAP 11/23 Smith, Donna 600 1 Street, #12, Sacramento, CA 95814</td>
<td>$805.00</td>
</tr>
<tr>
<td>t0821485</td>
<td>ACH-3464278</td>
<td>11/01/2023</td>
<td>HAP 11/23 Brown, Bobby 600 1 Street, #52, Sacramento, CA 95814</td>
<td>$1,144.00</td>
</tr>
<tr>
<td>t0741369</td>
<td>ACH-3464278</td>
<td>11/01/2023</td>
<td>HAP 11/23 Taylor, Sarah 600 1 Street, #45, Sacramento, CA 95814</td>
<td>$121.00</td>
</tr>
</tbody>
</table>

**Total** $2,070.00

**Note:**
- A negative check amount, shown in (parentheses), represents an adjustment for the monthly period and tenant indicated in the Notes column.
## Tenants List

### All Current Tenants

<table>
<thead>
<tr>
<th>Tenant Code</th>
<th>First Name</th>
<th>Last Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
<th>Contract Rent</th>
<th>Your Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>t0987456</td>
<td>DONNA</td>
<td>SMITH</td>
<td>600 STREET, #12</td>
<td>SACRAMENTO</td>
<td>CA</td>
<td>95814</td>
<td>$1,200.00</td>
<td>{Owner}{Payee}{Noticee}</td>
</tr>
<tr>
<td>t0821485</td>
<td>BOBBY</td>
<td>BROWN</td>
<td>600 STREET, #52</td>
<td>SACRAMENTO</td>
<td>CA</td>
<td>95814</td>
<td>$1,200.00</td>
<td>{Owner}{Payee}{Noticee}</td>
</tr>
<tr>
<td>t0741369</td>
<td>SARAH</td>
<td>TAYLOR</td>
<td>600 STREET, #45</td>
<td>SACRAMENTO</td>
<td>CA</td>
<td>95814</td>
<td>$1,200.00</td>
<td>{Owner}{Payee}{Noticee}</td>
</tr>
<tr>
<td>t0865841</td>
<td>JOHN</td>
<td>DAVIS</td>
<td>600 STREET, #23</td>
<td>SACRAMENTO</td>
<td>CA</td>
<td>95814</td>
<td>$1,200.00</td>
<td>{Owner}{Payee}{Noticee}</td>
</tr>
</tbody>
</table>

### Note:

- **Owner**: An owner is the legal owner listed on the grant deed.
- **Payee**: A payee is the party identified by the owner to receive all housing assistant payments (HAP).
- **Noticee**: A notice is the party identified by the legal owner to receive all notices.
What Are the Requirements for Increasing Rent?

You must not be in the initial or one-year lease term. You may request a rental increase prior to the end of the lease term as long as the effective date is after the initial or one year lease term expiration date.

You must notify the Housing Authority of any changes in the amount of the rent to owner at least 60 days before any such changes may go into effect, and with the Housing Authority's approval.

Your request must include a RFTA supplemental form, which lists the unit amenities.

Your request must be approved by the Housing Authority as being Rent Reasonable.

What is Rent Reasonable?

The Housing Authority must determine whether the rent to owner is reasonable in comparison to rents for other comparable unassisted units. To make this determination, the following items are considered:

- The location, quality, size, unit type, and age of the rental property
- Any amenities, housing services, maintenance, and utilities provided and paid by the owner
- Other comparable rental properties’ verifiable contract rent, and market conditions

How Do I Submit My Request?

- Serve your tenant with a 60-day or 90-day notice of rental increase
- NOTE: If the requested rent is an increase greater than 10%, you must serve the tenant a 90-day notice. If the requested rent is an increase less than 10%, you must serve the tenant a 60-day notice.
- Click the button below to proceed to the Rent Change Form, then:
  - Upload a copy of the 60-day or 90-day notice
  - Upload a copy of the Tenancy Approval (RFTA) Supplemental Form List of Unit Amenities
  - Upload a copy of the Rent Roll if you are a multi-family owner

After we have processed your request, both the owner and tenant will be mailed a notice of approval or denial. If approved, a Subsidy Adjustment Notice will be mailed. The notice will list the effective date of the new contract rent, the new tenant rent amount, and the amount of the Housing Assistance payment (HAP) the Housing Authority will pay.

Proceed to Rent Change Form
DONNA SMITH
600 I Street, #12
Sacramento, CA 95814

Current Rental Information

Current Rent: $1,200.00

New Rent

Rent Amount

Effective Date: mm/dd/yyyy

Upload Documents

NOTE: For multi-family owners, please ensure to include a copy of your rent roll with all rent increase requests.

(Rquired)

RFTA Supplemental Form

Choose File
No file chosen

Download Blank RFTA Supplemental Form

NOTE: If the requested rent increase is greater than 10%, you must serve the tenant a 90-day notice. If the requested rent increase is less than 10%, you must serve the tenant a 60-day notice.

(Rquired)

60/90 Day Tenant Notice

Choose File
No file chosen

Rent Roll File

Choose File
No file chosen

Submit Rent Change Form
## 1099 List

<table>
<thead>
<tr>
<th>TaxYear</th>
<th>View 1099</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022</td>
<td>PDF</td>
</tr>
<tr>
<td>2021</td>
<td>PDF</td>
</tr>
<tr>
<td>2020</td>
<td>PDF</td>
</tr>
<tr>
<td>2019</td>
<td>PDF</td>
</tr>
</tbody>
</table>
# Inspections

### Inspections Sorted By: Tenant Name

<table>
<thead>
<tr>
<th>Tenant Code</th>
<th>Tenant Name</th>
<th>Tenant Address</th>
<th>Inspection Type</th>
<th>Inspection Date</th>
<th>Inspection Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>t0987456</td>
<td>DONNA SMITH</td>
<td>600 I STREET, #12, SACRAMENTO CA 95814</td>
<td>Reinspection</td>
<td>Mon, Oct 2, 2023</td>
<td>Pass</td>
</tr>
<tr>
<td>t0821485</td>
<td>BOBBY BROWN</td>
<td>600 I STREET, #52, SACRAMENTO CA 95814</td>
<td>Reinspection</td>
<td>Wed, Nov 29, 2023</td>
<td>Pass</td>
</tr>
<tr>
<td>t0741369</td>
<td>SARAH TAYLOR</td>
<td>600 I STREET, #45, SACRAMENTO CA 95814</td>
<td>Reinspection</td>
<td>Tues, October 25, 2022</td>
<td>Inconclusive</td>
</tr>
<tr>
<td>t0865841</td>
<td>JOHN DAVIS</td>
<td>600 I STREET, #23, SACRAMENTO CA 95814</td>
<td>Annual</td>
<td>Mon, Jun 19, 2023</td>
<td>Pass</td>
</tr>
</tbody>
</table>

### Note:

An Inconclusive inspections is noted for an inspection:
- any time an inspector is unable to gain access (because of a locked gate, gated complex, etc.)
- if a tenant refuses entry
- if there is no one over age 18
- on the 2nd failed attempt at entry
Inspection Details

Inspection Status: Inconclusive

Tenant Address 600 I Street, #45, Sacramento, CA 95814
Tenant Code T0741369
Tenant Name SARAH TAYLOR

Last Inspection Reinspection - Oct 25 2022 11:19AM (Inconclusive)
Next Inspection

Note:
For abatements:
1. Contract will be terminated on the first day of the month after the 30th day of abatement, unless all items are fixed and a reinspection is requested prior to the 30th day of abatement
2. To schedule a reinspection on an abated unit, please email the request to hcvabatements@shra.org
3. Reinspection will not be scheduled if the request comes in after the 30th day of abatement
4. Housing Assistance Payments (HAP) are stopped during the abatement period and are not refundable. Payments will be restarted from the inspection pass date. No recoupment can be issued for the abated time.
Help Desk

Enter Information - please be specific

Category
----- Select Category -----

Question
----- Select SubCategory -----

Create Ticket
Contact Info

SHRA Contact and Location Information

Office Hours
- Monday - Thursday: 8:00 am - 5:00 pm

Call Center Hours
- Monday - Friday: 8:00 am - 4:30 pm

Address
- 630 I Street, Sacramento, CA 95814
- Directions to HCV

Phone Number
- Main:
  - 916.440.1390

More Information
- For information useful to HCV landlords, click here
- For HCV Frequently Asked Questions, click here
Virtual Office Hours

Landlords can now join in to speak with our Landlord Liaisons for assistance on any issues or questions they may have as housing providers working with SHRA.

• Tuesday Landlord Drop-in Hours 8:30am to 11:30am
• Thursday Landlord Drop-in Hours 1:00pm to 3:00pm

Zoom links on the website

www.shra.org
Upcoming Workshops

• Payment Standards and Affordability Calculator  
  Friday, December 8, 2023, at 11:30am  
  https://shra-org.zoom.us/webinar/register/WN_p0wJwaGxSoWZ_YGH7A8dpq

• Finding Housing Using Your Voucher  
  Monday, December 11, 2023, at 2:30pm  
  https://shra-org.zoom.us/meeting/register/tZcldOyopj8tG9CGqKEcgkoBR6v0SwrSE0wl#\://registration

• Owner Orientation  
  Wednesday, December 13, 2023, 2:30 p.m.  
  https://shra-org.zoom.us/meeting/register/tZAteihqzgjH9z9Cv508taa2PAAnzZzuHoo#/registration
Thank you for attending SHRA’s Landlord Guide to Success.