

# PHA's Housing Choice Voucher Programs



# HCV: BRINGING TOGETHER OWNERS AND TENANTS

Today's Presentation is designed to provide a brief overview of the Philadelphia Housing Authority's Housing Choice Voucher (HCV) program.

Owners are an essential partner with PHA in providing quality affordable housing to families with children, seniors and people with disabilities in Philadelphia's private rental market.

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# HCV Program Statistics



PHA's HCV Program currently provides rental assistance to over **20,000** individuals and families in the City of Philadelphia through our voucher programs

- Over **5,500** private owners and property managers now participate in the program.
- PHA pays over **\$14 million** each month to participating owners in the program in Philadelphia in rental payments

# HCV Program Overview

HCV is a federal government program for assisting income-eligible households in the private rental market.

- A housing subsidy is paid to the landlord/owner directly by PHA on behalf of the participating voucher family.
- The tenant pays a portion of the rent to the owner directly based on their household income.

# The Voucher

## The Voucher

The voucher issued by PHA is the family's authorization to search for housing. It specifies the unit size for which the family qualifies, and includes both the date of voucher issuance and date of expiration. The voucher provides evidence that PHA has determined the family to be eligible for the program, and that the PHA expects to have funds available to subsidize the family if the family finds an approvable unit.

## Unit size

The authorized voucher size provides a framework for PHA to determine the subsidy to be paid on behalf of the family. For instance, a family with a two-bedroom voucher may choose to lease a three-bedroom unit if the rent for the unit, including PHA's allowance for tenant paid utilities, is determined to be affordable.

# Why Should an Owner Participate in HCV?

The HCV program offers incentives to private owners to rent to lower-income families by:

- Guaranteed rent paid directly by PHA
- A pool of prospective renters to minimize vacancies
- Screening flexibility
- A streamlined leasing process to minimize vacancy losses

# PAIRING VALUES WITH INVESTMENTS

PHA's HCV program can offer similar rent values to those collected from free market rental agreements.

By pledging a certain percentage of units to lower-income families/individuals through HCV, owners, property managers and developers can ensure the Philadelphia rental market remains AFFORDABLE



# Fair Market Rent

PHA announced our new Small Area Fair Market (SAFMR) Zip Code payment standard schedule effective **October 1, 2023!**

- The SAFMR payment standards have increased an average of **30%** across all zip codes!
- While all rents offered by PHA for new HCV units are still subject to a review of comparable rents in the private rental market, the increased payment standards will allow PHA to offer rents more comparable to the current market conditions.



# New SAFMR Payment Standard Rent Schedule



HUD published new Fair Market Rents (FMR) in August 2023 and PHA established a new Small Area FMR rent schedule that increased the payment standards an average of **30%** across all zip codes in Philadelphia.

The new schedule has been shared across our landlord network and we've already seen increased interest in the HCV program with substantial increases in owners attending our briefings and the submission of new owner applications.

PHA Payment Standard Schedule effective October 1, 2023 Payment Standards

SAFMR Group	Type	SRO	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	6 BR	7 BR	8 BR
1	Basic Rents	\$828	\$1,104	\$1,236	\$1,476	\$1,788	\$2,064	\$2,373	\$2,683	\$2,992	\$3,302
2	Traditional Rents	\$990	\$1,320	\$1,476	\$1,764	\$2,136	\$2,460	\$2,829	\$3,198	\$3,567	\$3,936
3	Mid Range Rents	\$1,197	\$1,596	\$1,776	\$2,124	\$2,568	\$2,964	\$3,408	\$3,853	\$4,297	\$4,742
4	Opportunity Rents	\$1,449	\$1,932	\$2,160	\$2,580	\$3,120	\$3,600	\$4,140	\$4,680	\$5,220	\$5,760
5	High Opportunity Rents	\$1,584	\$2,112	\$2,352	\$2,820	\$3,408	\$3,936	\$4,526	\$5,116	\$5,707	\$6,297

Group 1	Group 2		Group 3	Group 4	Group 5
19120	19101	19131	19125	19118	19102
19124	19104	19135	19128	19127	19103
19126	19105	19137	19129	19146	19106
19132	19109	19138	19153	19147	19107
19133	19110	19144	19154		19123
19134	19111	19145			19130
19136	19112	19148			
19139	19114	19149			
19140	19115	19150			
19141	19116	19152			
19142	19119				
19143	19121				
19151	19122				

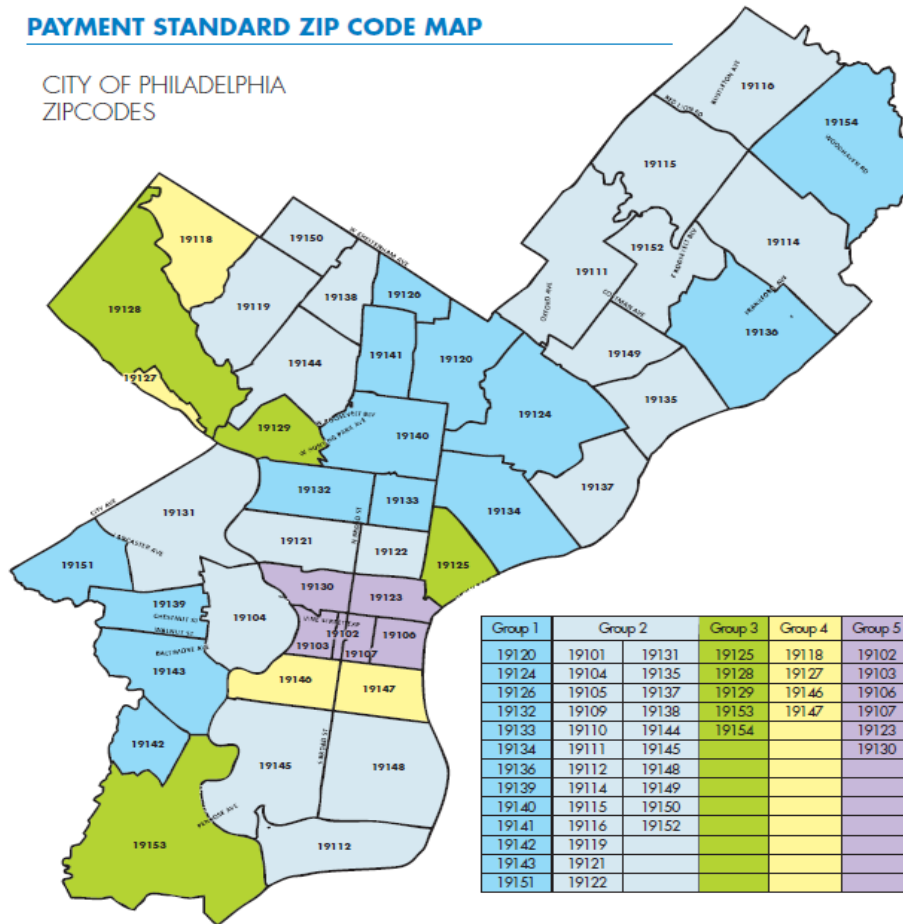


# Fair Market Rent Schedule

[www.pha.phila.gov](http://www.pha.phila.gov)

## PAYMENT STANDARD ZIP CODE MAP

CITY OF PHILADELPHIA  
ZIPCODES



# HOW TO BECOME AN HCV LANDLORD

## Step 1:

Owner Certification Class (Online)

Tuesday Mornings 10am to 1pm

[PHA's HCV Owner Training Certification Tickets | Eventbrite](#)

## Step 2:

Set up PHA Owner Portal <https://pha.hcvportal.org> & submit the **New Owner Application** and required owner documents.

# HOW TO BECOME AN HCV LANDLORD

## Step 3:

PHA will create your Owner Account and ID to provide full access to the Owner Portal

## Step 4:

Advertise your available unit(s) on our partner website [www.affordablehousing.com](http://www.affordablehousing.com)

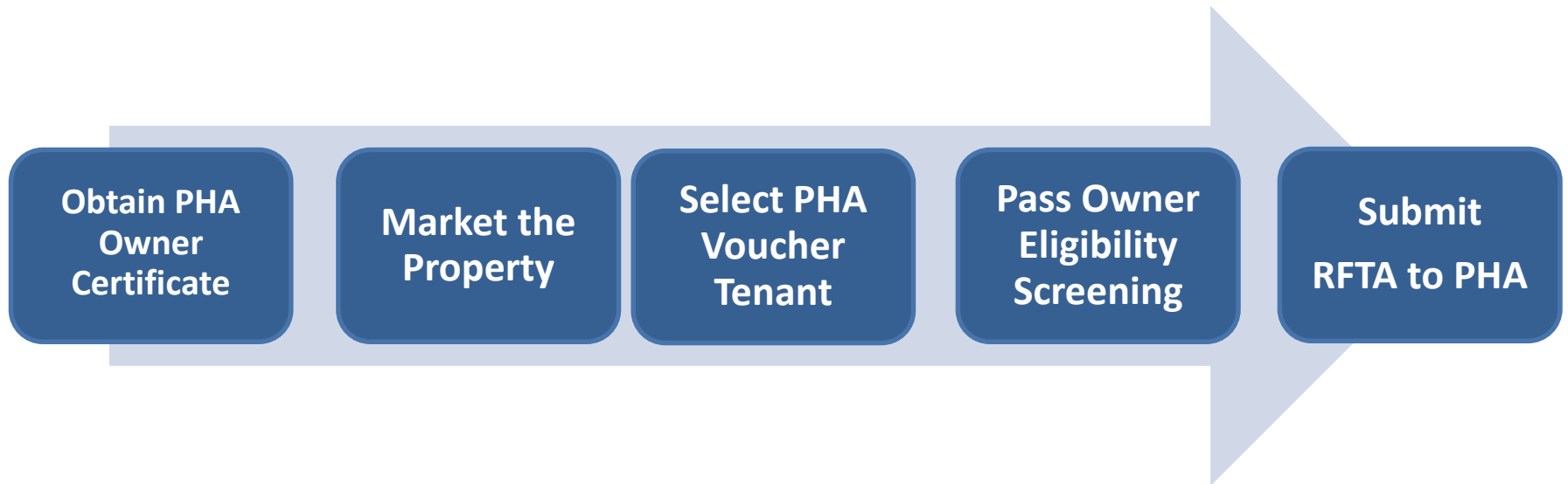
## Step 5:

Locate prospective HCV tenants and start submitting Request for Tenancy Approvals (RFTA) through the PHA Owner Portal to start the leasing process to start rental payments



# Ten (10) Steps to Success for Renting Units in PHA's HCV Program

The following section of the Training provides information on the steps which must be followed to register as an HCV owner, lease program units and maintain ongoing owner responsibilities.



# Ten (10) Steps to Success for Renting Units in PHA's HCV Program

PHA Inspects  
the Unit

Accept PHA's  
Rent offer

Sign PHA HAP  
Contract &  
Execute Lease

Collect HAP  
and Tenant  
Rent Portion

Manage  
Property &  
Enforce Lease

# Owner Portal

The Portal provides owners access to complete all of their HCV transactions online:

- PHA Owner News
- PHA Payment Ledgers
- Update Contact Info
- Track New Moves
- Online Document Submissions
- Owner Resources
- Inspection Results & Photos
- Submit Photos of Repairs

Housing Choice Voucher Program

## Owner Portal

Welcome, please log in.

Email Address

Password

Remember me?

[Forgot your password?](#)

Log In

New to the Housing Choice Voucher Program?

New HCV Owners can Sign up for the Owner Portal to gain full access to the benefits below!



# Moves Tracker

- PHA's Owner Portal provides step by step Move Tracker of the HCV Leasing Process with expected timeframes for each step through the signing of the HAP Contract.

Owners receive automated messages for each step and can also message PHA throughout the process with any concerns.

Housing Choice Voucher Program

## Owner Portal



Site Search



Home My Account ▾ Inspections ▾ Finance ▾ Moves ▾ Resources Site Management

Log Out

### QUICK LINKS

- Inspection Appointments
- Sign My Contract
- Moves Tracker
- Inspection Results

## Moves Tracker



# SIGNING BONUS : \$1000

Landlords who participate in HCV's Housing Opportunity Program (HOP) and successfully rent a unit to an HCV participant in a qualified opportunity area are eligible to receive a \$1,000 signing bonus.

To find out if your available unit is located in an Opportunity area, please email the HOP team at [hcvmobility@pha.phila.gov](mailto:hcvmobility@pha.phila.gov)



# Owner Assurance Fund

The Owner Assurance Fund was designed to protect property owners from unexpected damages in excess of normal wear and tear.

PHA will reimburse property owners who participate in the HCV program up to **\$2,500** to help cover repair expenses net of any security deposit that was withheld for damages.



# Leased Housing Owner Customer Service

## Owner Briefings

- PHA's Housing Choice Voucher Program offers free in-person Owner Briefing Sessions every Wednesday at 5pm at PHA Headquarters.
- This is an opportunity for Owners and Property managers to learn how to join the HCV program and the great benefit it can provide to a real estate portfolio.

## Owner Office Hours

HCV now has walk-in office hours for Owners and Property Managers **Wednesdays from 2pm-5pm** During these hours Owner Services staff are available to provide assistance with the following:

- New Owner Application Reviews
- Owner Portal Walk Through
- Uploading HAP Contracts
- Payment Questions
- Inspection Questions
- Review HCV Tenant Concerns

# Inspection Improvements

HCV continues our owner retention efforts with the enhancement of technology to reduce owner barriers to participants:

- **New Inspection Timeframes:** HCV provides (2 hour) time windows and automated reminders for scheduled inspections via email and phone.
- **Photos of Repairs:** HCV Inspectors are now required to take photos to remove the ambiguity of any violations cited.
- **Self Service-Inspection Options:** Owners can request re-inspections and extension requests through the Owner Portal and photos of completed repairs can now be submitted through our new Self-Certification option.
- **Pre-Inspections:** Pre-inspections drastically reduce the leasing time frame for owners as they can have their unit inspected while they are selecting or conducting background checks on potential voucher tenants.

# Client Liaisons -Housing Navigation



## Point of Contact

- Client Liaisons are introduced to new voucher holders at voucher briefings and their contact information is provided.
- All new voucher holders are contacted within 30 to 60 days to check-in on their housing search.



## Coordination with HCV Owners

- Connections with shopping voucher holders and owners are made virtually or at HCV housing fairs.
- Lists of upcoming available HCV units are also provided.
- Use of [Affordablehousing.com](https://www.affordablehousing.com) encouraged.
- In person Housing Fairs at PHA headquarters are held semi-monthly.



## Weekly Housing Search Workshops

- Individualized housing navigation assistance.
- Affordablehousing.com demonstrations provided as well as overview of other rental listing websites.

## Owner Services Team

Owners who participate in the HCV Program have a dedicated team of PHA employees who can assist with navigating through the program's processes.

Owners can contact the Owner Services team by email at [hcvlandlords@pha.phila.gov](mailto:hcvlandlords@pha.phila.gov) who respond generally the same business day.

Owners interested in the Housing Opportunity program can contact [hopmobility@pha.phila.gov](mailto:hopmobility@pha.phila.gov) or call 215-684-4050

## Owner Liaison

PHA's Owner Liaison duties focus on assisting owners with escalated concerns from participating HCV owners.

[Sharon.Robinson@pha.phila.gov](mailto:Sharon.Robinson@pha.phila.gov) or call (215) 684-3875.

General Customer Service - 215-684-4300

# Questions and Answers

