

# Landlord Briefing

City of Mesa Housing Authority

*January 2016*

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the frame, creating a modern, layered effect. The central area is a plain white space where the text is located.

WELCOME

# Agenda

- *Partner Portal*
- *HQS Inspections*
- *Fair Housing*
- *VASH Landlord Outreach*

# Partner Portal: *Online Access*

- ▶ Partner Portal Highlights:

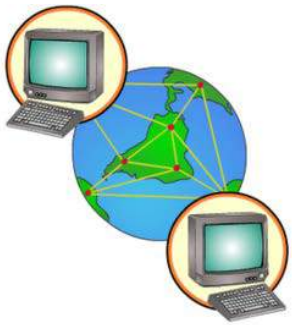
- ▶ Immediate access to your information (updated nightly)

- ▶ Properties

- ▶ Families

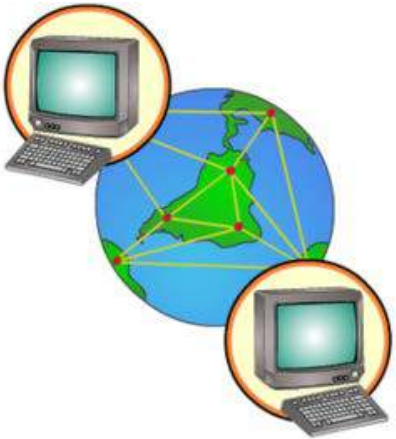
- ▶ Payment information (direct deposit, payment holds, new portions of rent)

- ▶ Reports can be created from data



# Partner Portal: *Online Access*

- ▶ Partner Portal Highlights (cont.):
  - ▶ Inspections - scheduled, results, failed items, abatements
  - ▶ General Announcements
  - ▶ Newsletter
  - ▶ Forms



# Partner Portal: *Online Access*

- ▶ NOTIFICATIONS - Auto Generated (mid-January 2016)
  - ▶ HAP payments - monthly and changes
  - ▶ Inspections
  - ▶ Email address of the HAP payee will get the notifications.



# Partner Portal: *Online Access*

## ▶ What will be eliminated

### ▶ Mailings:

**ELIMINATED**



- ▶ Scheduled inspections and results letters
- ▶ Direct Deposit Statements
- ▶ Quarterly Newsletter
- ▶ Changes to rent portions

# Partner Portal

## MY PAYMENTS

- Clicking on “My Payments”, will give you access to all the payments that MHA has made to you.

**AnyTownPHA Partner Portal**

Welcome Sam Smith (AG10063) to Partner Portal

Available Housing Change Password Change Email Log Out

**HCV Landlord** My Payments

My Families  
My Units  
My Payments  
Direct Deposit  
Statements  
My 1099s  
My S8 AR Transfers  
My Profile  
Setup Direct Deposit  
Holds & Abatements  
Reports  
Communications  
- Announcements  
- Forms  
- Requests  
- Notifications

Online Video Help

### My Payments

#### Checks

Check/DD #:  Go Unit: All

Check Date: 8/1/2012 to 5/8/2015 Go

Payment Group All

Check/DD #	Unit	Resident	Amount	Description	Payment Group	Check Date
▼ Check/DD #: 0; Check Date: 07/01/13; Total Amount: \$1,408.00						
0	555 Smithson Street	Kaelyn Rose	\$396.00	7/2013 HAP for Kaelyn Rose	Default Payment Group	07/01/13
0	2320 Teel Ave	Donald C Duck	\$234.00	7/2013 HAP for Donald C Duck	Default Payment Group	07/01/13
0	346 Kent Street	Jamie Glenn	\$778.00	7/2013 HAP for Jamie Glenn	Default Payment Group	07/01/13

Home | Privacy Statement | Disclaimer | Using Our Site | About Us | Phone Directory | Contact Us  
© 2009 AnyTown PHA. All rights reserved.



# Partner Portal

## My Units

- When you click on “My Units”, you can view your properties.

**AnyTownPHA Partner Portal**  
 Welcome Sam Smith (AG100063) to Partner Portal  
 Available Housing Change Password Change Email Log Out

**HCV Landlord**

- My Families
- My Units
- My Payments
- Direct Deposit
- Statements
- My 1099s
- My S8 AR Transfers
- My Profile
- Setup Direct Deposit
- Holdings & Abatements
- Reports
- Communications
  - Announcements
  - Forms
  - Requests
  - Notifications
- Online Video Help

**Units**

HCV Units Non HCV Units RFTA Units

HCV Units

Unit: All

	Street	Suite#	City	State	Zip	Currently Housing Family	Is Available	Next Inspection
🔍	2320 Teel Ave		Anchorage	AK	99502	Yes	No	
🔍	555 Smithson Street		Anchorage	AK	99502	Yes	No	
🔍	4587 Wayne Road		Petoskey	MI	49770	Yes	No	
🔍	346 Kent Street		Petoskey	MI	49770	Yes	No	
🔍	5644 Swift Street		Petoskey	MI	49770	Yes	No	05/21/15
🔍	146 First Street		Petoskey	MI	49770	Yes	No	

Sam Smith (AG100063) to Partner Portal  
 Available Housing Change Password Change Email Log Out

**HCV Unit**

Unit	Most Recent Inspection	Family
Street 2320 Teel Ave	Date 11/19/14	Last Name Duck
Suite	Type Annual	First Name Donald
City Anchorage	Result Pass	HAP \$234.00
State AK	Inspector Name HCV Manager	
ZIP 99502	Notes	
Bedrooms 2		
Abated No		
Abated Date		
Sleeping Rooms		
Full Bathrooms 1		
Half Bathrooms 0		
Contract Rent \$550.00		

**Upcoming Inspections**

Date	Type	Inspector
04/22/15	Annual	HCV Manager

K < 1 > X Page size: 10 1 items in 1 pages

**Past 6 Months of Inspections**

Date	Type	Inspector	Notes
------	------	-----------	-------

# *Partner Portal*

## View Payment Holds or Abatements

- **“Holds and Abatements”** will show you a listing:
  - Payment holds that have been placed on your account
  - Abatement of payments due to a final fail inspection.

# Partner Portal Families

Clicking on “Families”, will display all the families that are currently renting from you.

**AnyTownPHA Partner Portal**  
 Welcome Sam Smith (AG10063) to Partner Portal  
 Available Housing Change Password Change Email Log Out

**HCV Landlord** | **Family**

- [My Families](#)
- [My Units](#)
- [My Payments](#)
- [Direct Deposit](#)
- [Statements](#)
- [My 1099s](#)
- [My S8 AR Transfers](#)
- [My Profile](#)
- [Setup Direct Deposit](#)
- [Holds & Abatements](#)
- [Reports](#)
- Communications
  - Announcements
  - Forms
  - Requests
  - Notifications

[Online Video Help](#)

Family		Unit Address	Unit Characteristics
Last Name	Smith	Street	5644 Swift Street
First Name	Sally	Suite	
HAP	\$300.00	City	Petoskey
Next Re-exam Date	4/1/2014	State	MI
Move-in Date	4/20/2013	ZIP	49770
HoH EntityID	AG100108		

**Tenant Advisor**

Full Name: Suzie Queu  
 Email:  
 Phone:

Family			
Last Name	First Name	Age	Relation
Smith	Sally	29	Head
Smith	Susan	10	Other Youth Under 18

Page size: 10 | 2 items in 1 page

# *Partner Portal*

- **My Profile** is the detail of who you are

# *Partner Portal* Communications

- **“Communications”** is an area where Mesa Housing can advise you of upcoming meetings or any other announcements they may have.

## *Partner Portal*

- ⊗ 1099 MISC form for taxes will be provided to you by the City finance department; 1099 data will not be found in the Partner Portal*

# *Partner Portal* Forms

- **Owner address change form**
- **Owner change form**
- **Direct Deposit Form**
- **Rent Increase Form**

# *Partner Portal Login*

- Initial Log-in should be the Owner or Property Management who receives the HAP payment.
- Additional Log-ins for property
  - Same Tax ID, new login, password and email



# *Partner Portal Login - Property Management*

- Property Management who manages more than one owner's property
- Contact MHA to create login
  - We will link properties to you

# Partner Portal: Get Started!

► Go to  
<https://mesa.partnerinhousing.com>

and click [Create an Account](#)

Partner Portal

**mesa·az** Log In

**LOG IN**

Log In

User Name:

Password:

Log In

[Create an Account](#)

[Forgot your password?](#)

**MESSAGES**

Happy Thanksgiving!

## Partner Portal

- ▶ Enter your **tax ID**  
(same tax ID currently  
on file for HAP)
- ▶ Then follow screen prompts  
to create your **User Name**  
and **Password**, and provide  
your email address

### Landlord OR Other PHA


\*

Please enter in the format of xxx-xx-xxxx or xx-xxxxxxxx

Tax ID  \* Confirm your Tax ID

Please confirm using the same format

**Only Housing Choice Voucher (Section 8) landlords already registered with the Housing Agency will be able to register as full users.**

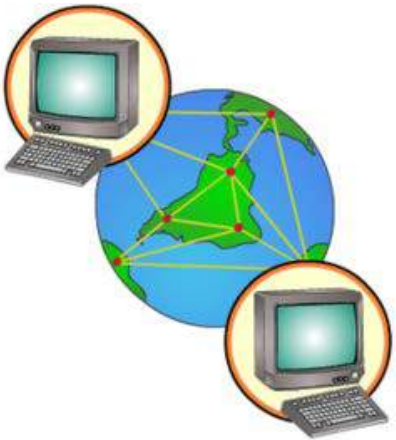


[Get Audio Code](#)

Type the code from the image

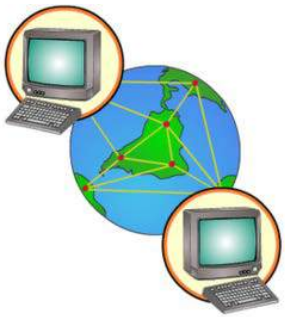
# What's NEW

- ▶ Landlord Webpage [www.mesaaz.gov/housing](http://www.mesaaz.gov/housing)
- ▶ Forms - new fillable forms
- ▶ Handbooks
- ▶ Misc. resources



# Whats NEW

- ▶ Landlord email [section8landlords@mesaaz.gov](mailto:section8landlords@mesaaz.gov) :
  - ▶ Rent increases (new form - 60-day notice)
  - ▶ Landlord changes or updates
- ▶ Rent portion changes
  - ▶ Temporarily will be emailed to Landlord/Owner
- ▶ Phone Tree



# Contacting Staff

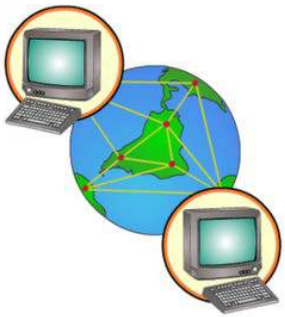
## ▶ Preferred Method of Contact

(visit the website for contact information)

▶ Email

▶ Fax

▶ Phone



# Partner Portal

Questions?

# HQS Inspections

Kevin Woods, HQS Inspector



## HQS Inspections:

- ▶ Contract with HOM Inc for some inspections
- ▶ Biennial Inspections - transition
- ▶ MOLD requirement changes
- ▶ Reminder - Landlord responsible for unit

# HQS Inspections:

## *Initial Inspections*

- ▶ All utilities MUST be on
- ▶ Vacant unit
- ▶ Inspection will be scheduled with landlord/owner
  - ▶ Not tenant unless leasing in place
- ▶ Good Place to Live (online)

# HQS Inspections:

## *Common failed items*

- ▶ Smoke Alarm - no battery
- ▶ Electric outlets - wired backwards, non-working, non-grounded
- ▶ Hot Water Heater - T&P valve
- ▶ Appliances working
- ▶ Windows - open, close and lock

\*\*Complete your inspection before the HQS inspection

HQS Inspections

Questions?

# Fair Housing Overview

Dennis Newburn,

Community Revitalization Coordinator

# What is Fair Housing?

- ▶ Fair Housing is a right - not just a privilege
- ▶ Fair Housing is the law - not just an idea
- ▶ Fair Housing is no longer only an issue of color or race; it also includes issues such as the presence of children in a household, disability, gender, sexual orientation

# Fair Housing Law

There are a number of laws concerning discrimination in housing. While the Fair Housing Act is the law most frequently cited, the federal government has a number of laws and executive orders addressing the issue.

Generally speaking there are four basic components to any complaint of illegal housing discrimination:

- 1) A protected class that is covered by the law, and
- 2) A discriminatory act or practice that is covered by the law, and
- 3) The most recent discriminatory act occurred within one year that the formal complaint was initiated, and
- 4) The complaint involves a kind of housing covered by the law(s)

# The Fair Housing Act and Related Acts

- ▶ Title VIII of the Civil Rights Act of 1968
- ▶ Title VIII Civil Rights Act of 1968 - 1988/89 (Amendments)
- ▶ Section 504 of the Rehabilitation Act of 1973
- ▶ Architectural Barriers Act of 1975
- ▶ HCD Act of 1974, as amended
- ▶ Title VI of the Civil Rights Act of 1964 - Public Accommodations and Limited English Proficiency (LEP)
- ▶ Executive Order 11063
- ▶ Arizona State Law



# Important

- ▶ Fair housing law bans communities from denying housing to anyone—or discriminating against them in the terms, conditions, or privileges of residency—based on any of these protected characteristics:
  - ▶ Race, color, religion, sex, familial status, national origin, disability

# Examples of Discrimination

- ▶ Application Denials
- ▶ Rejecting an applicant because he or she has a disability, even though the disability would not keep him or her from following the lease
- ▶ Saying "no kids," but it is not a seniors-only building or another exempted property
- ▶ A consumer's mortgage application is never processed because of his religion

# Examples of Discrimination (continued)

- ▶ Maintenance makes repairs for white tenants before tenants of color
- ▶ The manager punishes lease violations more strictly if they are caused by children
- ▶ Denying a request to make a simple change in the rules to let a person with a disability live there successfully... allowing a companion animal
- ▶ A real estate agent who only shows condos in certain neighborhoods based on the buyer's race or ethnicity when there are other units available

# Examples of Discrimination (continued)

- ▶ Maintenance professional pressures a tenant to date her or him, and lets themselves into her apartment
- ▶ An onsite security guard treats certain visitors differently, because they are Native American
- ▶ Neighbors try to force a homeowner out of the neighborhood with racial insults or threats
- ▶ Different treatment

# But I didn't mean to discriminate

- ▶ Housing discrimination does not need to be intentional to be illegal;
  - ▶ If the effect of your words, advertisements or actions has a discriminatory effect based on a protected class, they may be illegal
- ▶ If the effect of a rule, practice or procedure of yours disproportionately impacts one or more protected classes, it is illegal

# Possible Remedies

- ▶ Victims of discrimination may be compensated in several ways. They may be able to get the housing they wanted or similar housing may be made available. In some cases, a cash payment can be made to reimburse for expenses caused by having to find other housing and for damages such as pain and distress

# Possible Remedies

- ▶ If you win a federal civil court lawsuit, the law may also allow you to receive punitive damages
- ▶ Those found guilty of discrimination may be assigned penalties and given direction on how to change their way of doing business

# Advertising & Fair Housing

- ▶ With a few exceptions, advertisements for sale or rental housing may not express preferences or limitations even if the property is exempt from housing discrimination laws. In general, advertisements which use explicit words which refer or relate to protected classes in connection with describing the dwelling, landlord, tenants, or neighborhood will be found to violate the law

The three most common exemptions involve qualified 1) senior housing, 2) shared housing, and 3) affirmative marketing.

Advertisements for the sale or rental of dwellings qualifying as housing for older persons (55 or 62 depending on the designation) may indicate a limitation based on age only



# Reasonable Accommodations/Modifications

- ▶ The Federal Fair Housing Act (FHA) require that housing providers make reasonable changes to the property (modification) or change in rules, policies, practices or services (accommodations)
- ▶ The goal is to enable a person with a disability to have an equal opportunity to use and enjoy a dwelling unit and the common areas in a housing complex

# Reasonable Accommodations/Modifications

- ▶ When asking for a reasonable accommodation/modification there should be a link or “nexus” between the disability and the request. The person requesting the accommodation should be prepared to independently demonstrate that he or she has a disability, but need not disclose a diagnosis or provide a full medical history

# Are any housing providers exempt from the Fair Housing Act?

- ▶ He or she owns 3 or less single family houses
- ▶ The dwelling is sold or rented without the use of a real estate broker or agent
- ▶ There has been no violation of Section 804 of the Act (discriminatory statement/advertising)

# What is Fair Housing?

- ▶ Fair Housing is a right - not just a privilege
- ▶ Fair Housing is the law - not just an idea
- ▶ Fair Housing is no longer only an issue of color or race; it also includes issues such as the presence of children in a household, disability, gender, sexual orientation

# Veterans Affairs Supportive Housing (VASH)

Liz Morales

Housing and Community Development Director

# Ending Veteran Homelessness

- ▶ 13% homeless population have served in the military
- ▶ Goal to end Veteran Homelessness by December 2015
- ▶ Rental units are limited and in great demand

# What is HUD-VASH?

- ▶ Federal Partnership between the VA and HUD
- ▶ Housing Assistance (Voucher) + VA Case Management

# Benefits for Landlords

- ▶ Guarantee income
- ▶ Set your own security deposits
- ▶ Annual property inspections
- ▶ Benefit of VA services
- ▶ A chance to honor those who have  
SERVED



# VASH Program

Please consider adding your unit to the list  
**“Veteran-Friendly Landlords”**

Thank you

# VASH Program

<https://vimeo.com/144505787>

Thank you for participating!

