
HP NEWS

CHA's Newsletter for Housing Providers - 4th Quarter

Rent Payments and Deposits

Payments are scheduled for the first of each month but are deposited after we have received confirmation from our bank that HUD has made the deposit, into our account which is generally on the first business day of the month. In some cases, that might be on the 2nd or 3rd of the month. Rent deposits are made to housing providers within 24 business hours of CHA's receipt of funds.



Holiday Notice

Please note that due to the federally observed New Year Holiday, January payments will be **deposited on January 5th, 2017.**



5 Great Tips For Housing Providers!

Many first time housing providers get an excellent education in the school of hard knocks. At the Charlotte Housing Authority (CHA), we want our housing provider partners to be successful, below are some tips that may help you to avoid common pitfalls when becoming a housing provider.

1) Make Collecting Rent a Priority.

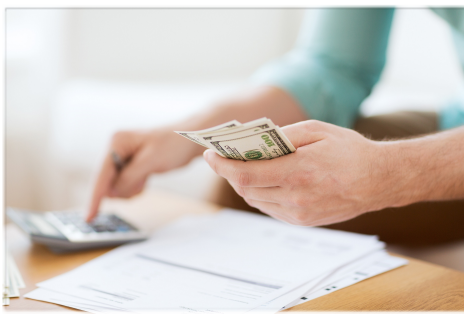
Chances are you are renting your property to create revenue. Some housing providers are not aggressive in pursuing rent and late charges. While it's a good idea to work with people who generally need help, assuming they are communicating with you, but if your tenants just stop paying rent and ignoring your calls or texts, you need to start eviction proceedings. Otherwise, you could be six months behind on rent before you know it, which makes this probably the most important of all the housing provider tips.

CHA Q&A

You've got questions, we've got answers. What you have asked CHA in the last 30 days and more.

The resident is still in the unit, why didn't I get paid?

There could be several reasons why payment was placed on hold. The most frequent reason is once CHA is notified the participant was given or gave notice to vacate, the housing specialist put the payment on hold for the effective date to vacate.



If the participant and/or housing provider does not notify CHA that the participant is still in the unit when the agency process payments, the hold will remain.

Please notify the housing specialist by the 25th of the month in order for the payment to be released in a timely manner.

I have a vacancy, how can I get a housing choice voucher to lease it?

CHA refers participants to www.socialserve.com, www.gosection8.com and places

2) Collect Rent Online

In recent years, online rent payments have emerged as the ideal solution for housing providers and property managers to streamline their efforts, saving them both time and money. The basic premise is that rent money goes directly from a tenant's bank account to yours each month. It's quick to set up and designed to be automatic, so that you can spend more time doing the things you love, not tracking down the rent.

3) Be Organized

Perhaps one of the biggest mistakes housing providers make is that they aren't organized, and they don't keep proper records of revenue and expenses. There is nothing worse than scrambling in April to find receipts and figure out if your company owes taxes or not. If you have an LLC or S-Corp, this may be worse because you have to figure out how much profit your company made and the implications for your personal tax liability.

4) Get Help

Whether it's the phone number for a plumber, help dealing with a tough eviction, or just reassurance that you are doing the right (or wrong) thing, reach out to other housing providers for help. Housing providers love to "talk shop" so look for opportunities to open the conversation. Join CHA's Housing Provider Advisory Committee, attend our symposiums and build relationships that will help you become successful. For more information contact Gwen Isley at 704-353-1694 or email her at gisley@cha-nc.org.

5) Quality Product = Quality Tenants

While this isn't a hard and fast perfect rule, in general the quality of your tenant will depend largely on the quality of the home you are providing. This does not mean that you have to offer granite counters in your Section 8 rental – but providing a better-than-average home you will set a standard for the kind of tenant you attract and keep. As a housing provider, your product is not only the rental itself. Your business is part of the product, and the way you run your business will affect how your tenant views your product. Fix repairs promptly, maintain strict professionalism,

CHA Q&A cont.

rental information in the Resource Room. If you have a vacancy, please email the details to gisley@cha-nc.org.

I repaired my failed items after the abatement period and the tenant is still in the unit, will CHA pay me?

Once the HAP contract terminates, the agency is not able to pay the rental subsidy on the unit.

I failed an inspection for minor items and can't afford to wait two weeks for a re-inspection, what can be done about this?

A re-inspection can be scheduled before two weeks, by notifying the inspector of what day the unit will be ready. Also, it may be helpful to bring a maintenance technician along to the inspection so that minor items can be fixed while the inspector is completing the inspection.



stay organized. A successful housing provider is one who doesn't feel like pulling their hair out every time the phone rings. It's someone who actually looks forward to the beginning of the month when the rent checks start coming in. It's someone who runs a tight ship with systems that can handle the big waves that are bound to come.

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Are You Using CHA's Landlord Portal?

In early 2017, CHA will stop mailing out direct deposit statements. This information will be available by accessing your account on the Landlord Portal. If you have not already registered to use the portal please do so by creating your user account number that can be found on your statement on the link below:

<http://www.cha-nc.org/business/landlord-portal>

The portal will provide you answers to many of your questions. You will be able to: find out which specialist to contact regarding your tenant, view your payment history, and view inspection reports and abatements.

Here are some quick tips to help you navigate the portal:

- On the bottom of the webpage you will find a user's guide to the Landlord Portal.
- You will need your vendor number to complete your account activation .
- Your vendor number can be found on your most recent statement located in the Memo section.

**CHEERS TO A
HAPPY NEW YEAR!**