



Raleigh Housing Authority



LANDLORD BRIEFING

BENITA WILSON

INSPECTIONS MANAGER AND LANDLORD LIAISON

October 30, 2024
November 13, 2024
November 26, 2024
December 3, 2024

WELCOME VALUED PARTNERS!



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On behalf of our CEO, Ashley Lommers-Johnson and our Leased Housing Director, Priscilla Batts:

Welcome to the Leased Housing Department's Landlord Briefing!

My name is Benita Wilson. I am the HCV Inspections Manager and Landlord Liaison for the Leased Housing Department, and I will be your briefing facilitator.

- Raleigh Housing Authority has made some exciting (and challenging) improvements to how RHA operates. From updating our computer systems, to how we process the voucher paperwork, things have changed, and we want to share this with you.

GENERAL HOUSEKEEPING



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- If you are unable to remain for the entire briefing, **the PowerPoint presentation can be found on our website.**
- I will attempt to respond to all questions during the live session, however, if I am unable to do so, please:
 - Type your “general subject” question in the Zoom chat box. A Q&A page will be attached to the end of the presentation posted on the website with any questions answered offline. **We will send an email when it is available.**
- If you have questions that are specific to your property, please submit those directly to me by email at bwilson@rhanc.gov or leave me a message at 919-508-1130.

BRIEFING AGENDA



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- Agency Focus, Direction and Goals
- **NEW!** Online Platform – RentCafe Landlord Portal
- **NEW!** RFTA Process
- Small Area Fair Market Rents (SAFMR)
- **NEW!** Rent Reasonable System
- Rental Increase Process
- Leased Housing Staff Contacts



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AGENCY FOCUS, DIRECTION AND GOALS

THE “NEW” RALEIGH HOUSING AUTHORITY – STRATEGIC GOALS



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- 1) **Vibrant Communities:** Create access to and develop vibrant, economically diverse communities of high opportunity throughout our jurisdiction.
- 2) **Thriving Customers:** RHA customers will live in communities where they and their households have the opportunity to thrive.
- 3) **Organizational Health:** Continually maximize RHA’s Organizational Health to ensure RHA’s ability to thrive through challenges.
- 4) **Effective Partnerships:** RHA will pursue effective partnerships with a broad range of mission-aligned organizations
- 5) **Racial and Social Equity:** Pursue and promote racial and social equity in RHA’s Housing, Community, and Economic Development Efforts

THE “NEW” RALEIGH HOUSING AUTHORITY – CORE VALUES



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- 1) Respect
- 2) Customer Focus
- 3) Professionalism

Raleigh Housing Authority’s 2024 Strategic Plan lays out the organization’s strategy for improving the lives of employees and our customers, increasing affordable housing development, and reaching our goals for equitable, inclusive communities. The strategic goals put forth in the plan present our vision of what RHA hopes to accomplish, our objectives for how we will reach those goals, and the strategies for achieving success.



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YARDI SYSTEM- RENTCAFE

YARDI SYSTEM – LANDLORD PORTAL



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- RHA went “live” on April 1, 2024, Landlord Portal launched in June 2024
- Landlord Portal Benefits:
 - Access to update contact information
 - Access to ACH payment statements, *(also emailed)*
 - Access to inspection letters, *(still emailed currently)*
 - *Coming soon* - Access to Rent Adjustment letters
 - Provides safe way to upload verification and supporting documents containing personal information to LH staff
 - Offers greater access and control of your account, anytime of the day or night

If you have not yet registered for the portal, we encourage you to do so as soon as possible. Let me know if you need the email invitation resent.



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NEW RFTA PROCESS

REQUEST FOR TENANCY APPROVAL (RFTA) PACKETS PROCESS



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Once the RFTA packet is returned to the Leased Housing Department by the voucher holder, within **24 business hours** the following should occur:

1. The packet is reviewed for documents required from the voucher holder. If required documents are missing, the RFTA packet cannot be processed. The voucher holder is contacted and given one business day to submit the documents. If the documents are not received, the packet is returned to the voucher holder.
2. If packet is complete, the Eligibility or HCV Specialist will complete an affordability calculation to determine if the voucher holder can afford the rent you are requesting.
3. If the rent is affordable for the voucher holder, the RFTA and the Landlord Verification of Amenities form (NEW) are forwarded to Inspections where the rent reasonable calculation to be completed on the requested rent BEFORE an inspection is scheduled.

NEW RFTA PROCESS (CONTINUED)



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4. If the rent is reasonable, an inspection is scheduled, within 24 business hours. The inspection may occur before the date you entered on the RFTA. If the unit is not ready, let the inspector know, and it will be rescheduled for the date on the RFTA.

(NOTE: If the amenities stated are not present at the property, another rent reasonable calculation is required that could lower the HAP contract rent.)

5. If the rent is NOT reasonable, a *Request to Lower the HAP Contract Rent* letter containing the maximum rent reasonable payable by RHA is emailed to the landlord for a response to accept or decline the lower rent amount.
6. If the lower rent amount is declined, RHA is unable to execute a HAP contract for the higher rent, and the tenant is issued a new RFTA packet to find a different unit.

DO NOT MOVE THE VOUCHER HOLDER INTO THE UNIT.



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SMALL AREA FAIR MARKET RENTS (SAFMR)

SMALL AREA FAIR MARKET RENTS



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- As you have read in the October Landlord Newsletter, HUD is **requiring** RHA to use Small Area Fair Market Rents, effective 1/1/25.
- These rents compare the rental unit with unassisted units, possessing similar or the same amenities, advertised for rent within the rental unit's ZIP code.
- In the latter part of December 2024, RHA will post the **2025 Small Area Fair Market Rents** and the **2025 Utility Allowances** to our Section 8 Owner webpage.



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NEW RENT REASONABLE SYSTEM

AFFORDABLE HOUSING RENTWATCH SYSTEM



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- Additionally, RHA no longer uses our own rent reasonable database. We now use the **Affordable Housing RentWatch** system for rent reasonable determinations. This system currently pulls units within the same zip code for comparisons.
- The HCV inspectors enters the information for your unit and the RentWatch system pulls three (3) comparable units containing the same or similar amenities within ¼ mile increments for the comparison.



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RENTAL INCREASE PROCESS

RENT INCREASE PROCESS



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- Any change in a voucher holder's rent MUST be approved by RHA before the voucher holder is required to pay.
- Currently, the **Rental Increase Request form** is located on our website under **Section 8 Owners**.
- The form can be submitted at any time, once per year.
- The unit must be inspected, pass inspection, and the current and requested rents must be reasonable to be considered.
- RHA has sixty (60) business days from the date of receipt of the request to provide a response.
(Note – Rent increase request forms should be uploaded through the landlord portal for staff retrieval and processing, instead of email or fax.)



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LEASED HOUSING STAFF CONTACTS

LEASED HOUSING DEPARTMENT STAFF CONTACTS



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Eligibility Specialists: *(new voucher holder and port-in)*

- Tasheika Isler – tisler@rhanc.gov
- Tamaría Moore – tmoore@rhanc.gov

Manager:

- Daineill Grier – dgrier@rhanc.gov

LEASED HOUSING DEPARTMENT STAFF CONTACTS



Raleigh
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HCV Specialist: *(current voucher holder and relocations)*

- Adele Martinez (H, J) – amartinez@rhanc.gov
- Alicia Smith (C, W) – asmith@rhanc.gov
- Anisha Fermin (A, D, N) – afermin@rhanc.gov
- Brittany Daniels (B, R) – bdaniels@rhanc.gov
- Colin Crabtree (L, M, Q) – ccrabtree@rhanc.gov

Manager:

- Stephanie Beacham – sbeacham@rhanc.gov

LEASED HOUSING DEPARTMENT STAFF CONTACTS



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HCV Specialist: *(current voucher holder and relocations)*

- Anaviya Caudle (E, S, P) – acaudle@rhanc.gov
 - Temporary employee
- Krystyle Ortiz (F, G, O) – kortiz@rhanc.gov
- Timia Johnson (I, K, T, U, V, Y, Z) – tjohnson@rhanc.gov

Manager:

- Elizabeth Canady – ecanady@rhanc.gov

THANK YOU!



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**Thank you for your time
and attention today.**

*We look forward to continuing to grow in
business together.*

Have a wonderful day!



Raleigh Housing Authority

Benita Wilson

HCV Inspections Manager and Landlord Liaison

bwilson@rhanc.gov | www.rhaonline.com

900 Haynes Street, Raleigh, NC



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