



**Welcome  
from SHA!**



# Welcome from Seattle Housing Authority!

## Message from Alice Kimbowa, Director of Rental Assistance Programs

Welcome to the Housing Choice Voucher program! We are incredibly excited to partner with you to house Seattle's low-income families and meet the affordable housing crisis head on!

We want to assure you that this rental will largely be the same as any other, and for the parts that aren't we are here to help.

This packet contains a few documents walking you through the program:

- Landlord Journey* - Maps out the process from signing a lease to getting paid and more.
- Contact Points* - Easy ways to reach SHA for all your needs.
- Resource Referral* - Information on SHA services, landlord associations, etc.

Other questions will surely come up and when they do, we are ready to assist. The best place to start is with our Owner Liaison at 206-239-1672 or [landlordsupport@seattlehousing.org](mailto:landlordsupport@seattlehousing.org).

Thank you again for your partnership. We look forward to working with you now and in the future!

## About the HCV Program

HCV is the largest rental assistance program in the United States. Subsidized by the federal government, SHA administers the program in Seattle. At its core, it's a partnership between landlords and SHA to assist low-income households in renting private units they otherwise couldn't afford.

### How does the program work?

SHA issues vouchers to eligible households to rent units just as any unsubsidized renter would. Voucher participants pay 30-40% of their income toward rent and utilities. The remaining rent is paid by SHA directly to the landlord via Housing Assistance Payments (HAP).

### What is the role of the Seattle Housing Authority?

Along with our monthly rent portion, SHA inspects units to ensure they meet Housing Quality Standards and determines if proposed rents are affordable & reasonable.

### HCV benefits landlords!

- Guaranteed Rent* – SHA's portion will be sent each month without delay.
- Flexibility & Stability* – SHA adjusts its portion as household income changes to ensure you receive the full contract rent.
- Inspections by Certified Staff* – SHA inspections can be used in place of Seattle RRIO inspections.





# Housing Choice Voucher Landlord Journey

## List Unit



While applicants can find your unit on all the usual spots, like Craigslist, consider marketing directly to SHA voucher holders at [seattlehousing.org/listrental](http://seattlehousing.org/listrental).

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## Initiate a Lease

After you complete your tenant screening and select an SHA applicant, they will give you a Request for Tenancy Approval (RFTA) form. Complete this and return it to SHA.



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## Unit Inspection

After the RFTA is processed, SHA will contact you to schedule an inspection. Prepare the unit to be move-in ready (ask us for the most common reasons an inspection might fail).

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## Sign Lease & Get Paid

SHA's rent portion, or Housing Assistance Payment (HAP), is deposited automatically into your bank account each month. We must have a signed HAP contract and copy of the executed lease to release HAP.



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## Rent Increases

Contract rent increases must be submitted to SHA 60 days in advance of the effective date. Rent increases will only be approved once every 12 months and must be "rent reasonable".

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## Report Changes

Submit ownership or payment information changes to the Owner Liaison. If you enter a new lease or issue a notice to the tenant, send a copy to the tenant's Certification Specialist.

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## Annual Inspections

All subsidized units are subject to annual SHA inspection. SHA will notify you three weeks in advance. You are not required to attend.

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## Tenant Moving

If your tenant decides to move, list the unit again at [seattlehousing.org/listrental](http://seattlehousing.org/listrental).



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## Subsidy Ending

HCV works closely with participants to make sure they keep their subsidy as long as they need it. If they do not, we have a Housing Assurance Option in case there is a change in circumstances within the first year.



# Housing Choice Voucher Landlord Journey Contact Points

Wondering who to call or email? Refer to this table for the appropriate contact information.

 1. List Unit	Advertise your unit to SHA voucher holders at <a href="https://seattlehousing.org/listrental">seattlehousing.org/listrental</a> . Sign up for a Housing Provider Orientation to learn more about the program by emailing <a href="mailto:landlordsupport@seattlehousing.org">landlordsupport@seattlehousing.org</a> .
 2. Initiate a Lease	After completing a RFTA (Request for Tenancy Approval), send it to <a href="mailto:landlordsupport@seattlehousing.org">landlordsupport@seattlehousing.org</a> .
 3. Unit Inspection	If you have questions, look at the inspection checklist provided with the RFTA or ask the SHA representative who contacts you for scheduling.
 4. Sign Lease & Get Paid	Track SHA payments, inspection information, and collect your 1099 on the <a href="#">Landlord Portal</a> . Sign up for an account by emailed <a href="mailto:landlordsupport@seattlehousing.org">landlordsupport@seattlehousing.org</a> .
 5. Report Changes	If you have a change of bank account, address, or property management, let us know at <a href="mailto:landlordsupport@seattlehousing.org">landlordsupport@seattlehousing.org</a> .  Send copies of tenant notices to the tenant's assigned Certification Specialist.
 6. Rent Increases	When you plan to increase the contract rent or change utility responsibilities, send a copy of the tenant notice to <a href="mailto:HCVRentIncrease@seattlehousing.org">HCVRentIncrease@seattlehousing.org</a> for approval.
 7. Annual Inspection	At the time of an annual inspection, contact <a href="mailto:HCVInspectionsDesk@seattlehousing.org">HCVInspectionsDesk@seattlehousing.org</a> if you have questions or need to reschedule
 8. Tenant Moving	If your SHA-subsidized tenant moves out, re-list your unit to voucher holders at <a href="https://seattlehousing.org/listrental">seattlehousing.org/listrental</a> .
 9. Subsidy Ending	The HAP contract will be terminated at the time the subsidy ends. If you have any questions, contact <a href="mailto:landlordsupport@seattlehousing.org">landlordsupport@seattlehousing.org</a> .



# HCV Housing Provider Partner Resource List

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## Working with Seattle Housing Authority



- ❑ **Housing Provider Orientation:** Learn about SHA's voucher program! Approx. 1.5 hours, contact [landlordsupport@seattlehousing.org](mailto:landlordsupport@seattlehousing.org) to sign up.
- ❑ **Landlord Portal:** Track SHA payments, inspection information, and collect your 1099 online. Visit [landlordportal.seattlehousing.org](http://landlordportal.seattlehousing.org) or contact SHA's Owner Liaison to create your account today.
- ❑ **List Your Property:** Let voucher holders know about your rentals today by listing units at [www.seattlehousing.org/listrental](http://www.seattlehousing.org/listrental).
- ❑ **Supporting SHA-Subsidized Tenants:** Should a tenant issue arise, each voucher holder has a Certification Specialist at SHA you should contact for assistance.

## Landlord-Tenant Law

- ❑ **Renting in Seattle (City of Seattle):** Comprehensive resource with information on Seattle's landlord-tenant laws. Call **206-684-5700** or visit [www.seattle.gov/rentinginseattle](http://www.seattle.gov/rentinginseattle).
- ❑ **Washington State Attorney General's Office:** Contains resources for landlords and tenants, as well as guidance on dealing with unpaid rent. Visit [www.atg.wa.gov/landlord-tenant](http://www.atg.wa.gov/landlord-tenant).
- ❑ **Washington Law Help:** Information on Washington State laws and self-help resources available at [www.washingtonlawhelp.org](http://www.washingtonlawhelp.org).



## Financial Assistance for Landlords



- ❑ **WA Landlord Mitigation Program:** Offers reimbursement for certain move-in repairs and damages incurred while housing subsidized tenants. Call **360-725-2949** or visit [www.commerce.wa.gov](http://www.commerce.wa.gov).
- ❑ **City of Seattle's Office of Housing:** Provides grants paying up to 90% of energy efficiency improvements to apartments where over half of units are occupied by low-income tenants. Call **206-684-0244** or email [HealthyHome@seattle.gov](mailto:HealthyHome@seattle.gov).

## Associations

- ❑ **The Rental Housing Association of Washington (RHAWA):** Offers advocacy and education services for rental housing owners. Visit [www.rhawa.org](http://www.rhawa.org) or call **206-283-0816**.
- ❑ **Washington Landlord Association:** Has up-to-date information for property owners, resource links, event registration, and a tenant screening service. Visit [www.wal landlord.org](http://www.wal landlord.org) or call **360-350-0753**.
- ❑ **Washington Multi-Family Housing Association:** Contains information on events, professional certifications, and resources for residential property management companies and multifamily. Visit [www.wmfha.org](http://www.wmfha.org) or call **425-656-9077**.



## Renting Partnerships



- ❑ **Housing Connector:** Free access to an exclusive listing platform, resident referrals, and financial benefits to private property owners and landlords renting to residents in need of housing. Visit [www.housingconnector.com](http://www.housingconnector.com).

Have additional questions? Contact us at [landlordsupport@seattlehousing.org](mailto:landlordsupport@seattlehousing.org).



- NEUTRAL SUPPORT FOR NAVIGATING CONFLICTS
- TRAINING IN COMMUNICATION & CONFLICT RESOLUTION SKILLS

# CONFLICT RESOLUTION SERVICES

CRS is here to help SHA residents and private landlords develop communication skills, build understanding and trust, and navigate conflict effectively.

CRS IS A  
PARTNERSHIP  
BETWEEN:



## CONNECT WITH US!

CRS for HCV Program: [CRS@housingconnector.com](mailto:CRS@housingconnector.com)