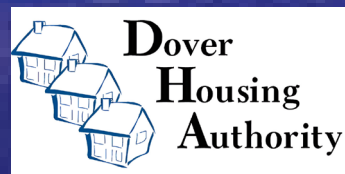


June 2025

# DELAWARE HOUSING CHOICE VOUCHER PROGRAM LANDLORD FORUM



# Agenda

1.

Introduction

2.

RFTA Packet

3.

RFTA  
Process/Timing

4.

Re-Inspection  
Fees

5.

Future Program  
Changes

6.

Landlord Portal

# INTRODUCTION



# Introduction



The Delaware Housing Access Association (DHAA) is a partnership of all five Public Housing Authorities (PHAs) in the State of Delaware. The five PHAs are working collectively to streamline and standardize sections of the HCV process and increase efficiency. Each PHA maintain their housing program based on their local policies. This presentation covers program changes with an expected effective date of **October 1, 2025**:

- RFTA packet
- RFTA process timelines

This presentation covers future expected program changes:

- Uniform Inspection Policies (**new**)

# Introduction

## Agencies involved:

**Delaware State Housing Authority (DSHA)**



**Dover Housing Authority (DHA)**



**Newark Housing Authority (NHA)**



**New Castle County Housing Authority (NCCHA)**



**Wilmington Housing Authority (WHA)**



# Key Changes



**Consolidation of Owner's Registration Forms**



**RFTA Packet**



**RFTA Processing**



**Reinspection Fee(s)**



**Future Program Changes - Inspection Policies**



**Landlord Portal**

# RFTA PACKET



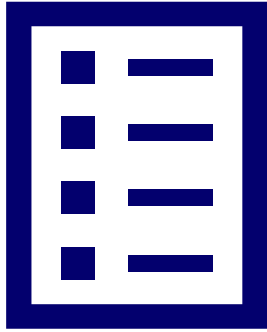
# What is the Request for Tenancy Approval (RFTA)?

- Form that must be completed by the prospective tenant and landlord
- Required to start lease process under HCV Program
- Initiates inspection, rent reasonableness, and leasing process
- *Currently* – must be submitted to each PHA directly
- *Future* – will be submitted via AffordableHousing.com for all PHAs





# Consolidation of Owner's Registration Forms



## Required Attachments

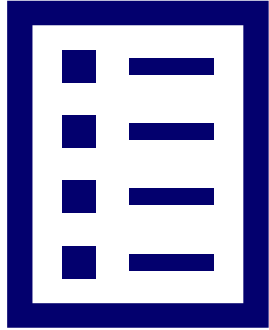
Forms will be online

- ✓ W-9
- ✓ ACH-Deposit
- ✓ Insurance/Self Certification
- ✓ Deed/Settlement Statement
- ✓ Lead Based Paint Disclosure
- ✓ Debarment Check

Conceptually, forms will be an online form with the ability to upload documents 1 time—and on the back end, PHAs can pull the documents they need for their Admin plans.



# RFTA Packet



## Required Attachments

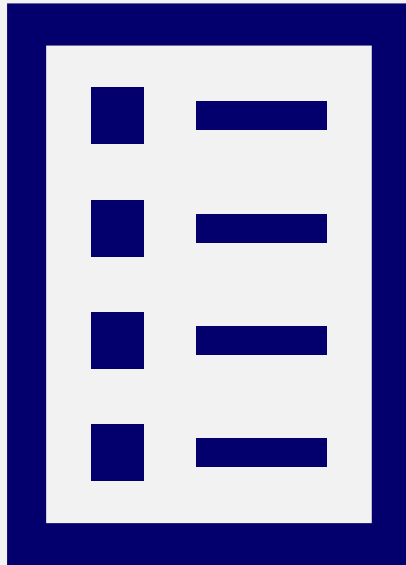
Forms will be online

- ✓ Landlord Acknowledgement of Ultimate Responsibility for Certain Services
- ✓ RFTA HUD Form 2577-0169
- ✓ Landlord and Client Acknowledgement of PHA's Role
- ✓ Lead-based Paint Questionnaire
- ✓ HAP Contract Tenant Addendum
- ✓ NSPIRE Checklist

Conceptually, RFTA packets will be available to be completed online with a future rollout of the landlord portal.



# Key RFTA Packet Changes



## RFTA Packet Changes

1. Tenant Damages added into RFTA
2. NSPIRE inspection checklist of items added into RFTA
3. Only fully complete RFTAs will be accepted

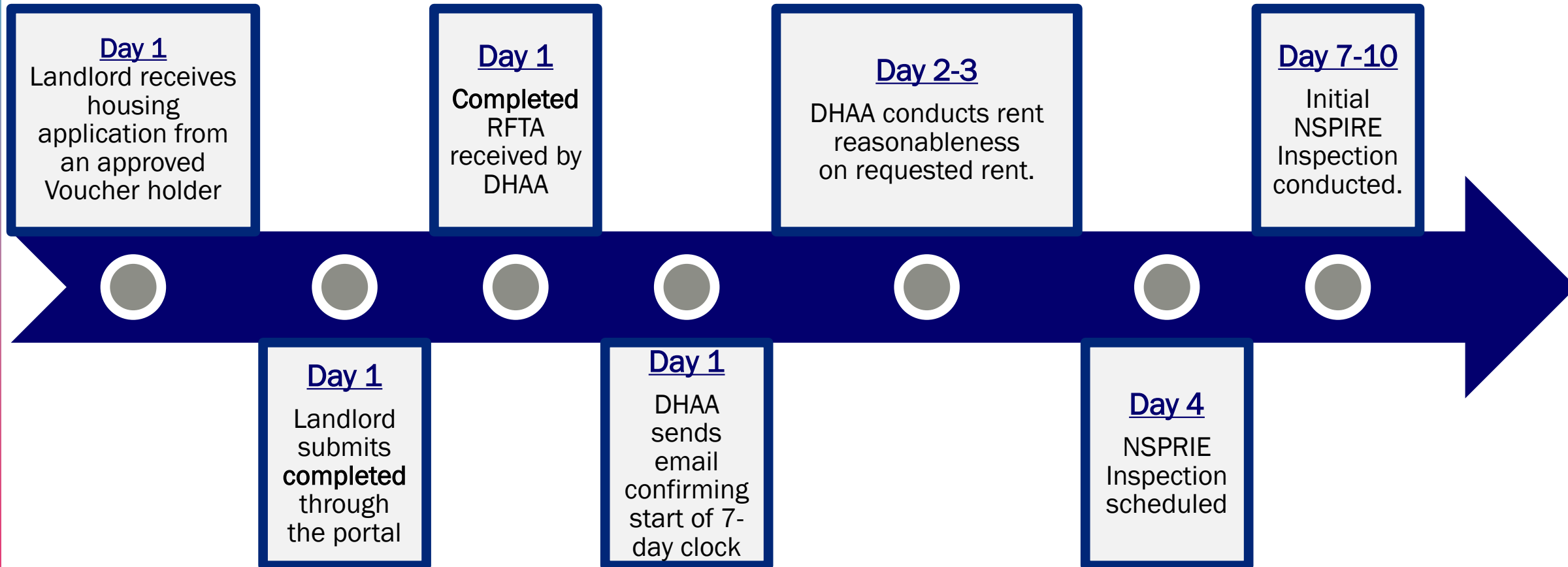
# RFTA PROCESS/TIMING



# What's New - RFTA Process Changes

The PHAs will process a **completed** RFTA within 7 days of receipt.

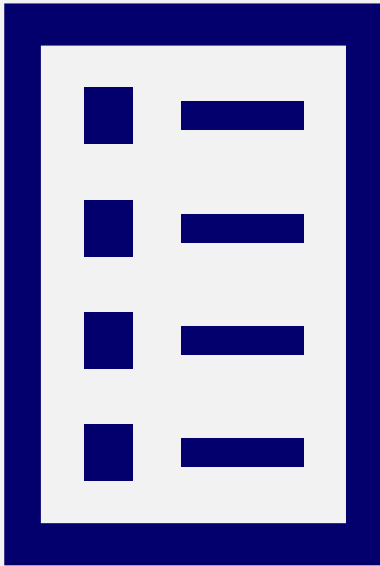
The PHAs will schedule and conduct an NSPIRE inspection within 10 days of receipt of a completed RFTA.



# INSPECTIONS



# Key Program Changes



## New Rules

1. The first re-inspection is free.
2. The second re-inspection will incur a fee of \$50.
3. The third inspection (if required for multiple units) will result in \$75 per-unit charge if there are consistent failures across two or more units.

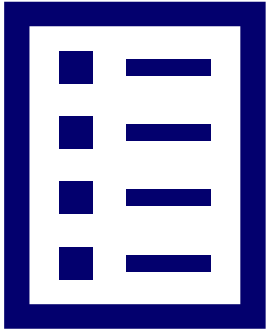


# **FUTURE PROGRAM CHANGES**





# Future Uniform Inspection Policy Changes



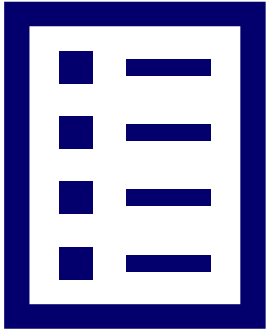
## Alternative Inspections – HOME and LIHTC

PHAs will accept alternative inspections completed within the last 24 months for HOME or LIHTC programs with future HCV Program changes.

- PHAs will follow up with NSPIRE inspection prior to issuing HAP payments. Inspection report must be submitted within 5 business days of RFTA.
- Upon PHA and HUD approval, some municipality inspections will be accepted as well.
- If repair needs are found during the following NSPIRE inspection, landlord will have determinate amount of days to remedy Life Threatening and Non-Life Threatening Repairs.
- Tenants must be notified of use of Alternative Inspections.



# Future Uniform Inspection Policy Changes

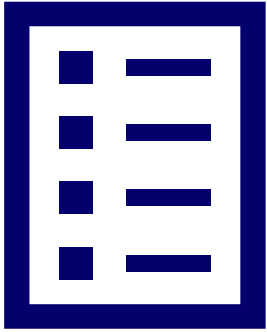


## NSPIRE Inspections – NLT Deficiencies

At PHA discretion and if housing need is urgent, PHAs may proceed with lease up even if NLT issues are present with future HCV Program changes.

- PHAs will follow up with reinspection and certified corrections.
- Owners need to certify corrections and the PHA will verify correction within 30 days.
- HAP contract ends after 90 days if repairs are not completed.
- Tenants must be notified of NLT deficiencies and may decline the unit without losing their voucher.

# Future Uniform Inspection Policy Changes

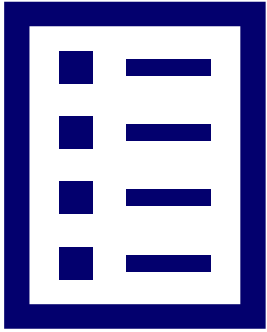


## Periodic NSPIRE Inspections –

At PHA discretion, PHAs may choose to select units for biennial inspections with future HCV Program changes. PHAs will choose to maintain a best practice for annual inspections. Owners should anticipate an annual cycle of NSPIRE inspections to ensure tenant safety, landlord accountability and HUD compliance.

- If Life Threatening (LT) deficiencies are identified during inspections, Owners will have 24 hours to address and certify corrections.
- If NLT deficiencies are identified during inspections, Owners will have up to 30 days to address and certify corrections.
- Tenants must be notified of use of biennial inspections.
- If the owner does not correct the deficiencies in the case of NLT and LT in the required time frame than the HAP contract will not continue beyond 180 days

# Future Uniform Inspection Policy Changes



## Remote Video Inspections (RVI) Policy

At PHA discretion, PHAs may choose to select units for remote video inspections for re-inspections of LT and NLT deficiencies with future HCV Program changes. RVI will only be permitted if tech and safety conditions are met.

- RVI requires a qualified proxy (landlord or designated rep). The proxy will live stream the inspection using the PHA's stream web-based platform. HUD Lead-based Paint Visual Assessment Training Course is required for proxy for properties pre-1978 with child(ren) under age six.
- RVI Conditions
  - Adequate lighting and signal quality
  - A smart device with live video capability and high-quality camera for photographs.
- A follow up in-person inspection may be scheduled if the video fails to meet quality or verification standards.
- Tenants must be notified of use of RVI policy.



# LANDLORD PORTAL



# What's New - Landlord Portal

The **centralized website** for landlords interested in participating in HCV program in the State of Delaware can be found on [www.Delaware.affordablehousing.com/landlords](http://www.Delaware.affordablehousing.com/landlords). A future rollout of the portal will allow Landlords to upload the Owner's Registration Packet for multiple units. The PHAs can pull the documents they need.



Centralized Website currently includes the following documentation:

- ✓ Owner's Registration Packet
- ✓ RFTA Landlord Packet
  - NSPIRE Inspections Checklist
- ✓ Payment Standards – All PHAs



# Benefits of Using AffordableHousing.com

## For Tenants

- Easier search for eligible units
- Submit RFTAs online directly
- Real-time updates on application status

## For Landlords

- Quick listing of properties
- Direct communication with HCV tenants
- Digital RFTA submissions and instant updates



# Key Features of the Platform

- RFTA automation and document uploads
- Digital signatures and submission
- Inspection scheduling tools
- Real-time status dashboard for PHAs
- Alerts for incomplete or stalled RFTAs





# Questions?





# THANK YOU

CSG  
ADVISORS

