



CSG | ADVISORS

Delaware Housing Choice Voucher Program Streamlining

Landlord Forum

October 16, 2025



Agenda

- 1. HCV 101**
- 2. Streamlining Background**
- 3. RFTA Process Updates**
- 4. AffordableHousing.com Demonstration**
- 5. Q&A**

HOUSING CHOICE **VOUCHER PROGRAM 101**

Key Program Terms



Public Housing Authority (PHA):
Local agency that administers the voucher program, inspects units, and makes Housing Assistance Payments (HAP) to landlords.



Housing Assistance Payment (HAP):
The subsidy paid directly by the PHA to the landlord on behalf of the tenant. Guaranteed rent.



Tenant Rent Portion:
The amount the tenant pays directly to the landlord — typically about 30% of their adjusted income.



Payment Standard:
The maximum subsidy the PHA can pay, based on local Fair Market Rents.



Rent Reasonableness:
PHA must ensure the rent is comparable to similar unassisted units in the area.



Housing Quality Standards (HQS):
Minimum health and safety standards that the unit must meet to be approved and remain eligible.



HAP Contract:
Agreement between the PHA and landlord outlining responsibilities, payment terms, and compliance requirements.



Lease Addendum:
An attachment required by HUD that adds voucher program provisions to the standard lease.

HCV Program Basics

Purpose

- Helps low-income families, seniors, and people with disabilities afford safe, decent, and sanitary housing in the private market.

How It Works

Administered by

- Local Public Housing Authorities (PHAs)

Voucher Type

- Tenant-based assistance (moves with the family)

Payment Structure

- Family pays ~30% of income toward rent
- Voucher covers the rest, up to a local payment standard

Key Features

- Families can choose any eligible unit that meets HUD's Housing Quality Standards
- Encourages housing mobility and neighborhood choice
- PHAs verify income and inspect units, generally each year

Who Qualifies

- Generally, households with income at or below 50% of Area Median Income (AMI)
- U.S. citizens or eligible non-citizens
- Must meet local eligibility and screening criteria

STREAMLINING BACKGROUND

Statewide HCV Program Streamlining



Effort across PHAs in Delaware to standardize the voucher lease-up process and increase program efficiencies

Delaware State Housing Authority
Wilmington Housing Authority
New Castle County Housing Authority
Dover Housing Authority
Newark Housing Authority



Guided by Enterprise Community Partners who prepared a report with recommendations for program alignment and streamlining



The recommendations cover the following areas:

Pre-RFTA procedures
RFTA processing
Inspections
General administration
Landlord outreach/education

Streamlining Purpose

Respond to landlord concerns regarding:

- Timeliness of inspections
- Differences among the five PHAs' procedures
- Communication with PHA staff

Increase the pool of participating landlords

- Through a landlord outreach working group made up of all 5 PHAs

Increase voucher utilization

- By recruiting more owners throughout the state

Comply with the requirements of SB 293 "Source of Income" protection

- State law that prohibits a landlord from denying housing to someone just because they have a voucher

Delaware Housing Access Association

Nonprofit partnership of all five PHAs in the State of Delaware that is leading the streamlining process for the HCV program and affordable housing properties managed by housing authorities.



Unified Housing
Choice Voucher
Application/Waitlist



Landlord eligibility
documents and forms
streamlining

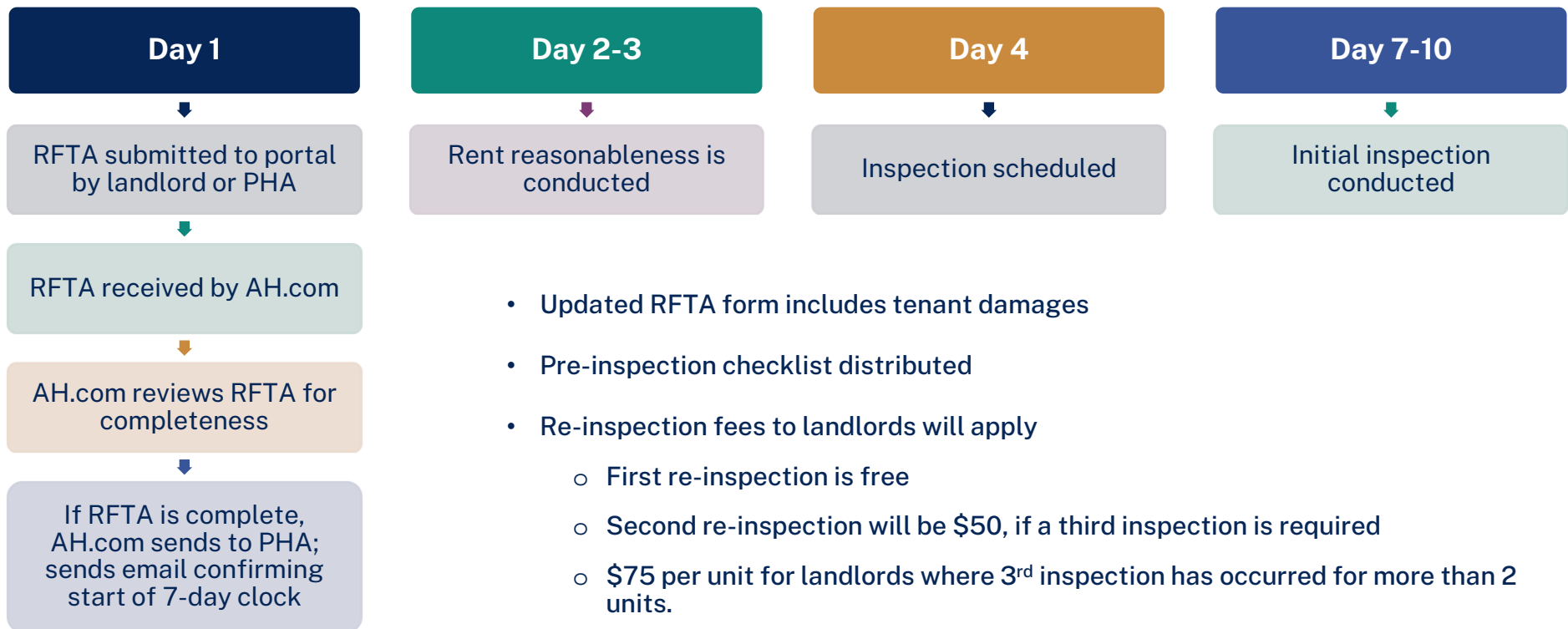


Affordablehousing.com
Tenant and Landlord Portals

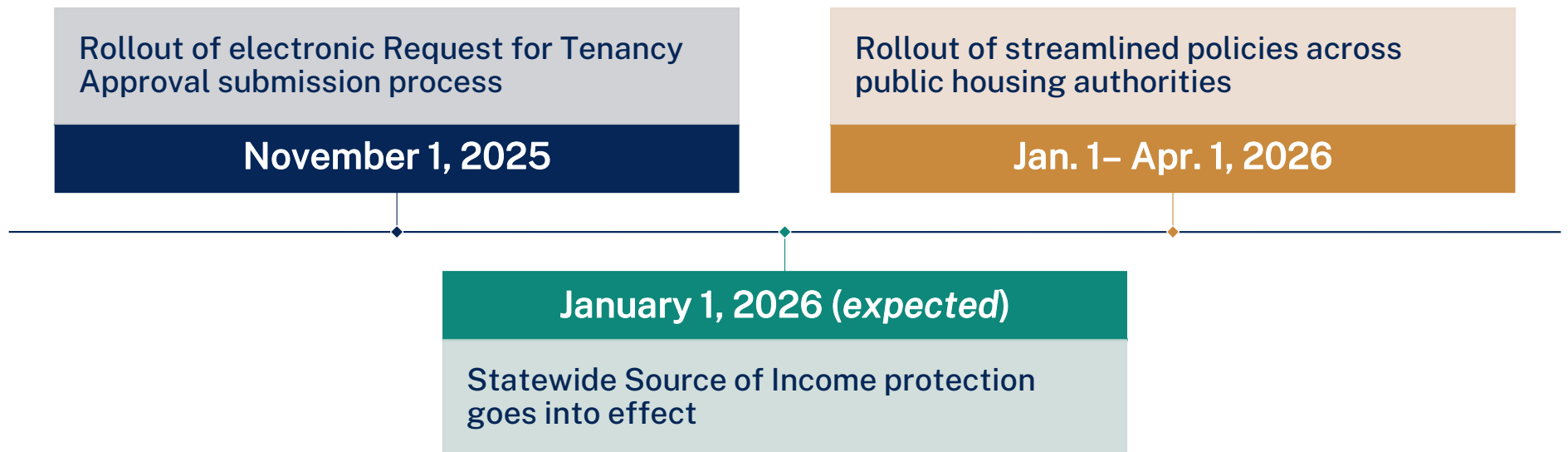
RFTA PROCESS UPDATES

RFTA Process Updates & Changes for New Move-Ins

“Day 1” = Day Request for Tenancy Approval packet is submitted to Delaware.AffordableHousing.com (AH.com)



Timeline for Updates



AFFORDABLEHOUSING.COM **DEMONSTRATION**

QUESTIONS



Thank You!

October 16, 2025

