



## Landlords Frequently Asked Questions

- **Abatement**
  - Happens when unit fails inspection and Landlord does not make repairs in timely manner
- **Bob.ai**
  - A system with a temporary pause due to usage issues
    - [Housing Alliance - Renters in Houston, TX | Bob](#)
- **Breakdown of payments**
  - Take advantage of our partner portal; this allows the Landlord to see detailed payment information
  - The Rent Change Notices breaks down the portion of payment between Housing Assistance Payments and Tenant Rent Portion to make up the rent
- **Communication**
  - HHA team communicates via email and mail
    - Please be sure to keep your contact information updated with HHA
    - Please be sure to check your *spam* when looking for information from HHA
- **Forms**
  - All Landlord Forms can be found on [www.alliancehtx.org](http://www.alliancehtx.org) under “landlord forms”
- **Inspection Date**
  - After submission of the RFTA inspection can take up to 30 days
  - Rent Reasonableness is completed by market analyst and a rental amount agreement must be met before the inspection can be scheduled
  - Please review the inspection checklist prior to the actual inspection to check for issues (under landlord forms on HHA website)
- **Proof of payment**
  - Landlords can take advantage of our partner portal; this allows the Landlord to see detailed payment information
- **Notifications – Not receiving**
  - Landlords must make sure they update their contact information with the agency, as we mail out important information
- **Request for Tenancy Approval (Voucher/Move Packet)**
  - Tenants looking for units will have a Voucher, RFTA Packet and affordability worksheets for each tier
  - Please be sure to complete all pages of the document and provide the required documents
    - Failure to submit documents initially will cause a delay in processing
- **What is Rent Reasonableness**

- A HHA Market Analyst determines if the requested rent is reasonable, as compared to an unassisted unit
  - All requested rents must be approved by a Market Analyst for an initial lease or any requested rent increases
  - Market analyst may send a counter offer to landlord for the rent for their unit
- **Rental Adjustment/Increase**
  - Takes 60 days to be approved by a Market Analyst
    - After market analyst approve a new amount, Landlords are notified via mail and/or email, please be sure to check *spam*
    - HHA Housing specialist must then make the adjustment to tenants account within 30 days of the approval from the Market Analyst
    - A Rent Change Notice is then emailed and/or mailed to landlord and tenant
    - Always follow the most current Rent Change Notice to determine rent portion
    - HHA makes one-time payments to landlords to cover the difference of the new approved rent amount and tenant portion if necessary.
    - **Example:**
      - *June 2022 Current Rent \$1000*
      - *Rental increase approval amount: \$1500 effective July 2022*
      - *Current month is December 2022 transaction is made by housing specialist; A rent change notice is then mailed or emailed*
      - *A One-time payment of \$3000 will be paid to landlord from*
      - *HHA for the months of July, Aug, Sept., Oct, Nov, Dec.*
  - Please be sure Landlord and Tenant complete and sign all pages of the document
    - Failure to submit documents initially will cause a delay in processing
- **Rent Change Notice**
  - Notices that are sent to the Landlord and Tenant whenever there is a change in rent and/or rent portion
    - Shows the contract rent and the breakdown of tenant rent portion and the Housing Assistance payment portion
- **Request to Relocate**
  - As of December 1, 2022, Tenants are now required to have their request to relocate form signed by their current landlord
  - HHA will no longer complete the good standing letter, as it is within the Request to Relocate form
- **Tenants not paying their portion**
  - Landlords should enforce their lease; Notice to vacate and/or eviction
- **Timeliness of processing transactions**
  - Transaction are being processed as they come in
  - Rental Adjust 60-90 days for payment
  - Inspection 30 days
  - HAP Contract payment 30 days
- **Tiered Rent / Low rates in some areas**
  - Fair Market Rents are determined by HUD