



HOUSING ALLIANCE HTX

OPENING DOORS. IMPACTING LIVES.

Dear Landlord,

It is a pleasure to welcome you to the Housing Alliance HTX, officially known as Houston Housing Authority (hereinafter the “Agency”) Housing Choice Voucher (HCV) Program! We are excited to have you as a partner in our mission to provide safe, affordable housing to qualified families. Your participation is vital to helping thousands of low-income individuals and families live in quality housing throughout the City of Houston.

The Agency strongly advises you to review the information in this packet carefully. This material is designed to help you understand current program requirements. By thoroughly reviewing it, you protect your investment, ensure smooth transactions, and stay in good standing with HCVP. The packet includes an overview of the program, a step-by-step guide for landlords, a sample Request for Tenancy Approval (RFTA), an inspection checklist, key contacts, family obligations, and resources to support your successful participation. Our Landlord Engagement team is here to help you every step of the way.

Thank you for your commitment to making a difference in our community.

Sincerely,

Donna Dixon

Director of Community Affairs and Customer Service



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Program Overview

What is the Housing Choice Voucher (HCV) Program?

The Voucher Program Operations is a publicly funded program that provides rental assistance in the private market to eligible low-income families, the elderly, and people with disabilities. Congress created the HCV Program as part of the Housing and Community Development Act. The U.S. Department of Housing and Urban Development (HUD) funds the Program and provides regulations and guidelines for the Agency

The Program improves living conditions for participant families while making rent affordable. Through partnerships with property owners like you, the HCV Program offers voucher holders a variety of housing opportunities, including apartments, duplexes, single-family homes, townhouses, and condominiums.

Roles and Responsibilities

U.S. Department of Housing and Urban Development

- Allocate HCV Program funds to the Agency.
- Develop policy, regulations, handbooks, notices, and other tools that implement and explain the housing legislation.
- Contract with the Agency to administer the HCV Program.
- Provide technical assistance and training to the Agency concerning policies and regulations.
- Monitor the Agency's compliance with policies, regulations, and Program administration through reviews and audits.

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- Manage daily operations with fiscal integrity in accordance with federal rules and regulations.
- Provide prompt, professional service to property owners, managers, applicants, voucher holders, and participants.
- Determine eligibility for applicants and participants; conduct appropriate Re-Examinations for continued eligibility.

- Monitor property owners and participants to ensure HCV Program rules and regulations compliance.
- Terminate Housing Assistance Payment (HAP) Contracts and/or assistance to families for HCV Program rule violations.
- Explain all the rules and regulations to current and prospective property owners, property managers, applicants, voucher holders, and participants.
- Conduct inspections to ensure units meet federal guidelines with regard to health and safety standards.
- Determine and pay HAP to the property owner on behalf of the participant.
- Seek expanded opportunities for assisted families to locate housing outside areas of concentrated poverty.

Property Owner/Manager

- Screen families for suitability as tenants and lease the unit.
- Collect amounts due from the participant under the lease, including rent, security deposit, late fees, and other charges (e.g., for damages to the unit).
- Comply with the HAP Contract, lease, and Tenancy Addendum terms.
- Be prepared for any inspections.
- Pay for owner-supplied utilities and services.
- Make timely repairs to keep the property in good condition.
- Manage the lease, including evictions for lease violations. **Enforce Lease.**
- Comply with Fair Housing, landlord, and tenant laws.
- Stay informed of HCV Program updates.

Participants

- Find a suitable housing unit.
- Comply with HCV Program rules and regulations and the lease terms.
- Allow the Agency and the property owner or manager to inspect the unit.
- Pay rent and any family-supplied utilities on time.
- Provide and maintain any appliances that the property owner does not supply.
- Report income and household composition for verification and certification of eligibility at annual recertification.
- Keep the unit in good, safe, decent, and sanitary condition.



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Landlord Step-by-Step Process

1. **Attend Landlord Orientation** – All property owners/managers are strongly encouraged to attend an orientation session where the Agency’s processes and policies are discussed. Click this link to register [Prospective Property Owners - Houston Housing Authority](#)
2. **Advertise/List your unit**—There are several ways to list your unit, including signage, apartment guides, real estate agents, and classified ads.
3. **Select a Suitable Tenant**—Interview and screen interested voucher holders. You should use the same diligence in screening a potential HCV tenant as you do with any other tenant. Please note that the Agency does not screen participant families for their suitability as tenants—that is the property owner's responsibility. Click the link for [Family Obligations](#)
4. **Request for Tenancy Approval (RFTA)** – Once a tenant has been selected, the next step is to complete and submit the RFTA packet. RFTAs will not be processed if information is missing. Please refer to the RFTA checklist. Click here for sample RFTA: <https://housingforhouston.com/wp-content/uploads/2025/11/SAMPLE-RFTA-II.pdf>
5. **Rent Determination** - The Department of Housing and Urban Development (HUD) requires all housing authorities to determine an appropriate rent amount for all properties entering or returning to the HCV Program. The tenant should not move in before the rental rate is approved and the unit has passed the agency’s inspection. To determine rent amount, the Agency considers: the property owner’s Asking Rent; the result of a Rent Reasonableness study (also known as “Market Rent”); and the Participant Family's Affordability (amount of rent the tenant can afford to pay).
6. **Payment**—Owners will receive two payments: the tenant’s Portion, paid directly by the tenant, and the Housing Assistance Payment (HAP), paid monthly by the Agency via direct deposit. In some cases, the tenant may have a \$0 portion; therefore, the owner will receive only a payment from the Agency.
7. **Inspection** – Before a unit can be approved for the HCV Program, it must pass an initial inspection. This inspection ensures that the unit has adequate living space for the family, is structurally sound, provides the necessary habitability systems (electricity, plumbing, heating, appliances, etc.), and presents no conditions that endanger the

family's health and safety. Please refer to the inspection checklist. Click link for inspection checklist: [Inspections Checklist.xlsx](#)

8. **Lease Signing and HAP Contract**—Execute the lease and HAP contract. After the property owner has selected an HCV Program participant family, the Agency has determined the rent, the property owner has accepted the rent offer, and the unit has passed inspection, the next step is to execute the HAP contract and lease.
9. **Register for RentCafe** – Owners will have 24/7 access to their accounts once registered.

HOW TO REGISTER FOR RENTCAFE

1. Select "**Landlord Login**" at the top of the page.
2. Select "**Click Here to Register**" at the bottom of the Landlord Login page.
3. Select "**I have a registration code,**" and enter the above Registration Code:
 - The registration code is **21244-LV** plus your vendor code
4. Provide your information:
 - Enter your information: Name, Tax ID or Social Security Number, and Phone.
 - Enter your email address and password for your RentCafe account.
 - Read and accept RentCafe's Terms and Conditions.
 - Click on the "**Register**" button at the bottom.
5. You will be automatically logged in to your account.



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Landlord Resources

Welcome to the Agency's Landlord Resource Page. Whether you are a new or long-time partner in the HCV Program, this page is your central hub for essential documents, updates, and tools to help you succeed.

Quick Links

- **RentCafe Portal:** [Houston Housing Authority | Apartments in Houston, TX](#)
 - **Rental Adjustment Request:** [HHA-Rental-Adjustment-Request-04.01.25.pdf](#)
 - **Change of Ownership/Management:** [Change-of-Ownership-Packet-2025.pdf](#)
 - **Inspection Checklist:** [Inspections Checklist.xlsx](#)
 - **Virtual Monthly Orientation:** [Prospective Property Owners - Houston Housing Authority](#)
 - **Family Obligations:** [Family Obligations Form](#)
 - **Sample RFTA:** <https://housingforhouston.com/wp-content/uploads/2025/11/SAMPLE-RFTA-II.pdf>
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Important Dates

- **Monthly HAP Payments:** Typically issued on the **1st business day** of each month.
 - **Annual Reexaminations:** Tenants are contacted 90 days prior; landlords may be contacted for rent confirmation.
 - **Inspections:** Initial and biennial inspections are scheduled via email and the Landlord Portal
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Landlord Contact Emails

- Rental Increase: rentalincrease@alliancehtx.org
 - Finance Inquiries: directdeposit@alliancehtx.org
 - Inspections: inspections@alliancehtx.org
 - Change of Ownership: COO@alliancehtx.org
 - Voucher Submission: RFTATeam@alliancehtx.org
 - Other Landlord Documents: landlorddocs@alliancehtx.org
 - Fraud Department: Fraud@alliancehtx.org
 - RENTCafé Portal Assistance: pportalsupport@alliancehtx.org
 - Adrian Hudspeth, Landlord Liaison: ahudspeth@alliancehtx.org
 - Kelli Wesley, Landlord Liaison: kwesley@alliancehtx.org
 - Chris Jones, Housing Navigator: cjones5@alliancehtx.org
 - Darwin Petaway, Customer Service Operations Manager: dpetaway@alliancehtx.org
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Contact Us

- Adrian Hudspeth, Landlord Liaison: (713) 260-0751
- Kelli Wesley, Landlord Liaison: (713) 260-0316
- Chris Jones, Housing Navigator: (713) 260-0304
- Darwin Petaway, Customer Service Operations Manager (713) 260-0650
- Landlord Hotline: (713) 260-0884
- Fraud Hotline: (713) 260-0724