

FOR RENT LISTINGS

If you would like to list your available rental unit on our For Rent listings page that is available to persons looking for housing, please call our office. Also, once the unit is rented, please call us so we can remove it from the listing. You can also list your property at GoSection8.com. They provide a free listing service for rental properties.

UPCOMING HOLIDAYS

We are closed on the following days:

July 4, 2016 4th of July

September 5, 2016 Labor Day

Our office closes for a staff meeting every third Thursday of the month at 3:00.

QUESTIONS ABOUT POLICIES/PROCEDURES

If you are looking for information regarding our policies and procedures you can visit our website at www.campbellcountyky.org click onto county services then section 8 housing to our Administrative Plan. If you have any further questions, you can also call our office at 859-261-5200.



Landlord Newsletter

Summer Edition

July 2016



Mission Statement: To work with the community to provide decent, safe, and affordable housing for eligible families and to provide and promote self-sufficiency and economic independence for residents.

CAMPBELL COUNTY DEPARTMENT OF HOUSING

OFFICE LOCATION:

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STAFF:

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HAP ABATEMENT

If an owner fails to correct HQS deficiencies by the time specified by the PHA, HUD requires the PHA to abate housing assistance payments no later than the first of the month following the specified correction period. Owners rents are not abated due to the HQS failures that are the family's responsibility.

PHA Policy

When a unit fails to meet HQS and the owner has been given an opportunity to correct the deficiencies but has failed to do so within a specified time frame the rent for the unit will be abated. The abatement will begin the day following the confirmation that the fail items have not been corrected and the initial abatement period will not exceed 7 days. If the corrections of the deficiencies are not made within the 7 day time frame the abatement will continue until the HAP contract is terminated. The HAP contract will be scheduled to terminate on the last day of the month following that in which the 7 day abatement ends, excepting when the abatement ends on the 1st day of the month in which there is 31 days, at which time the HAP contract would terminate the last day of that month. The PHA will inspect abated units within 5 business days of the owner's notification that the work has been completed. Payment will resume effective the day the unit passes inspection. During the abatement process the family continues to be responsible for their share of the rent. The owner must not seek payment from the family for abated amounts and may not use the abatement as cause for eviction.

THE IMPORTANCE OF GOOD COMMUNICATION BETWEEN A LANDLORD AND A TENANT

Have you ever heard a tenant explain that they broke the rules of the lease because they didn't know or realize what those rules were? Or because they thought **they heard you say it was okay?**

Many an experienced landlord can tell stories about the **misunderstandings** that go on nearly every day with **tenants**. That's why it's so important to establish good communication from the start of your relationship with every tenant.

Here are some tips for improving landlord-tenant communication:

- **Never assume.** Don't assume you know what a tenant is thinking or planning.
- **Put it in writing.** Especially when it comes to changing the terms of a lease, such as allowing a roommate or a pet, put it in writing and have all parties to the lease sign and date it. Even if it's simply to use an extra parking spot, don't rely on verbal agreements. They're difficult to remember, not to mention prove in court.
- **Over communicate.** If you're going to err on either side, over—don't under—communicate.
- Use multiple platforms. Some tenants will prefer to talk with you on the phone, others via text. Still others will only respond to email. All legal correspondence should be delivered through the U.S. Mail.
- **Ask questions.** Whether you're reviewing the terms of the lease, or making an appointment for a maintenance call, make sure the tenant understands what you're saying by asking clarifying questions. And if you're unsure about what the tenant is saying, ask again.
- **Listen.** Be an active listener. Make eye contact. Watch body language. Repeat back what you've heard and ask if that's what the tenant really meant. **Don't interrupt.** Show interest, provide feedback and be patient when your tenants are speaking. **Good communication takes some effort**, but remember that your tenants are your customers, and establishing positive communication will go a long way to **keep the relationship positive.**

Source: Excerpt from Tenant Screening Blog.com



SCREENING

Please be advised that the only information we can provide to the landlord regarding the tenants is their Rental History Information. We can provide rental history information before the family received assistance and during any times the family received assistance. All other information and screening the tenant is your responsibility to obtain directly from the tenant.

IMPORTANT REMINDERS:

- The initial lease term dates must match the date of the HAP contract. Payment will not be made until the dates match.
- Please notify us if your address changes. You will need to fill out a new W-9 for this change.
- Every RTA must contain the following two items: Blank lease and current tax paperwork (shows that taxes are paid). These are required when the RTA is submitted in order to schedule it for inspection. A unit will not be scheduled unless we have these two items. You may leave these on file with our office at any time.
- If you issue a notice to vacate to your tenant please submit a copy to us as soon as possible.