

## **COMMON LANDLORD QUESTIONS**

1. What time of the month do I get my regular HAP payment? Between the 1<sup>st</sup> and 5<sup>th</sup> of the month.
2. How do I update my bank account information? Call the office to obtain a new Direct Deposit form.
3. A tenant of mine has moved out, when should I notify the CCDH of this? Please notify us immediately. The contract terminates the date the tenant vacates the unit.
4. I have moved, do I need to update my address information with the CCDH and how do I do so? You need to contact the office to obtain a new W-9 form.
5. What do I do if I sell my property to someone and a Section 8 tenant is still living there? Please contact our office immediately so the HAP payment can be placed on hold and let the new Landlord know that they need to contact our office and fill out a Transfer of obligation, W-9, and Direct Deposit form as soon as possible. They will also need to provide a copy of the closing papers.
6. Where can I advertise/list my Section 8 property that is currently available? We have a For Rent bulletin board in our office. If you want to list your property please call us and we'll post it on the board for you.
7. What amount should I charge for a security deposit? Owners that participate in the Section 8 program may collect and determine the amount of security deposit. In general, the amount should be reasonable and not exceed that charged for non-subsidized tenants. The CCDH is not responsible for paying the security deposit prior to the tenant moving into the unit.
8. Can I charge additional rent to my Section 8 tenant if the PHA does not approve the contract rent I request? No, the contract rent amount approved by the Housing Authority is the most you may collect in rent for the unit.
9. Will CCDH screen my tenants for me? No, it is the responsibility of the owner to screen the tenant for suitability as a renter.
10. How long do I have to make repairs to the rental unit if it fails HQS inspection? 24 hours if it is life threatening defect and up to 30 days if it is non life threatening defect.
11. What do I do if I have a dispute with my tenant? As LL it is your responsibility to settle a dispute with your tenant. You should only contact CCDH regarding disputes if it cannot be resolved by any other means.
12. Is the rental process complete once the unit is inspected? No, after your unit passes inspection you will need to come in and sign the final HAP contract, after this office calls you to let you know it is ready to be signed.

## **INFORMATION ABOUT OUR LANDLORD ONLINE ACCESS**

Housing Assistance payment direct deposit statements can currently be viewed online 24 hours a day, 7 days a week at [www.campbellcounty.ky.gov](http://www.campbellcounty.ky.gov) click on County Services and then Housing, then click on the Landlord access link. The landlord access web site will allow you to view or print your current or prior statements. The first step in using the web site is to register, at which time you will set up your secure user name/password. In order to register you need to have received an access code letter. If you are a current

landlord an access code letter should have already been mailed to you. If you have lost/misplaced the access code letter, you can call us and we can regenerate the letter and mail it to you. If you are a new landlord, access code letters are mailed out at the end of every month to each new landlord added to the system that month. This letter not only contains your private access code but it also give you detailed step by step instructions on setting up your new landlord account. If you have any further questions, please call our office at 261-5200.