



OHFA wants to help its participants protect themselves from fraudulent behavior.

- Never give out financial information to anyone over the phone.
- Wiring funds to an unknown individual should never be done.
- Be very cautious of anyone who wants a deposit before showing the property.
- Be leery of landlords or property managers who refuse to meet in person.
- At this time, OHFA does not send text messages regarding Section 8 Housing Choice Vouchers.
- OHFA utilizes mail and the Assistance Connect portal to communicate with participants.

HUD policy prohibits application fees for the Housing Choice Voucher and other public housing programs. While privately owned properties are legally allowed to charge an application fee, organizations such as OHFA are not.

The only way to complete an online application for a voucher from OHFA is through [www.ohfa.org](http://www.ohfa.org).

To report fraud and scams, please call (405) 419-8274.

Excerpts from:

<https://www.gosection8.com/main/scams.aspx>



# News on 8

A Newsletter for Section 8 Rental Assistance Landlords and Tenants  
Published Twice Yearly by Oklahoma Housing Finance Agency

## Income, Family Paperwork Updates Will Now Be Conducted by Mail

OHFA is changing the process for annual and interim income and family history update appointments.

Effective November 1, OHFA will utilize a mail in process for families with annual re-examinations due March 1, 2020 or later.

This process will replace meetings with field agents.

### The Process

- OHFA will send a questionnaire, other documents and instructions on how to complete the information along with a postage paid return envelope.
- Complete and return the information to update your income and family history.

- Families will have 14 days to complete and return the packet. If the packet is not received within the 14-day window, a second notice will be sent giving additional time to return the packet. If the packet is not received by the second due date, OHFA will initiate termination of the rental assistance.
- Families will ensure that all forms and information is complete. All adult family members must sign the forms and all household information must be included.
- Copies of verifications such as pay stubs, benefit letters, and bank statements must be included with the returned packet.

This new process will allow OHFA to better assist participating families.

## Requesting a Reasonable Accommodation

Any person who has a physical or mental impairment that substantially limits one or more major life activities may request a reasonable accommodation. Major life activities include walking, talking, and hearing, seeing, breathing, learning, performing manual tasks, and caring for oneself.

To show that a reasonable accommodation may be necessary, there must be an identifiable relationship



**See Reasonable Accommodation, page 3**



## Contact List

TTY	(405) 848-7471
Recertification Team 1 <i>Alphabet A,D,G,H,K,M,O, and X</i>	(405) 419-8166 Fax: (405) 419-9166
Recertification Team 2 <i>Alphabet B,C,I,J,N,P,T,U, and Y</i>	(405) 419-8167 Fax: (405) 419-9167
Recertification Team 3 <i>Alphabet E,F,L,Q,R,S,V,W, and Z</i>	(405) 419-8168 Fax: (405) 419-9168
Initial Certification Team	(405) 419-8169 Fax: (405) 419-9169
Preapp Status line	1-866-569-6306 or (405) 879-6365
Local Leasing line	(405) 842-2471
Toll-free Leasing line	1-800-256-1489
Fax Number	(405) 879-8822
Office Operations <i>Mary Hoock, Manager</i> <i>Ken Erb, Supervisor</i>	(405) 419-8266 (405) 419-8233
Field Operations <i>Kenneth Love, Manager</i> <i>Dodie Pool, Supervisor</i>	(405) 419-8268 (405) 419-8230
FSS/ Home Ownership Team	405) 419-8171
Project Based Contract Administration (PBCA) <i>Rhonda Watson</i>	(405) 419-8181 (405) 419-8104

**OHFA's Administrative Plan for the Section 8 Housing Voucher Program may be viewed at [www.ohfa.org](http://www.ohfa.org) or at its central office by appointment.**

**Street Address:** 100 N.W. 63rd Street, Suite 200  
Oklahoma City, OK 73116

**Mailing Address:** P.O. Box 26720  
Oklahoma City, OK 73126

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[www.ohfa.org](http://www.ohfa.org)

## Landlord Spotlight: Vince Brown of Plan B Property Management

When Vince Brown purchased his first rent houses 17 years ago, he considered them a way to help fund his retirement. Now property management is a full-time career.

Vince owns or manages more than 100 rental units across the Oklahoma City metro. About half of them at any given time are rented to participants of OHFA's Housing Choice Voucher program.

"We screen our tenants. They're also screened on OHFA's end. Having caseworkers and team members to call if there are tenant issues is a nice plus."

Attending OHFA's yearly landlord seminars helps keep him up to speed with changing regulations.

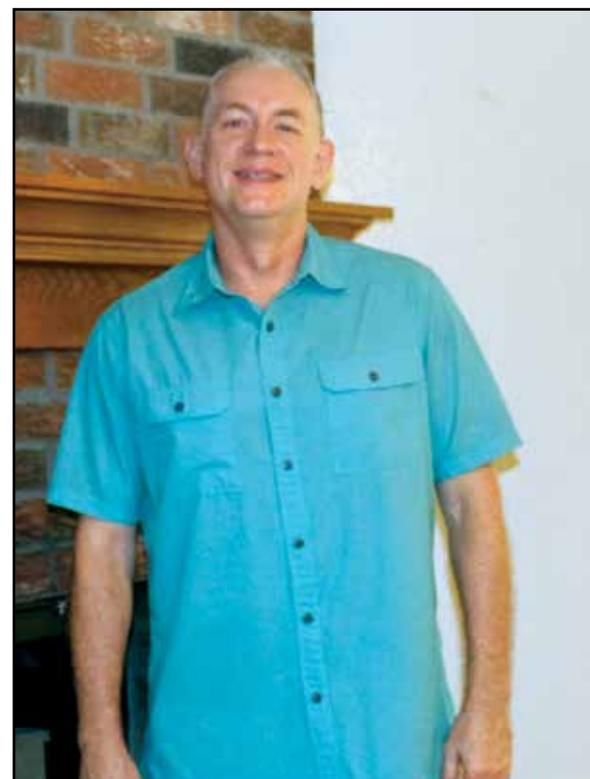
"There are rules and guidelines that landlords have to understand, but the office is there to help you, not to hinder you," said Vince. "I appreciate their willingness to educate."

Plan B Property Management operates with a small staff. Therefore, all of his tenants and contractors have his cell phone number if they need it.

"Tenants will often talk about their problems. Those are opportunities to take off my manager hat and put on my person hat and talk with them," he said. "Sometimes that's all they need is someone to listen."

Helping his renters get on their feet is the most fulfilling part of his job.

For the past few years, he has participated in the Sooner Stand Down, an event for veterans who are homeless or at risk for homelessness.



With a background in sales and marketing, Vince never saw property management as a potential career. He enjoys seeing personal growth in those who rent his homes.

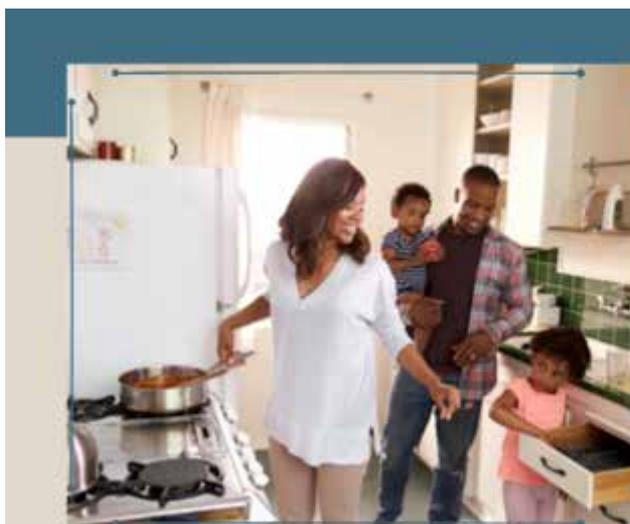
"I see this as my mission field, my ministry. It's fulfilling when you know you've helped someone who wanted the help and received the help when needed."

One former resident completed education to become a dental hygienist while she lived in one of Vince's rental units.

"It was great to see that," he said.

Vince sees treating his tenants with respect as an obligation.

"You never know when a moment of kindness will impact someone's life in the long term," he said.



## 3.5% or 4.0% Down Payment Assistance

OHFA offers down payment assistance to qualified homebuyers!

[www.ohfadownpayment.org](http://www.ohfadownpayment.org)

# Housing Quality Standards: Back to Basics



Housing Quality Standards (HQS) help ensure families receiving Housing Choice Voucher assistance live in housing units that are safe.

As required by the Department of Housing and Urban Development (HUD), all units occupied by families receiving Housing Choice Voucher assistance must meet these requirements. HUD also allows the Oklahoma Housing Finance Agency to establish additional requirements.

All units must pass HQS inspections prior to the approval of a lease and contract, at least once every two years during the term of the contract, and at other times as needed.

Under OHFA policy, there are three types of inspections that are conducted.

- The initial/transfer lease inspection,

which is the first inspection conducted. It must pass before the lease and contract are executed and Housing Assistance Payments (HAP) can begin.

- A biennial inspection is conducted every two years as long as the family is leased into the same unit.
- Tenant request inspections, which can be made by the family when there are items that expose them to potential health, safety or security dangers that have not been addressed by the property owner.

OHFA encourages property owners and managers to review HQS requirements to ensure units pass inspection.

The HQS inspection evaluates the following areas:

- Living room
- Kitchen
- Bathrooms
- Primary rooms used for living including bedrooms, dining rooms, dens, and play rooms
- Paint
- Secondary rooms including closets, pantries and laundry rooms
- The building exterior including roofs, siding, exterior lighting, gutters, chimneys and exterior paint.
- Heating and plumbing
- Fire exits
- Evidence of bug, rodent and pest infestation

- Interior or exterior garbage and debris, refuse and garbage disposal
- Interior stairs and common hallways
- Tripping hazards
- Interior doors
- Units that burn fossil fuel and/or have attached garages must include carbon monoxide detectors
- Site and grounds of the property including fencing, gates, and swimming pools

Detailed requirements are located on our website in the Briefing Book: <https://tinyurl.com/OHFAbriefingbook>

## Changes to Phone Number, Email & Mailing Address

Immediately notify OHFA in writing when your telephone number, email or mailing address changes.

## Housing Assistance Payments

Report concerns or questions regarding rental assistance payments to (405) 848-1144, Ext. 2898. Leave a detailed message and a phone number where you can be reached.

## Payment History

Property owners may access payment history 24/7 at [www.assistancecheck.com](http://www.assistancecheck.com).

## Available Rental Properties

Visit <http://ohfa.gosection8.com> to view or list available units for free or call (866) 466-7328.

## Field Agents

- |  |   |
|--|---|
| • <b>Rhonda Boyd</b><br><i>Floater Agent</i>     | • <b>Corey King</b><br><i>Floater Agent</i>     |
| • <b>Luke Brooks</b><br><i>East Oklahoma</i>     | • <b>Debbie Mauldin</b><br><i>Floater Agent</i> |
| • <b>Felicia Glover</b><br><i>Floater Agent</i>  | • <b>Shannon Ogle</b><br><i>SW Oklahoma</i>     |
| • <b>Quinton Germany</b><br><i>Floater Agent</i> | • <b>John Rolls</b><br><i>Floater Agent</i>     |
| • <b>Jack Howell</b><br><i>East Oklahoma</i>     | • <b>Shawnta Ward</b><br><i>Floater Agent</i>   |
| • <b>Philippe Jamet</b><br><i>Floater Agent</i>  | • <b>Judi Wright</b><br><i>SE Oklahoma</i>      |
| • <b>Keneshia Kelley</b><br><i>NE Oklahoma</i>   |   |

## Reasonable Accommodation, continued

or connection between the requested accommodation and the individual's disability.

OHFA can provide reasonable accommodation forms for completion by you and the applicant and a physician, other health care professional, or non-medical service agency to complete and return to OHFA.

The request must indicate what accommodation is needed. Examples:

- A bedroom for a full-time live in aide. Legible identification must be provided. Live-in aides must be approved by OHFA before they are added to the household.
- A separate sleeping room for a family member with a disability.
- An extra room for large medical equipment.

- Assistance with reading, writing or understanding paperwork.

The request must indicate who in the household requires the accommodation and an explanation of how it will help the individual access or participate in OHFA's program.

A physician or other health care professional, or non-medical service agency must provide reliable disability-related information to explain and establish the connection between the reasonable accommodation and the individual's disability.

Please do not provide medical records. The responses given must provide enough information to evaluate and to confirm the disability-related need for the specific reasonable accommodation.

# What's Happening

## Holidays

November 28 & 29 - Thanksgiving  
December 24 & 25- Christmas  
January 1, 2020 - New Year's Day  
January 20, 2020 - Martin Luther King, Jr. Day  
February 17, 2020 - Presidents Day

## Homebuyer Education Classes Scheduled at OHFA

April 11, 2020  
June 20, 2020

## Program Coordinating Committee Meetings

January 16, 2020  
May 21, 2020  
October 15, 2020

## Resident Advisory Board Meetings

February 13, 2020  
May 7, 2020  
August 20, 2020



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## SEE WHAT'S INSIDE!



Requesting Reasonable  
Accommodations



Landlord Spotlight: Vince  
Brown of Plan B Property  
Management



Keys to Avoiding Section  
8 Scams



Housing Quality Standards  
Inspections 101

P.O. Box 26720  
Oklahoma City, OK 73126  
www.ohfa.org

Presort Standard  
U.S. Postage  
Paid  
Permit No 777  
Okla. City, OK

## Assistance Connect Features Benefit Property Owners



Through the Assistance Connect portal, [www.AssistanceCheck.com](http://www.AssistanceCheck.com), property owners and managers may view and manage all properties and grant others access.

To link a property to an account, use the "Add Property" option on the *My Account* page to register additional entities. These options will prompt the user for the required information (Tax ID and PIN for Owners). Once completed, the user will have access to the additional property or case file from within the existing account.

Users with multiple properties can choose which one they would like to

access. The "Notifications" column will help show which properties need attention. Assistance Connect primary account holders can allow other people such as management agents/property managers to view their property through Sub-Accounts.

The sub-accounts feature will benefit property management companies with multiple contacts that need access to the account information. This feature helps handle employee turnover.

Sub-accounts will have most of the same access as the primary account holder including the ability to view documents, submit requests, and receive notifications for items such as a new document or a change to a submitted request's status. However, they will not be able to invite other users.

The primary account holder has complete oversight on the sub-accounts, including the ability to update email addresses, re-send and revoke invitations, and remove account access at

any time.

Owners will need to create a contact record, on the *Manage Contacts* page, for any users they would like to invite to view and manage their property.

An email address is required for this process. Once the contact has been created, simply click the Invite button and confirm the invitation.

The *My Units* page will show all Tenants associated with a given Provider, regardless of whether or not the Tenant has an account or is actually assigned a unit.

Owners should call the finance department, 405-848-1144 or toll free 800-256-1489 at extension 2898 for assistance with lost PINs.

Applicants and current tenants needing assistance with their PIN should call 405-842-2471 or toll free 800-256-1489.

