

Report Income Losses and Changes to OHFA

Families are reminded to report any loss of income or changes in household composition promptly so that their portion of rent may be updated, if necessary. For example, a household member previously worked full-time and now works part-time. If a household member ceases to reside in the unit, the family must inform OHFA within 30 calendar days.

To report a change, please provide a brief explanation of what has changed along with any supporting documentation.

The change may be mailed, sent through an Assistance Connect account, dropped off at the OHFA office, or faxed to the assigned recertification team. The Housing Choice Voucher program is designed to help provide affordable housing even during times of income loss.

OHFA does not require families to report increases in income, including new employment, and/or increases in assets between annual reexaminations unless the increase is the result of a family composition change. These changes must be reported within 30 calendar days.

Please contact the assigned team with any questions. Contact information can be found at the bottom of OHFA letters and on page two of this newsletter.



News on 8

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

Dancing Through Life With Purpose

Students who take classes at the Metropolitan School of Dance, Inc. come away learning more than dance steps. Through artistic expression, they build positive self-esteem and self-worth.

Metropolitan School of Dance offers year-round classes in ballet, tap, jazz, modern, African, Pointe', hip-hop and drumming. Classes take place at the Douglass at Page Woodson, 600 N. High in Oklahoma City.

"We have classes for individuals ages three to adult," said executive director Frances Pitts. "Our oldest student was 87!"

A non-profit organization, MSDI strives to create an opportunity for anyone who wants to learn to dance, regardless of their background.

"We offer a scholarship program for those who cannot afford to take classes, Pitts said. "About 90% of students qualify for scholarships and pay at most \$25 per month."

Recognizing the barriers that families often face, MSDI offers transportation to and from classes, dance shoes, attire, and meals while students are in attendance.

MSDI has provided an artistic outlet to its students for more than



30 years.

"Quite a number of our families reside in under served or marginalized areas of the city. Young people actually shine when arts are included in learning." Pitts said.

Programming options include drop-in classes for new students, fall and spring sessions, fall break camp, a summer dance camp and the OKC Tap Dance Festival.

Dance with MSDI -

For enrollment, class, and organizational information:

Website: www.msdiokc.org

Phone: (405) 236-5026

Address: 600 N. High, OKC



Contact List

TTY	(405) 848-7471
Recertification Team 1 Alphabet A,D,G,H,K,M,O, and X	(405) 419-8166 Fax: (405) 419-9166
Recertification Team 2 Alphabet B,C,I,J,N,P,T,U, and Y	(405) 419-8167 Fax: (405) 419-9167
Recertification Team 3 Alphabet E,F,L,Q,R,S,V,W, and Z	(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 Mary Hooek, Manager Cassi Twiehaus, Supervisor	(405) 419-8266 (405) 419-8233
Field Operations Kenneth Love, Manager Dodie Pool, Supervisor	(405) 419-8268 (405) 419-8230
FSS/ Home Ownership Team	(405) 419-8171
Performance Based Contract Administration (PBCA) Rhonda Watson	(405) 419-8181 (405) 419-8104

OHFA's Administrative Plan for the Section 8 Housing Voucher Program may be viewed at www.ohfa.org or at its central office by appointment.

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Virtual Inspections

To allow for social distancing, OHFA now conducts two different types of Housing Quality Standards inspections: in-person and virtual.

When it is time to schedule an inspection, the landlord and tenant will receive a letter from OHFA. If an OHFA inspector has never been to the unit, an in-person inspection is usually conducted. Subsequent inspections may be conducted virtually.

Virtual inspections enable prompt service and productive follow-ups. Virtual inspections are conducted between a tenant and an OHFA inspector by using a video call on a smartphone or tablet.

The virtual inspection has been essential in OHFA's continual effort to provide excellent customer service. OHFA's responsibility of ensuring that clients are residing in safe, decent and sanitary units continues even during the pandemic.

The tenant will be notified by mail of the inspection date and time. The letter will include an inspector's name. This inspector will call the tenant in advance of the appointment.

Tenants should contact their landlord or property manager to have the necessary equipment available to them, if equipment is needed to check their

repairs. Possible equipment needed includes a circuit tester and a flashlight.

To ensure a successful inspection, a smartphone or tablet with a camera is required. One of the following applications - Zoom, Duo or FaceTime will be utilized to conduct the inspection.

The inspector will verify a working phone number and which application they will use for the inspection. Tenants who do not own a smartphone or tablet may ask a relative or friend for assistance.

The inspector will call the tenant at the time of the appointment via Zoom, Duo or FaceTime to connect. Once connected, the inspector will view the tenant's photo ID and direct the tenant to rotate the camera lens, to act as the eyes of the inspector.

The tenant will then walk through the unit with the guidance of the inspector checking each repair in the location noted.

At the end of the inspection, the inspector will inform the tenant if the unit passed or failed. Corresponding letters will be sent the following day.

Watch a video about virtual inspections by scanning the QR-code with your smartphone.



Rent Estimate Worksheet Available Online

Families and landlords may use OHFA's rent estimate worksheet to determine an estimate of the following:

- Maximum rent the owner may charge (subject to rent reasonableness)
- Family's portion of rent
- Maximum amount OHFA will pay

The worksheet is provided as a convenience to calculate estimated amounts. Actual amounts may differ once the lease and contract are processed.



Scan & download the Briefing Book and worksheet using the camera on your smartphone.



Building Safety Precautions Implemented



OHFA abides by CDC and state guidelines for the safety of guests and employees who come to the office.

- Visits are by appointment only.
- Masks are now required.
- Social distancing protocol will be followed.
- Maintenance staff regularly sanitizes all areas.
- Drop boxes are available for those who need to leave documents.

Mailed Income and Family History Updates Replace Meetings with OHFA Field Agents

OHFA is changing the process for annual and interim income and family history update appointments. A mail in process for families with annual re-examinations due will replace meeting with a field agent.

A questionnaire/information packet, other documents and instructions will be sent along with a postage paid return envelope. Complete and return the packet so that income and family history can be updated.

Families will have 14 days to complete and return the packet in the postage paid envelope. If the packet is not received, a second notice will

be mailed to the family giving them additional time to return the packet.

If the packet is not received by the due date, OHFA will terminate the assistance of the family.

Families must ensure that all forms are complete and information is accurate.

- All adult family members must sign the forms.
- All household information must be included on the questionnaire.
- Verification of all household income must be included with the packet.

Evictions Halted Through December 31

The Centers for Disease Control and Prevention (CDC) issued an emergency public health order to temporarily halt most evictions to prevent the further spread of COVID-19. The order will be effective through December 31.

Though the eviction moratorium is in place through the end of the year, any past-due rent owed by the renter, including late fees, will come due upon expiration of the Order.

Renters who have fallen behind on paying rent may face eviction, if they are unable to pay the past-due

amounts.

Renters at risk of eviction should complete the CDC Declaration Form. This declaration is for tenants, lessees, or residents of residential properties who are covered by the CDC's order temporarily halting residential evictions.

Residents must still pay rent and follow all the other terms of the lease and property rules. Renters may also still be evicted for reasons other than not paying rent.

In 2021, OHFA will temporarily move its office location. Information will be sent to customers by mail and posted on the OHFA website.

Dreaming of Buying a Home? Consider OHFA

In addition to its rental assistance program, OHFA also offers 3.5% down payment assistance to homebuyers statewide. OHFA offers a lower interest rate to buyers who have already saved to purchase a home.

The first step toward becoming a homeowner using OHFA Homebuyer Down Payment Assistance is to contact a lender to qualify. OHFA's list of participating lenders and other information can be found on the OHFA website: www.ohfadownpayment.org or by calling (405) 419-8207.

Changes to Phone Number, Email & Mailing Address

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

Housing Assistance Payments

Call (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.

Available Rental Properties

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

Field Agents

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

Scan the Code Using a Smartphone Camera to Complete OHFA Survey

LANDLORD SURVEY



TENANT SURVEY



SEE WHAT'S INSIDE!



Non-profit organization offers dance classes



Virtual Inspections



Rent Estimate Worksheet



Insert: Learn about the Bridge the Gap Digital Wallet grant.

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: OHFA's Online Information Portal

Assistance Connect is a web-based portal for applicants, tenants, and owners. It can be accessed by visiting www.assistancecheck.com.

Assistance Connect allows OHFA to send responses and receive requests.

Some of the benefits of Assistance Connect include:

- 24/7 Access
- Minimizes phone calls
- Allows you to contact OHFA
- Reduces paper and mailing costs

Applicants/Tenants

- Add, Edit, Remove Family Members or Income
- Update Contact Information
- Send Documents/Requests

Property Owners/Management Agents

- Review Payments
 - Review Inspection Information
 - Send Documents/Requests
- For property owners, Assistance Con-

nect now allows multiple properties under one centralized account. From a single account, the property owner will be able to quickly view and manage all of their properties.

Previously, a user would need to create a unique user name and password for each one.

Personal Identification Numbers (PIN)

OHFA mailed letters to property owners that included a PIN. For current families, OHFA is sending letters monthly that include a PIN in conjunction with the annual recertification process. Follow the online instructions and help videos to set up a Tenant account.

The online application process provides applicants with a PIN.

Owners should call the finance department at 405-848-1144 or toll free 800-256-1489, 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 to contact your team.

Keep the user name and password because it is required to sign-in to Assistance Connect to receive and send information to OHFA.

A valid email address is required. Keep it active to receive notifications from Assistance Connect.

Visit www.assistancecheck.com to access information.