



One of the biggest frustrations when it comes to using online applications is figuring out what to do when a password needs to be changed. In this issue of News on 8, we're sharing tips on changing passwords on the Assistance Connect portal, located at www.assistancecheck.com.

In the instance of a forgotten password, click the "Forgot Username or Password" option on the website. If you registered with an email address, an email will be sent with instructions. Add no-reply@assistancecheck.com to your safe senders list.

If you registered with a mobile number, the software will send a text instead.

If you no longer have access to the email used to set up your account, select "My Email Address Could Be Incorrect" under Account Options.

The Assistance Connect website offers a robust Frequently Asked Questions section designed to help users navigate the site.

OHFA frequently sends notifications through Assistance Connect. To stay up to date, check your account on a regular basis.

A screenshot of the Assistance Connect login page. It features a dark blue header with the 'mri Assistance Connect' logo. Below the header are two input fields for 'Username' and 'Password'. There is a checkbox for 'Remember Me' and a blue 'SIGN IN' button. At the bottom, there is a link for 'Forgot Username or Password?'.

News on 8

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



'Make an Investment in Yourself'

Donna spent a lifetime as a renter. Thanks to the Housing Choice Voucher Homeownership Program, she has purchased her own home.

New Homeowner Plants Roots

At the invitation of OHFA's Family Self-Sufficiency Team, Donna attended an OHFA information session early last year to learn how she could purchase a house through the Housing Choice Voucher Homeownership program.

Eager to start the journey toward owning a home, Donna signed up for the program that day.

Last March, Donna completed a homebuyer education class through Neighborhood Housing Services. She worried she may not be able to buy a house given the pandemic.

"They told us that no matter what, just keep saving and focusing on your goals," Donna

said. "So that's what I did."

For the next six months, Donna worked toward her goal of owning a home with the guidance of Lanisha Hines, her Family-Self-Sufficiency/Homeownership Specialist at OHFA. Lanisha encouraged Donna to continue building her savings.

When the time came to start her home search, Donna knew exactly what she wanted.

"I like mid-century, older homes," she said. "I wanted something small."

The day she toured the quaint white house at the end of a side street, Donna knew she was home.

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Contact List

TTY (405) 848-7471

Recertification Team 1 (405) 419-8166
Alphabet A,D,G,H,K,M,O, and X Fax: (405) 419-9166

Recertification Team 2 (405) 419-8167
Alphabet B,C,I,J,N,P,T,U, and Y Fax: (405) 419-9167

Recertification Team 3 (405) 419-8168
Alphabet E,F,L,Q,R,S,V,W, and Z 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

Office Operations
Mary Hooek, Manager (405) 419-8266
Cassi Twiehaus, Supervisor (405) 419-8233

Field Operations
Kenneth Love, Manager (405) 419-8268
Dodie Pool, Supervisor (405) 419-8230

FSS/ Homeownership Team (405) 419-8171

Performance Based Contract Administration (PBCA) (405) 419-8181
Rhonda Watson, Supervisor (405) 419-8104

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

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205 N.W. 63rd Street, Suite 140
Oklahoma City, OK 73116

Mailing Address:
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Donna enjoys a cup of coffee in the home she purchased as part of OHFA's Housing Choice Voucher program.

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After years of apartment living, she enjoys living in a quiet neighborhood where she often reads on her front porch.

A large backyard means plenty of room to grow fruits, vegetables, and flowers.

"I enjoy being able to go into the yard, plant, and enjoy nature."

Through the Community Action Agency of Oklahoma City and Oklahoma/Canadian Counties, Donna paired funds she saved with down payment and closing cost assistance.

She now uses her Housing Choice Voucher to help make mortgage payments instead of paying rent.

"I am on a fixed income due to disabilities," Donna said. "This

assistance really helped me."

Donna encourages fellow renters to "take a chance" if given the opportunity to buy a house.

"Understand the importance of saving and investing in yourself. This is a great opportunity," she said.



View an interview with Donna by scanning this QR code. OHFA's Family Self-Sufficiency Team sends interest letters

based on annual recertification dates.

Learn more about FSS and homeownership: (405) 419-8171.

OHFA Offices Temporarily Relocate



Financially Impacted by COVID-19? U.S. Treasury's ERAP Could Be an Option

Oklahoma residents facing financial hardships due to COVID-19 may be eligible for financial assistance. The U.S. Department of the Treasury has implemented the Emergency Rental Assistance Program (ERAP), designed to keep families in their homes.

ERAP helps tenants and landlords by paying past due rent and utilities.

Households receiving a rental subsidy from other programs such as Housing Choice Voucher (Section 8) or Public Housing will not be eligible to receive ERAP assistance if the assistance results in duplicative benefits.

However, households with a tenant portion of rent that is not subsidized by other federal sources may be eligible for assistance.

Applicants must be 18 years or older to apply.

A member of the household must meet the following criteria:

- Qualifies for unemployment or has experienced a reduction in household income, incurred significant costs, or experienced a financial hardship due to COVID-19;
- Demonstrates a risk of experiencing homelessness or housing instability; and
- Has a household income at or below 80 percent of the area median.

Tulsa County residents should apply for assistance with Restore Hope Ministries.

Other Oklahoma residents should apply for assistance with Community Cares Partners.

Landlords receiving rental assistance on behalf of the client must provide the following:

- A current rent ledger
- Copy of the tenant's lease (first page only)
- W9
- ACH form (for direct deposit) – optional

Carbon Monoxide Detectors Prevent Poisoning

According to the Center for Disease Control (CDC), at least 430 people die in the U.S. from accidental carbon monoxide (CO) poisoning each year. Steps can be taken to help protect households.

Since 2019, OHFA has required carbon monoxide (CO) detectors in units where Housing Choice Voucher participants reside when fossil-burning or flame-producing appliances such as water heaters, stoves, fireplaces, or heaters are located in the unit. Total electric units without attached garages do not require use of CO detectors.

As part of the inspection process, OHFA personnel ensures that the detectors are installed and operational when required.

If a CO detector is missing or



inoperable, this is considered life-threatening and must be installed or repaired within 24 hours.

In some instances, more than one CO detector may be required.

CO detector guidance:

- The device must be installed per manufacturer instructions
- At least one CO detector on each level of the unit



restorehope.org



okcommunitycares.org

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 | |

Tips for Submitting Rent Increase Requests

A revised rent increase request form has been posted on OHFA's website. To ensure timely processing, fill out the form completely and accurately. Incomplete forms will be returned and can delay processing, possibly affecting the Proposed Effective Date.

Mail the completed rent increase request form to OHFA, Rent Increase Request, P.O. Box 26720, Oklahoma City, OK, 73126-0720.

Reasons rent increase request forms are returned include:

- Requesting a rent increase during the initial term of the contract or during the term of a renewed lease.
- Sending the request less than 60 days or more than 120 days of the requested effective date.
- Incorrect or omitted apartment or unit numbers.
- Missing information including landlord phone number, square footage, number of bedrooms or bathrooms, type of parking, provided appliances, or provided utilities.

SEE WHAT'S INSIDE!



Assistance Connect password guidance



Former renter buys home through Housing Choice Voucher program



Carbon monoxide detector information



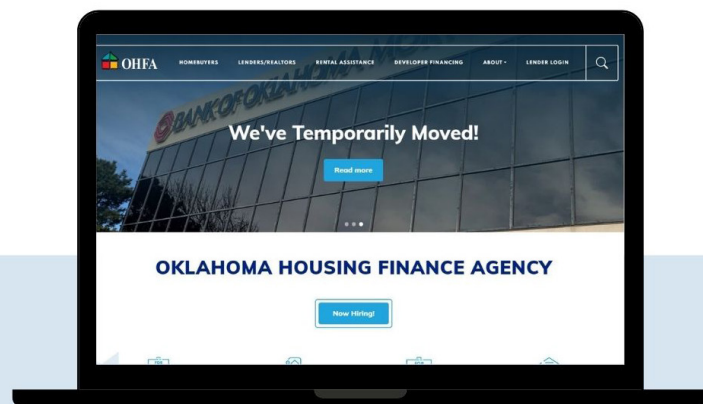
ERAP offers assistance for landlords and tenants financially impacted by COVID-19

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

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

Coming Soon!

OHFA has been working on a brand new version of www.ohfa.org.



All information for the Housing Choice Voucher Program has been centralized into the Renters/Owners section. Program resources will be easier to navigate. The new version of www.ohfa.org will be live June 1.



In addition to offering the Housing Choice Voucher Homeownership program, OHFA also offers 3.5% down payment assistance to eligible homebuyers statewide. Buyers must have a 640 middle credit score and meet mortgage requirements.

OHFA offers a special interest rate for buyers who are teachers, first responders, or Oklahoma state employees.

The OHFA Homebuyer Down Payment Assistance Team is available to answer questions about starting the home buying process, (405) 419-8207.