



# VIEW

## POINT

FALL 2000

### NEWS FOR OWNERS AND MANAGERS IN THE RENTAL ASSISTANCE PROGRAM

## Tips about New Leasing Policies

HUD's new lease rules have many "pluses" along with a few important "to-dos" to keep in mind. On the plus side, there's a lot more flexibility. You may now:

- Use your own lease form.
- OR, use the lease form provided by the Commission if you'd prefer (but don't use both; just pick one or the other).
- Have an initial lease term of six months or one year. Six months is the minimum that you can start with.
- Renew leases on a month-to-month basis (after the initial lease term is completed).
- Tailor the lease agreement to include specific house rules (i.e., about pets, key duplication, yard care or other matters).
- Negotiate with us if we don't agree with the rent amount you would like to set (you may do this by submitting three

"comparable" rent rates to justify the proposed amount).

But also please remember to always: 1) make sure that both parties' signatures (yours and the tenants') are on the lease form (otherwise it's not valid); and 2) treat assisted (Section 8) and non-assisted tenants the same in terms of rents and rules.



### Free Vacancy Listing Service

Got an apartment or house available to rent? Let us help you get the word out.

Please fax us the info at (619) 235-0369, and we'll include it in our vacancy listing that comes out every Tuesday. Please get it to us by the preceding Friday by 5 p.m. To request a vacancy listing form, or if you have any questions, please call Owner Liaison Lynda Taylor at (619) 525-3760.

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## Community Opportunities Program

### Giving Section 8 Rental Families a "Hand Up" Rather Than a "Hand-out"

Would you like to help change someone's world for the better? You might be able to do that through the Community Opportunities Program, if you have a rental property in an area where residents tend to be moderate- to high-income (such as University City, Coronado, or La Mesa).

The Community Opportunities Program

is a special, countywide Section 8 program that helps people move ahead in life. One way the program does this is by relocating families to "higher opportunity" neighborhoods in which they normally would not have lived. For families struggling to get ahead in the world, a new neighborhood

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# Who Ya Gonna Call...?

At the Housing Commission, we're all here to serve you. But how do you know who to call about various questions or concerns you may have? The following should shed some light on that.

## Introducing Our Owner Liaison ...

When you would like to know more about our programs in a "global" sense or are having trouble getting in touch with a particular staff person to call about something, our Owner Liaison Lynda Taylor will be happy to hear from you. With her eager-to-please attitude and vast knowledge of our programs,



this 13-year Housing Commission veteran is well qualified to assist you. Lynda can be reached at (619) 525-3760 or by e-mail, lyndat@sdhc.org.

## ...And Our Program Specialists

But what about when you have specific questions about things such as filling out forms or how inspections work? Then your best bet is speak directly with one of the staff persons that handles that area. The chart on page three provides a complete listing of contact persons that are experts in various aspects of the program. For example, for questions about inspections, there is a listing of persons in that department (the name of your inspector can be found at the bottom of your lease form).

Or, when you have a question about a tenant or about the prospect of selling your Section 8 rental property, please call the appropriate "Occupancy" team member/caseworker. Note, we recently rebalanced our caseload assignments, so be sure to check if your tenant has been assigned to a new worker. The chart shows a breakdown of assignments according to tenant last names (e.g., Deborah Whitfield handles cases "A" through Ac").

## Meet Occupancy Team "B"

Finally, as we do every issue, we would like to help you match faces with the names of staff persons you may sometimes call. This time was Occupancy Team B's turn to smile for the camera:



*(Pictured left to right) Laura Vargas, Novella Robinson, Mamie Alston, Veronica Saavedra, Michael Lai, Khue Tran, Rosa Garcia and Ann McGuire (supervisor). Thuy Doan (not pictured).*

## Inspection Notes

Here's something to keep in mind for your next inspection: When the Housing Commission sends you the annual letter letting you know that an inspection is coming up, please let that letter be your reminder to check in with your tenant to

make sure all the necessary repairs have been made ahead of time. That way, your rental unit is far more likely to pass inspection, and the Commission's rental payments to you can continue uninterrupted.



# Rental Assistance Staff Directory

## Occupancy Teams

The Occupancy Team members are caseworkers who work directly with tenants. Call the caseworker when you have questions about a specific tenant, recertifying your unit, or are considering selling your property while it is still leased to the Section 8 participant. On the left-hand side of the names of staff persons you will see the alphabetical “range” that corresponds to client caseloads. Also, team supervisors and administrative staff members are shown should you need their assistance.

### Occupancy Team A

Caseloads:

A – Ac	Deborah Whitfield	(619) 525-3763
Ad – Arm	Maria Tapia	(619) 525-3784
Arn – Bradf	Denise Williams	(619) 525-3783
Bradl – Chap	Henrietta Ochoa	(619) 525-3732
Char – Dayn	Karen Colvin	(619) 525-3772
Ester – Gasp	Elddy Henderson	(619) 525-3777
Gast – Hal	Michelle Hawkinson	(619) 525-3728
Theresa Ahamed (supervisor)		(619) 525-3744
Abelardo Bernal (administrative support)		(619) 525-3735

### Occupancy Team B

Caseloads:

Haj – Harris, D	Michael Lai	(619) 525-3766
Harris, E – Hat	Novella Robinson	(619) 525-3727
<i>(Note, the two persons shown above are also contacts for the Moderate Rehabilitation Program, a “project-based” [tied to rental property] Section 8 program.)</i>		
Hau – Huynh, M	Thuy Doan	(619) 525-3769
Huynh, N – Keo	Mamie Alston	(619) 525-3723
Ker – Loa	Khue Tran	(619) 525-3773
Lobo – Martinez, R	Rose Garcia	(619) 525-3731
Martinez, S – Mont	Laura Vargas	(619) 525-3721
Ann McGuire (supervisor)		(619) 525-3745
Veronica Saavedra (administrative support)		(619) 525-3738

### Occupancy Team C

Caseloads:

Moo – Nguyen, Cha	Maria Christopher	(619) 525-3785
Nguyen, Chi – Ost	Nghiem Nguyen	(619) 525-3779
Osu – Pot	Samuel Beamon	(619) 525-3722
Pow – Rodriguez, L	Edna Guerrero	(619) 525-3734
Rodriguez – Shek	Juanita Causbrook	(619) 525-3764
Shel – Tam	Joanne Gutierrez	(619) 525-3765
Tucker – Watson	Mary Blue	(619) 525-3762
Roberta Houston (supervisor)		(619) 685-1055
Mariza Madrigal (administrative support)		(619) 525-3737

### Occupancy Team D

Caseloads:

Dea – Esq	Daniel Oelke	(619) 525-3724
Tang – Tu	Kimberly Hoang	(619) 525-3729
Watt – Z	Cery Lucas	(619) 525-3726
Kathee Farrington (supervisor)		(619) 685-1080

## Inspections

If you need help with the inspection process or have a question, call the inspector whose name appears on the bottom of your inspection form. If you did not receive your form or have other concerns, call the administrative staff person or inspection supervisor.

### Inspectors

Sandy Baker	(619) 685-1056
Mike Barosh	(619) 685-1058
Raquel Cintron	(619) 685-1059
Gary Baxter	(619) 685-1060
Gary “Hoff” Hoffman	(619) 525-3657
Carmen Lee (rent review)	(619) 525-3739
Eric Smith	(619) 685-1061
Martha Jackson (supervisor)	(619) 525-3747
Damaris Carrillo (administrative support)	(619) 525-3751
Maria Gomez (administrative support)	(619) 525-3741

## Program Management

Our managers would like you to know that they are accessible, too, should you ever feel the need to speak with them directly.

Patricia Zamora (Rental Assistance Program Manager)	(619) 525-3743
Patricia Duplechan (Housing Programs Director)	(619) 525-3676

## Leasing Unit

This is the team to contact for issues relating to moves, new client intake, and lease processing.

Leasing:

Ursula Cartwright	(619) 525-3774
Susan O’Hara	(619) 525-3761

## Move Specialists

Caseloads:

A – Lova	Mina Garcia	(619) 525-3725
Love – Z	Samuel Beamon	(619) 525-3761
“Ports” (participants moving outside of the city):		
Regina Wilson		(619) 525-3651

## Program Specialists

Owner Liaison: Lynda Taylor	(619) 525-3760
Program Integrity Unit:	
Craig Velte (lease or program violations)	(619) 525-3770
Shelter Plus Care program: Kathi Houck	(619) 525-3709
Section 8 Aftercare (program for physically/mentally disabled):	
Nancy Tooson	(619) 525-3768
Section 8 hearings (informal hearings for clients whose participation in the Section 8 program is subject to termination):	
Cyndi Lofftus	(619) 525-3787
Owner address/property changes: Cris Bolton	(619) 525-3780
Community Opportunities Program:	
Elizabeth King	(619) 699-5888
Lead paint issues: Steve Callow	(619) 525-3702
Section 8 Moderate Rehabilitation Program: see Occupancy Team B	

## Community

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can help launch a new life. For example, if you move a teenager from a poorly-performing school in an economically depressed area to one where most of the kids are college bound, the new surroundings could be an inspiration for that teenager. For his or her parents, who might be subsisting on minimum wage, living next door to working professionals might have a similar result. The program also provides participants with extensive resources, such as childcare assistance and job training, that help bring about self-sufficiency. For more information, please call Elizabeth King (619) 699-5888.

## Family Self-Sufficiency Spotlight

The Community Opportunities Program is not the only way for your Section 8 tenants to get on track to economic independence. Any Housing Commission rental assistance family can join the Family Self-Sufficiency Program (FSS), which helps adults get the education and job training they need to get ahead. The program also helps participants build up a special savings account that can be used for expenses related to self-sufficiency goals. For those of you with rental assistance families in this award-winning program, our extended thanks go out to you for working with us to help them build better futures!

Following is the story of an individual who benefited from the FSS program:



*Elaine Erickson was beaming with joy when she shared the news of her new job with her "guardian angels" at the FSS program. The sole supporter of two school-age boys, Elaine was overwhelmed with responsibility and a sense of despair that nothing would ever change. Things had been especially bad when she was married to a verbally abusive husband who would sell their appliances to feed his drug habit. Emergency housing at a shelter, followed by Section 8 assistance, were Elaine's first steps towards safety and security for herself and children. Then she joined the Commission's FSS program, which paved the way for her to complete her associates degree. Soon after, she landed a "living wage" full-time job with benefits at Mesa College, as a Senior Clerical Assistant working for a dean. "I'm so thankful and so blessed," says Elaine, who is on her way to making it on her own without housing assistance.*

## Frequently Asked Questions

Our "Q&A" column is designed to address common concerns and questions. (Let us know if you have one you'd like to see answered in *VIEWpoint*.)

**Q:** How do I change my mailing address or management company?

**A:** Please submit address or property management changes in writing to Cris Bolten. To help us accurately update your files, please be sure to include the following:

- Your name
- Your old and new address
- Names of your tenants
- Property address

- Your daytime phone number
- Effective date of the change
- Name of old and new property management company (please specify which is which)

**Q:** How do I inform SDHC of a change in property ownership?

**A:** Cris Bolten is also the contact person for property sales. Please call her prior to the change in ownership to let her know the name and address of the new property owner. Her phone number is (619) 525-3780.

**Q:** Do I get a choice as to whether I want to convert my existing Certificate Contract to the new Housing Choice Voucher?

**A:** Sorry, but all certificate contracts will be converted into the Housing Choice Voucher.

**Q:** How much security deposit can I collect?

**A:** You are allowed and encouraged to charge a security deposit. Your deposit should be sufficient to cover damages beyond normal wear and tear.

*VIEWpoint is published by the Rental Assistance department as a way to keep owners/managers updated on issues and policies regarding housing assistance programs. If you have any ideas for future stories, or if you have any suggestions about our programs, please contact Owner Liaison Lynda Taylor at (619) 525-3760; lyndat@sdhc.org.*



Good Neighbors  
San Diego  
Housing Commission

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A state agency  
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