

NEWS FOR OWNERS AND MANAGERS IN THE RENTAL ASSISTANCE PROGRAM

## Owner's Happy With Switzerland Tenants

Why yes, Switzerland is within our jurisdiction. Switzerland Drive, that is – in Nestor—where property owner Cesar Santiago rents a three-bedroom house to April MacKenzie and her two daughters, ages 14 and 6.

As far as Mr. Santiago is concerned, the MacKenzies can stay as long as they like. Mrs. MacKenzie, a sales associate for Robinsons-May, is an excellent tenant, always on time with her rent. Mr. Santiago has participated in the Rental Assistance Program since 1997. He owns one other rental property, a house in San Ysidro, also rented to a Section 8 family. He recommends the Rental Assistance program to other owners for two main reasons: financial security and direct deposit. “You get the rent on time and that’s very important,” said Mr. Santiago, referring to the Housing Commission’s portion of the rent as well as the tenants’. The latter tends to be on time because it’s affordable for the families.

As for direct deposit, he benefits from having the Housing Commission’s check deposited into his checking account on the first of every month.

In addition to managing his rental properties, Mr. Santiago works as an administrative assistant at the Naval Medical Center. Previously, he served in the U.S. Navy.



Rental owner Cesar Santiago and the MacKenzie family.



## Slower Rental Market May Affect Lease-Up Pace

If you’ve posted a rental vacancy listing with us recently, you may have noticed that it may take longer than usual to hear from prospective tenants. This is especially true for one- and four-bedroom properties, which are in less demand than two- and three-bedroom units. The primary cause for this trend is today’s softer rental market, but also the fact that we now limit tenant moves to once per year. So, until the rental market picks up, you may want to consider

using other outreach methods to supplement the Section 8 listing.



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Inspections supervisor Steve Callow checks out the new gadgetry.

## New Devices to Speed Up Inspections

Don't be surprised if one of our inspectors shows up without the giant metal clipboard you're so used to seeing. That's because inspections specialists will now be sporting handheld electronic "notepads" for their reports, which will help them do their jobs more efficiently.

The new, high-tech devices are designed to help speed up the inspection process, once we get past the initial "learning curve" phase. With the new system, we'll be able to input inspection information on-site that the inspector will later download into a computer back at the office using software that automatically prints out a typed report.

The new software will change the look of the letters and inspections reports you receive. The inspection reports will have more pages than before because they are essentially a running check list of various HUD health and safety requirements. But they'll be easier to read because they'll be typed instead of handwritten and come with a summary sheet.


## Don't Write Us That Check...

To save you the time and hassle of writing and sending in a check—and to help make things more efficient for our accounting department—we now automatically collect any money you might owe us through rent payment deductions.

You might owe us money when, for example, a tenant moves out prior to the end of his or her 30-day notice and the Housing Commission is unaware and subsequently overpays you. In the past, we invoiced owners for the amount owed. But now, thanks to our new software, we'll deduct those dollars electronically from your other rent payments.

Here's an example of how this works. Let's say we normally pay you rent for Mary Jones at \$500 and John Smith at \$480. But Mr. Smith moves out and we overpay you one month's rent. That rent is then deducted from our next rent payment for Mrs. Jones. (The rent payment check stub will reflect these adjustments.)

So, while it may look like we're underpaying you for Mary Jones, we're not. We're simply adjusting the amount based on money you owe us. If the amount you owe is more than the sum of your monthly rent payments from us, then we'd continue to make deductions until the debt has been cleared. (If you only have the one tenant, then we'd send you an invoice and later, if needed, collect the amount owed from future rent payments.)

Mary Jones' payment .....	\$500
John Smith deduction .....	<\$480>
Amount of Mary Jones' check .....	\$20
500	
- 480	
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20	

*VIEWpoint is published by the Rental Assistance Department as a way to keep rental 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 Brophy at 619.578.7680 or lyndat@sdhc.org.*



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