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## Rent Determination and Payment Process FAQ

### How Much Rent Can I Collect? The rent that you can collect under the HCV program is based upon:

- ✓ Your rent should depend on your area and unit type, and we base this rent on our market studies.
- ✓ You cannot collect more from the HCV program than you would from any other renter.
- ✓ Our staff is available to provide a breakdown of the estimated tenant portion and HAP assistance

**You are responsible for collecting the tenant's portion of the rent based on the family's income. The tenant pays between 30-40% of their income in rent. After the initial lease term, the tenant may pay more than 40% with Housing Authority approval. We must approve the total rent you collect, including rent increase**

### How Do I Qualify to Accept Section 8 Housing Assistance Payments for My Rental Units?

Once you have a Housing Choice Voucher tenant come to you to rent a property, and you have completed tenancy screening along with the required voucher program forms, the unit you wish to rent will need to pass a health and safety inspection.

#### How Are Rent Changes Handled?

You must notify the tenant and us in writing at least 60 days before a rent increase takes effect. See our website for a rent increase form. We will review the new proposed rent and ensure it is "reasonable" using our market studies.

#### You must not charge an HCV tenant a higher rent than any other tenant.

If the tenant's portion of the rent is ever to change, we will send rent change notices to you and the tenant with the new rent amount. Your responsibility is to be privy to this change and collect the correct rent from the tenant. You may not charge the tenant any additional amount beyond what we approve.

#### Housing Works rents are paid on the second business day of the month.

We offer fast, convenient direct deposit of our rent checks. We will mail you a statement if you choose direct deposit. See our website for forms.

#### What are payment standards and what does this mean for people looking for rental units?

This is the maximum subsidy Housing Works can pay on behalf of a family. The rent of a unit must be within an established range.

### When does the Housing Assistance Payment (HAP) go into effect?

The first rental payment will be sent to the landlord within 60 days of the lease and HAP forms being fully executed by Housing Works

### When should I expect payment for Housing Choice Voucher tenant from Housing Works?

**Payments are issued on the second business day of the month.** Please keep in mind that this could potentially fall on the second week of the month.

### How Do I Access the Direct Deposit System for Housing Assistance Payments?

After signing up for direct deposit, monthly voucher payments are electronically deposited into a landlord's existing checking or savings account.

To sign up, fill out the [Landlord Direct Deposit Enrollment Form](#) and return it to [Housing Works](#).

To access the Landlord portal direct deposit system, click [here](#).

### Who can I reach out to if a Housing Specialist has not returned my call and I have questions regarding the Housing Assistance Payment (HAP) Contract?

Please reach out to [frontdesk@housing-works.org](mailto:frontdesk@housing-works.org) or call 541-923-1018 if you cannot reach your housing specialist and need timely answers to any questions.

### Will the Housing Authority pay for tenant-caused damages to the unit?

It is the responsibility of the Landlord to collect these fees. However, if there are damages to the unit and they go over what is covered by the security deposit, the state has a program that can help landlords. OHCS (Oregon Housing and Community Services) has a state funded program called the "Landlord Guarantee." Click [here](#) to learn more.