



# ORANGE COUNTY HOUSING AUTHORITY

OWNER NEWSLETTER - APR. 2018 - ISSUE NO. 1



## HOW TO PREPARE YOUR UNIT

FOR HOUSING QUALITY STANDARD (HQS) INSPECTION

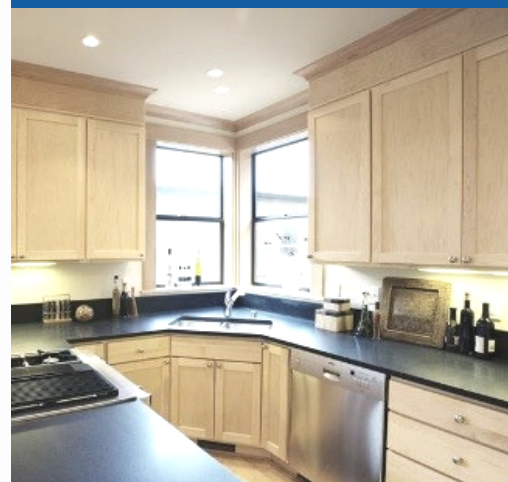
Before a unit is rented, it is recommended that both the tenant and landlord inspect the unit prior to OCHA conducting the Initial or Annual Inspection. Take this opportunity to document and discuss the process for any repairs that need to be addressed. As a reference, here is a quick list of commonly failed items we look for during our HQS Inspections: - A working smoke detector with a live battery must be installed on every level of the unit. - The entire unit must be free of cracking, scaling, chipping and loose paint. - The unit must be free of roaches, rodents or any other infestations.

- All light switches and outlets must have a secured plate undamaged covers installed. - All windows and doors must be secure when closed and weather tight and the water heater must be secured by two straps or anchors and with temperature pressure release (TPR) valve and a discharge line extending downward to six inches from the base. To see a more extensive listing of items, please visit our website at: [www.ochousing.org](http://www.ochousing.org) and click the Leasing Section Icon to view our Inspection Checklist.

## ATTENTION OWNERS!

Would you be interested in attending a workshop to learn about OCHA's policies and procedures and get useful tips on how to expedite your business transactions with us? If you would like to take advantage of this opportunity, please contact Housing Supervisor, Eric Avila at (714) 480-2874 or via email at: [eric.avila@occr.ocgov.com](mailto:eric.avila@occr.ocgov.com).

[WWW.OCHOUSING.ORG](http://WWW.OCHOUSING.ORG)



# WHAT'S NEW AT OC HOUSING AUTHORITY

To better serve you, we created a Rent Increase Team that is dedicated to processing your rent increase requests. By doing this, coupled with technology enhancements, we have reduced our processing time by 50%. You can further expedite the process by including a housing survey form, which can be found on our website at: [www.ochousing.org/docs](http://www.ochousing.org/docs).

Please note: That a copy of the rent increase notice served to the tenant, must be received by OCHA at least 60 days in advance of the effective date to be considered a valid request.

There are several ways you can send notifications to OCHA: For your convenience, we are now offering a new secure, online service called AssistanceCheck. This interactive service will allow you to contact us and obtain or provide information online. Additional information regarding this service can be found at: [www.ochousing.org/owner](http://www.ochousing.org/owner).

Attach and email a copy of the rent increase notice to: [RI.OCHA@OCGOV.COM](mailto:RI.OCHA@OCGOV.COM) or regular mail. You can reach the Rent Increase Team at: (714) 480-2964. Please note: USE ONLY ONE METHOD – multiple submissions may delay the process. Lastly, to market your property with OCHA, please contact our Owner Hotline at (714) 480-2866. We look forward to doing business with you!

**YOUR PARTICIPATION IS KEY TO THE SUCCESS OF OUR PROGRAMS AND PARTICIPANTS. WE VALUE YOUR BUSINESS!**



## FAMILY SELF-SUFFICIENCY

### YOUR PARTNER FOR SUCCESS

Family Self-Sufficiency (FSS) is a HUD program to help Housing Choice Voucher program families obtain education and employment that will lead to economic independence and self-sufficiency. Meet Sharon B. In June 2010, Sharon joined the Veterans Affairs Supportive Housing (VASH) program with her VA benefits as her only source of income. Her desire to accomplish more than just housing got her interested in the Family Self-Sufficiency (FSS) program. With your partnership, coupled with our program services, Sharon obtained a well-paying full-time job and was given the opportunity to open an escrow account. By the time Sharon graduated from the VASH and FSS Programs in 2017, she received an escrow disbursement of more than \$30,000. Since her graduation, Sharon bought her first home in Arizona. Sharon expressed her gratitude and we here at OCHA thank you for your business!

## CONTACT US

- Owner Hot Line: (714) 480-2866
- Central Call Center: (714) 480-2962
- Rent Increase Line: (714) 480-2964
- Leasing Fax Line: (714) 480-2822

