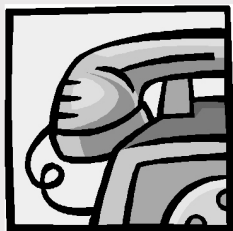
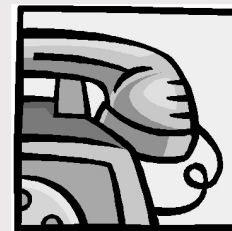


May 2019



# housing hotline



## Norwalk Housing Authority Newsletter

### Homeless Incentive Program Comes to Norwalk

Last year, the Norwalk Housing Authority Commission established a limited homeless preference for the voucher program waiting list. Since that time, the Housing Authority has partnered with organizations serving Norwalk homeless to identify individuals and families who qualify for the preference and are housing ready (i.e., individuals who are ready pay rent, utilities and maintain a home). The Housing Authority is now working with several applicants and will be issuing vouchers soon.

The Housing Authority also applied for County of Los Angeles Measure H funding to assist homeless voucher holders with housing search expenses, and to encourage landlord acceptance of the homeless vouchers. The Housing Authority is now offering the following landlord incentives under the Homeless Incentive Program (HIP):

- **\$500 signing bonus**
- **Holding fee—up to one month's rent while homeless voucher holders are screened**
- **Payment for tenant caused damages beyond security deposit of up to \$2,000**
- **Intensive case management services**

The \$500 signing bonus and \$2,000 Damage Mitigation Fund are existing Norwalk programs available to all landlords. By accepting homeless vouchers, a landlord can also receive a holding fee and support provided by a dedicated case manager.

The holding fee provides up to one month's rent to hold the unit vacant while accepting rental applications from homeless voucher holders. To qualify for the holding fee, the unit must be pre-inspected by the Housing Authority and the owner must enter into a vacant unit agreement. Not all units will be eligible for holding fee since there are only a specific number of units and bedroom sizes that will be needed this year.

Under HIP, the tenant will have a dedicated case manager to ensure a successful transition from homelessness to tenancy. The case manager will be available to assist with resolving any issues the landlord may be having with the tenant and provide additional supportive services to help stabilize the tenant and ensure long-term housing success. The case management will be provided by an experienced, outside organization contracting with the County of Los Angeles.

In addition to the rental assistance that the Housing Authority will be providing, homeless voucher holders are able to receive help with:

- Application & credit check fees
- Security deposit
- Utility deposits & utility arrears
- Household furnishings and supplies

*Continued on page two*

## Homeless Incentive Program *(continued)*

The Housing Authority has entered into a Memorandum of Understanding with Kingdom Causes Bellflower to provide housing search assistance and process moving assistance payments for voucher holders. It is anticipated that Kingdom Causes Bellflower will also be providing long-term client case management.

For more information on the Homeless Incentive Program, you are encouraged to attend the property management workshop planned for June 6 or call the Housing Authority at (562) 929-5588.

## Electronic Signature Option Offered Soon

The Housing Authority is exploring new ways to deliver better customer service. At the beginning of a new lease and contract, payment is often delayed while the contract is out for signature. One way to process new contracts faster is to obtain needed signatures electronically.

The Housing Authority reviewed several e-signature platforms and has decided to implement this program using Sign Now software program. To facilitate this process, we will be requesting email addresses during the leasing process. With e-signature, you will be able to sign and return the contract and other forms requested by the Housing Authority electronically, rather than mailing the forms or visiting our office. You will be able to sign documents on any web-enabled device, like a cell phone, tablet or personal computer. This will save you time and money. By responding promptly to an e-signature request, you will also receive the housing assistance payment faster.

More information about the e-signature process will be announced soon.



## Free Property Management Workshop

The Housing Authority will be hosting a property management workshop on June 6. The workshop will feature a Reasonable Accommodation training provided by the Fair Housing Foundation and the Housing Authority will provide information about new landlord incentives available under the Homeless Incentive Program. Information about how to register for the workshop will be available soon.



### City Council

Margarita Rios, Mayor  
Luigi Vernola, Vice Mayor  
Tony Ayala, Councilmember  
Jennifer Perez, Councilmember  
Leonard Shryock, Councilmember

### Housing Authority Commission

Margarita Rios, Chair  
Luigi Vernola, Vice Chair  
Tony Ayala, Commissioner  
Gardenia De La Garza, Commissioner  
Jennifer Perez, Commissioner  
Leonard Shryock, Commissioner  
Luigi Vernola, Commissioner

### City of Norwalk

**Housing & Neighborhood  
Development Division**  
12700 Norwalk Blvd., Room 11  
Norwalk, CA 90650  
(562) 929-5588  
norwalk.org