



**OHIO 811**

PROJECT RENTAL ASSISTANCE

57 East Main Street | Columbus OH 43215

## Ohio 811 Program Property Manager Reminders

### Referrals

- 811 referrals have 10 days to accept the offer. If they are interested, the referral agent (or sometimes the individual) must contact you to tour or view the property online. If the applicant is not interested in moving at this time or is not interested in this property, once Staci is notified she will contact you and replace the referral with a new one.
- All 811 referrals must come from OHFA and from the Socialserve waitlist.
- You must hold an 811 unit until the referral process is complete, including any appeals requested by an applicant denied tenancy.

### Application Process

- There are no fees for individuals referred through 811. This includes: application fees, late fees, background check fees, etc.
- Referral agents are encouraged to be upfront with the property manager. If they know of something in someone's background that might prevent them from being housed, they may ask for an exception or waiver to a policy by presenting the information in the form of a reasonable accommodation request. The accommodation must relate to the person's disability.
- If an 811 unit does not meet the accessibility needs of the applicant, we encourage the applicant to make a reasonable modification request to modify the unit; alternatively, we encourage applicants to make a reasonable accommodation for a different unit that has a higher level of accessibility.
- If you have a document checklist, please send it to Staci at [sriley@ohiohome.org](mailto:sriley@ohiohome.org), asap. She will pass it on to the referral agent. This should increase efficiencies related to document submission.

### Leasing

- Tenant's rent share is 30% of adjusted income. However, utilities may not be included in the rent. Tenants who pay utilities are entitled to a utility allowance which is deducted from their monthly rent share.
- If the applicant is offered a lease to sign, please let Staci know.
- The Ohio 811 Program's Tenant Selection Plan Addendum requires that property managers consider mitigating circumstances for any credit, criminal or eviction issues. If the



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property issues a denial, it must be in writing and must specifically state the cause of the denial. The letter must inform the applicant of their right to appeal the decision within 14 days. If the applicant receives a denial letter, please let Staci know immediately. Also forward a copy of the letter to Staci, the individual and/or referral agent

- Per the Ohio 811 Program's Tenant Selection Plan you should also consider any relevant HUD Guidance Statements, which are posted to OHFA's website.
- Security deposits are limited to \$50 or one month's rent share, whichever is greater.
- If there are any issues with the 811 applicant/tenant please contact Staci. This includes issues such as lease violations and late rent payments.
- Accepted tenants must sign the 811 Model Lease. This is the only acceptable lease for Ohio 811 Program participants.

### **811 File**

- 811 file information should be kept separate from the LIHTC application/file.
- EIV information should be sealed and only reviewed by approved individuals.

### **Vacant Units**

- Be sure to report vacant units to both Staci and Socialserve. You don't have to wait for the monthly poll to report. To contact Socialserve either call them at their customer service number 1-877-428-8844 or email [support@socialserve.com](mailto:support@socialserve.com).

### **Information and Documents**

- Additional information is available on the OHFA website. Please read all program materials and guidelines. If you have any further questions, contact the Ohio 811 Program Staci Riley @ 614-995-4772 or [sriley@ohiohome.org](mailto:sriley@ohiohome.org).

