



**Tacoma
Housing
Authority**

Housing Provider Handbook



**Welcome
from THA!**



TACOMA HOUSING AUTHORITY

HOUSING CHOICE VOUCHER for TACOMA HOUSING AUTHORITY

HOUSING PROVIDER HANDBOOK

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TABLE OF CONTENTS

1.	INTRODUCTION.....	1
1.1	What Is The Section 8 Housing Choice Voucher Program?.....	1
1.2	What Is A Section 8 Housing Choice Voucher?.....	1
1.3	What Are The Benefits To A Landlord?.....	1
1.4	How Does a Landlord Participate in The Rental Assistance Programs?	2
1.5	Who Is An Eligible Participant?	2
2.	HOW DOES THE PROCESS WORK?.....	3
2.1	Tenant Screening	3
2.2	The Request for Tenancy Approval	3
2.3	The Unit Rent Approval.....	3
3.	THE INSPECTION PROCESS.....	4
3.1	Why does a unit fail?	4
3.2	Subsequent Inspections	4
3.3	What happens if the repairs not complete?	4
3.4	The Most Common Deficiencies Resulting In A Failed Inspection	5
4.	INSPECTION PREPARATION	7
4.1	Checklist	7
5.	POLICIES AND PROCEDURES	11
5.1	What Are Payment Standards?	11
5.2	What is the Utility Allowance?.....	12
5.3	Dwelling Leases and Contracts.....	12
5.4	Annual Rent Increases	12
5.5	What are the Responsibilities of the Landlord?	13
5.6	What are the Responsibility of the Tenant?	13
5.7	Termination of Assistance by the Housing Authority	15
5.8	Termination of Assistance by Tenant	16
5.9	Termination of Assistance by the Landlord	16

We are excited to have you join Tacoma Housing Authority in meeting the housing needs of families in our community. This Handbook will help you be a successful landlord with the Section 8 Voucher Program. We hope that you find it useful and will refer to it often.

1. INTRODUCTION

1.1 What Is The Section 8 Housing Choice Voucher Program?

The Section 8 Voucher Program is a rent subsidy program funded by the Department of Urban Development (HUD) and administered by the Housing Authority. The purpose of the Section 8 program is to provide rental assistance to low income families.

1.2 What Is A Section 8 Housing Choice Voucher?

The Section 8 Housing Choice Voucher allows the Housing Authority to pay a fixed amount based on the tenant's income with the tenant is responsible for any amount above the Section 8 payment. The tenant will be responsible to pay a portion of their monthly income for rent and utilities. There are no published limitations on the amount of contract rent a landlord may request; however, the rent must still be comparable to other similar units in the area.

1.3 What Are The Benefits To A Landlord?

Over the years, many landlords and property managers have come to appreciate the following advantages of our rental assistance programs:

- Having a contracted monthly assistance payment that is on time and guaranteed.
- For a Section 8 voucher holder, if the tenant's income decreases, their portion of the rent can be lowered and the Housing Authority's portion can be increased, so the Landlord gets their full rent amount. For the HOP subsidy, the amount THA pays is consistent based on the THA payment standards.

- There is minimal paperwork to be done and Landlords use their own lease and their screening process for tenant selection.
- Inspections done by the Housing Authority will help you to maintain your property. Keeping your property well maintained helps ensure its resale value and also makes it easier to lease up again when a participant does vacate.
- The program provides an additional avenue for locating tenants to fill vacant units and a listing tool to list vacant units.

1.4 How Does a Landlord Participate in the Rental Assistance Programs?

Any landlord willing to work within the guidelines of the programs can rent their unit with THA. The rent must be within the program limits and comparable to other rents in the area, the unit must meet the Housing Quality Standards, and the landlord must be willing to maintain and enforce their obligations under the signed contracts. THA provides a courtesy list of units, which is available to participants.

1.5 Who Is An Eligible Participant?

There are five eligibility requirements for admission to the programs. To be eligible, the family must:

- Qualify as a Family as defined by HUD and the Housing Authority.
- Have income at or below HUD-specified income limits.
- Qualify on the basis of citizenship or the eligible immigrant status of family members.
- Provide social security cards/number information for all family members as required by HUD.
- Consent to the Housing Authority's collection and use of Family information as provided for Housing Authority-provided consent forms.

Once the Housing Authority approves the applicant/family for admission to the program and family attends a briefing, family is issued the Housing Voucher or HOP subsidy. At the briefing, the family will receive information about searching for a suitable unit and an Estimated Subsidy form, which gives the amount of rent they can afford. The family also receives a Landlord Package to take to the Owner

to complete with them. The owner is responsible to screen the family for references for suitability to lease their unit.

2. HOW DOES THE PROCESS WORK?

Once the family finds a landlord willing to participate, the following process begins:

2.1 Tenant Screening

When a tenant approaches a landlord about renting a unit, it is important to remember they have only been screened by the Housing Authority for program eligibility criteria and have not been screened for suitability. This should be the first step performed by the landlord. It is all right to charge a screening fee to the prospective tenant as long as it is the same fee charged to other unassisted tenants.

2.2 The Request for Tenancy Approval

If the tenant passes the landlord's screening criteria, the new landlord must complete four forms in order to get the process started: the "Request for Tenancy Approval", the "Section 8 Landlord Certification", a request for "Taxpayer Identification Number", and "the Lead Based Paint" form. The landlord and the participant must complete and return these forms to the Housing Authority for review. The Housing Authority will look at the rent requested by the landlord. It must be comparable to rents for other similar units in the area. If these criteria are met, the information will be forwarded to an inspector to schedule an inspection.

2.3 The Unit Rent Approval

At the time of initial lease-up on the Section 8 program, a unit must be rent reasonable in comparison to other rents charged for comparable unassisted units.

If the requested rent amount meets the criteria, the unit is scheduled for an inspection. If the requested rent is not rent reasonable, the landlord will be asked to negotiate a lower rent. There is no obligation to alter the rent. However, if the landlord is unable to lower the rent, the unit cannot be used on the program and the participant will need to look elsewhere. There can be no side agreements between the landlord and the tenant requesting the tenant to pay the difference.

3. THE INSPECTION PROCESS

Housing Quality Standards (HQS) play an important role in the administration of the Programs. The HQS inspection is required before assistance can be appropriated. The basic purpose of the inspection is to insure that the unit meets all the minimum inspection standards set by HUD. If the unit fails the initial inspection, all failed items must be corrected prior to the subsidy being paid on the unit.

3.1 Why does a unit fail?

Units sometimes fail housing inspections because landlords and tenants are not familiar with HQS requirements and/or have not assessed the condition of the unit prior to the scheduled inspection. For these reasons, the Housing Authority encourages landlords and tenants to conduct pre-inspections prior to the scheduled inspection. By having the items corrected before the inspection, the inspector has a better chance of passing the unit the first time. This will save valuable time and insure an accurate initial and subsequent annual inspection.

3.2 Subsequent Inspections

The Housing Authority is also required to inspect the unit at least annually or biennially after it is initially set up. In most cases, if the unit fails the inspection, the Housing Authority will allow the landlord fourteen (14) to thirty (30) days to make the repairs. However, if the fail item is considered to be life threatening, Federal law requires the repair to be made within 24 hours. Additional time may be granted in cases where extensive repairs are needed.

3.3 What happens if the repairs not complete?

While it is generally the landlord's responsibility to maintain the condition of the assisted unit in accordance with the regulations governing the programs, the landlord may hold the tenant responsible for tenant caused damage. The landlord may require the tenant to repair or pay for those items that are tenant caused. If the landlord chooses to have the tenant repair the damages, the landlord must notify the tenant explaining which items they are to repair, with a copy provided to the Housing Authority. If the tenant fails to repair the items that are tenant caused within the time frame indicated, the tenant's Housing Assistance may be terminated.

Rent abatement, or the withholding of Housing Assistance Payments, applies when the Housing Authority verifies that the repairs have not been completed to meet minimum HQS requirements within the time period given. On those rare occasions when the landlord does not complete the repairs, the Housing

Authority's portion of the Contract rent will be abated. Once the repairs have been made, the Housing Assistance Payments will resume, prorated from the date that the unit passes the final housing inspection. The Tenant cannot be held responsible for the abated Housing Assistance Payment.

If the unit remains under abatement and repairs are not completed, the Housing Authority will notify the tenant and the landlord that the Section 8 Housing Assistance Payments Contract will be terminated and no further assistance will be paid on this unit. The tenant can either stay in the unit and pay the full rent or move from the unit provided proper notice has been given to the landlord.

3.4 The Most Common Deficiencies Resulting In A Failed Inspection

Housing Assistance Payments will be effective the day the unit passes HQS or the day the tenant receives the keys, whichever is later. The unit will then be inspected annually or biennially to ensure that it remains in compliance with HQS.

The landlord and tenant should complete a move in checklist report on their own as required by Washington State Landlord Tenant Law. A copy of this report should be given to the tenant and retained in their file.

3.4.1 Entry Doors

Must lock securely. Check the weather-stripping. If there are gaps that let air in, weather-stripping must be applied. Check the doorjamb and strike plate for defects.

3.4.2 Windows

Those designed to open must open and must have a permanent lock attached. (Sticks and thumbscrews are not accepted as locking devices). The windowpanes must not be broken or cracked.

3.4.3 Electrical Hazards

HUD requires that a unit must be free of any possible electrical hazards. All electrical outlets and switches must have cover plates that are not cracked and they must be secured to the wall. Also, there can be no exposed wiring in the home and all light fixtures must be properly mounted to the wall or ceiling and must be working. Breaker boxes must have all open spaces filled with knock outs or blank spacers and must not have any exposed wires.

3.4.4 *Oven/Range*

Clean the range and oven to ensure that it would not be a fire hazard. Burners must lay flat and all elements must be working properly. Be sure all knobs and dials are on the appliance. Please insure filter screen is installed in front of the fan.

3.4.5 *Refrigerator*

Check the rubber gasket around the doors. If it's loose or cracked, it needs to be replaced. Also check the kick plate to be sure it is secured at the bottom of the refrigerator.

3.4.6 *Heating and Plumbing*

The heating system must be on, working properly, and provide adequate heat. Be sure all heat sources are clear of furniture, bedding, clothing, and other items. Check for any leaks in the plumbing fixtures (sinks, toilets, showers, etc.) and repair if necessary.

3.4.7 *Hot Water Heaters*

Must have a pressure relief valve and discharge line that extends to within 6 inches of the floor. Discharge tubing must be of the appropriate type of material – either galvanized steel or copper or CPVC piping (Do not use PVC). There should be no exposed wires. In addition, flammable material should not be stored near the hot water tank.

3.4.8 *Flooring*

Carpets that are frayed or torn, or vinyl, tile or linoleum that would be a tripping hazard must be repaired. Exposed carpet tacks or thresholds, which are loose, must be repaired. Please check and repair floors that have dry rot. Dry rot is commonly found in the bathroom, around the bathtub and toilet.

3.4.9 *Inoperable Smoke Detectors and Carbon Monoxide Detectors*

A smoke detector and a carbon monoxide detector must be on each floor of the dwelling unit and must have a tester button. Units occupied by a hearing impaired persons, must be equipped with a smoke alarm designed for the hearing impaired and mounted in the bedroom occupied by the hearing impaired individual.

3.4.10 Ventilation

Inoperable bathroom fans or no ventilation (i.e. no window) would result in a fail rating.

3.4.11 Decks, Railings, Steps

All stairways with 4 or more risers must have a handrail. The handrail must run the length of the stairway and be securely supported in order to provide adequate safety for the user. Decks, rails and steps, must also be free of dry rot and tripping hazards. Railings are required for decks porches or steps that are over 30 inches from the ground.

3.4.12 Peeling Paint

A home built prior to 1978, must not have deteriorated or peeling paint on the inside and outside of the unit if the unit is occupied by children under the age of six. In addition, a unit with badly deteriorated paint that has the substrate exposed would be required to repair regardless of year built or age of occupants.

4. INSPECTION PREPARATION

4.1 Checklist

Please use this checklist as a guide to help ensure your unit is prepared for an inspection.

4.1.1 FRONT and BACK DOOR

- Check for cracked doorjamb and frames.
- Check weather stripping around on all exterior doors for air leaks.
- Check locks on all exterior doors to ensure that locks, dead bolts, knobs and locks work.
- Panes in windowed doors should be in good condition with no cracks or breaks.

4.1.2 ENTRY WAY

- Check that floor coverings are secured to floor. Carpet must be tacked down with no fraying and vinyl must be securely affixed.

4.1.3 HALLWAYS

- Closet doors must be on track and/or hung on hinges. Carpet must be tacked down with no fraying and vinyl must be securely fixed.
- ONE smoke detector is required on each living area level. Smoke detectors must work when tester button is pushed.
- ONE carbon monoxide detector is required on each living area level.

4.1.4 LIVING ROOM

- All electrical outlets must work and be wired properly with no broken or cracked covers.
- Check that floor coverings are secured to floor. Carpet must be tacked down with no fraying or carpets hooks exposed and vinyl must be securely fixed to floor.
- All windows must open and have permanent working locks attached to windows. A stick or bar is a secondary lock.
- All windows must be mildew/mold free.
- Fireplaces must have grates and screens. Check for chipped, broken or cracked tiles in front of fireplace.
- All unit heat sources must work properly.

4.1.5 KITCHEN

- All furnished appliances must work properly. Check stove burners and oven, refrigerator and dishwasher.
- Refrigerator door seal must not have cracks or rips.
- Flooring must be secured to floor.
- Garbage disposal must work and all wiring must be properly secured and installed.
- Plumbing and pipes must work with no leaks or mold under sink or on walls and backsplash.
- Range hood fan and light must work.

- Cabinet edges must be smooth with minimal chips or cracks and doors must be secured to wall or floor.

4.1.6 *BEDROOMS*

- A minimum of one outlet and an overhead light or two outlets are required in each bedroom.
- All outlets must work and be wired correctly. 3 prong outlets must be grounded.
- All windows must open and have permanent working locks attached to windows. A stick or bar is a secondary lock.
- Windows must be mildew/ mold free.
- Closet doors must be on track and/or hung on hinges. Carpet must be tacked down with no fraying and vinyl must be securely fixed. Carpet hooks should not be exposed.
- The number of bedroom listed should match Pierce County Assessor's office records.

4.1.7 *BATHROOM*

- Plumbing and pipes must work with no leaks or mold under sink or on walls and backsplash.
- Towel bars need to be secured to wall.
- Bath tub, toilet and sink need to work properly and be in good condition.
- Toilet must be secured to the floor with no leaks.
- Bath tub must be caulked around wall and sealed on floor at base and be mildew free.
- Walls, floors and ceiling must have no leaks, moisture or water soft spots, mildew, cracking or Chipping paint.
- Bath fan must work properly, not drip or have a window that opens for ventilation.
- Cabinet edges must be smooth with minimal chips or cracks and doors must be secured to wall or floor.
- All outlets must work and be wired correctly with no cracked or broken

covers.

- A working ground fault interrupter (GFI) outlet is required (applies to newer or remodeled units).
- A working light is required and the bulb must have a cover.

4.1.8 CIRCUIT BREAKER BOX and ELECTRICAL SYSTEM

- The box must have a door and be sealed in wall with no space between the wall and the box.
- If unit has ungrounded system, two-pronged outlets or working ground fault interrupter (GFI) outlets are required.

4.1.9 HOT WATER TANK

- The tank must have a pressure relief valve.
- The discharge line pipe must be made of galvanized steel or hard copper or CVPC pipe. The pipe must be within 6 inches of the floor.

4.1.10 EXTERIOR

- All down spouts and gutters should be secured to the building structure.
- The exterior area and yard should be clear of glass, boards with nails, trash, and other debris and hazards.
- Appliances cannot be stored outside in the yard, on the porch or stairs.
- No cars with broken windows, flat tires or otherwise non-working vehicles can be parked or stored on the property.
- All surfaces must be in good condition and free from cracked and chipped paint. All wood must be free from holes and porches and supports must be structurally sound.
- Working lights are required above exterior doors.
- All cabanas, laundry rooms or other extra areas designated for the Tenant's use must be lit, hazard free and have smoke detectors.
- Four or more stairs anywhere on the property or inside the structure require a handrail.

4.1.11 MISCELLANEOUS

- Exterior doors are the only doors that can have locks where a key is necessary to unlock them. . A privacy lock can be installed on bedroom and bathroom doors as long as a key is not necessary to lock or unlock the door(s)
- Doors need striker plate and should close properly.
- Check for cracked door jamb and frames.
- Walls should be free of large holes and in good repair.
- The entire unit must be for the sole use of the tenant. Landlord cannot store personal belongings there and rooms can't be locked off with access denied to tenant. The exception would be a separate garage or structure that does not have any utilities provided by subject unit. Exterior will be inspected.

5. POLICIES AND PROCEDURES

5.1 What Are Payment Standards?

A “Payment Standard” is used to calculate the monthly housing assistance payment for a family. Tacoma Housing Authority establishes Payment Standard amounts for each unit size. The Payment Standard is the maximum monthly subsidy payment.

Payment Standards and Utility Allowances (12/01/2021)

Payment Standards

Bedroom Size	Payment Standard
0	\$1056
1	\$1162
2	\$1484
3	\$2108
4	\$2540
5	\$2921
6	\$3302
7	\$3683
8	\$4064

Utility Allowances

Sewer/ water	0-BD	1-BD	2-BD	3-BD	4-BD	5+BD
Landlord pays	\$58	\$62	\$78	\$102	\$127	\$140
Tenant pays	\$149	\$155	\$194	\$246	\$300	\$339

HOP Subsidies

Bedroom Size	0	1	2	3	4	5	6	7	8
Fixed Subsidy	\$528	\$581	\$742	\$1054	\$1270	\$1461	\$1651	\$1842	\$2032

5.2 What is the Utility Allowance?

The utility allowance is the HA's estimate of the average monthly utilities needed for an energy-conscious household. If all utilities are included in the rent, there is no utility allowance.

5.3 Dwelling Leases and Contracts

Dwelling leases and Housing Assistance contracts need to be signed before payment on a unit can begin. Landlords who use a standard dwelling lease for their unassisted units must continue to use their own lease, in conjunction with the HUD mandated lease addendum, for all Program contracts, a copy of the lease must be submitted to the Housing Authority prior to payment being made.

There may be a slight delay of one to two weeks for the first subsidy payment to reach the landlord due to in-house accounting procedures. Subsequent payments will be made the first working day of each month. To guarantee safe and quick receipt of the monthly payment, we encourage Landlords to sign up for Direct Deposit. The landlord, in accordance with the lease, should collect the tenant's portion of rent as well as their deposit amount. Collecting amounts that are not listed on the contract is a violation of the program

5.4 Annual Rent Increases

Units on the Section 8 program are eligible for a rent increase after the initial 12-month term. An owner's request for a rent increase must be submitted to the PHA 60 days prior to the date of the proposed increase (cannot be within the first year of the original HAP contract), and must include the new rent amount the owner is proposing. All rents adjustments will be effective the first of the month following 60 days after the PHA's receipt of the owner's request or on the date specified by the owner, whichever is later.

The PHA may not approve and the owner may not receive any increase of rent to owner until and unless the owner has complied with requirements of the HAP contract, including compliance with HQS. The owner may not receive any retroactive increase of rent for any period of noncompliance.

THA utilizes an on-line request form that helps ensure prompt handling of the request.

On the Section 8 program, there is no limit on the amount of rent increase; however, the rent must continue to be reasonable to similar units in the area. It is important to remember that affordability may become a factor if their portion gets too high for them to pay.

5.5 What are the Responsibilities of the Landlord?

The landlord has an obligation to both the Housing Authority through the Housing Assistance Payments (HAP) Contract and to the tenant through the dwelling lease. The HAP contract states a landlord agrees to the following:

1. The landlord will maintain the unit and premises in accordance with the Housing Quality Standards.
2. The landlord will assure that the unit is leased only to those family members listed on the lease.
3. The landlord will assure that the total rent for the unit does not exceed rents charged for other unassisted units in the premises.
4. The landlord has not and will not receive any other form of payment for the unit while under contract.
5. The landlord will assure that the family does not own or have any interest in the unit.
6. The landlord is not related in any way to the family (except in the case of a disabled resident) nor does the landlord currently reside in the unit.
7. The landlord will not commit fraud, bribery, drug-trafficking, or any other corrupt or criminal action.
8. The landlord will enforce the tenant obligations listed on the lease, especially those involving illegal drug use and violent criminal activity.
9. The landlord will decide what utilities the tenant will be responsible for and what utilities will be included in the rent.

The obligation to the tenant is outlined in the lease or lease addendum whereby the landlord agrees to maintain the unit in accordance to the Housing Quality Standards and to enforce the tenant obligations listed on the lease.

5.6 What Are the Responsibilities of the Tenant?

In order to participate on the Section 8 program, a tenant has responsibilities to both the landlord and the Housing Authority. The tenant responsibilities to the

landlord are listed on the lease or lease addendum and include, but are not limited to, such items as:

- Payment of rent and any utilities listed as their responsibility.
- To use the unit as their principal place of residence.
- Not to sublease the unit or allow unauthorized people to reside in the unit.

The tenant responsibilities to the Housing Authority are listed on the Voucher and include, but are not limited to the following:

The family MUST:

- Supply any information that the Housing Authority or HUD determines to be necessary including evidence of citizenship or eligible immigration status, and information for use in a regularly scheduled reexamination or interim reexamination of family income and composition.
- Promptly notify the Housing Authority in writing when the family is away from the unit for an extended period of time in accordance with Housing Authority policies.
- Notify both the Housing Authority and the landlord in writing before moving out of the unit or terminating the lease.
- Allow the Housing Authority to inspect the unit at reasonable times and after reasonable notice.
- Request Housing Authority written approval to add any family member as an occupant of the unit.
- Give the Housing Authority a copy of any landlord issued eviction notice.
- Supply true and complete information.

The family (including each family member) must NOT:

- Own or have any interest in the unit (other than in a cooperative, or landlord of a manufactured home leasing a manufactured home space).
- Commit any serious or repeated violation of the lease.

- Commit fraud, bribery or any other corrupt or criminal act in connection with the program.
- Participate in illegal drug or criminal activity.
- Sublease or sub-let the unit or assign the lease or transfer the unit.
- Damage the unit or premises (other than damages from ordinary wear and tear) or permit any guest(s) to damage the unit or premises.

5.7 Termination of Assistance by the Housing Authority

Although the Housing Authority will work with tenants and landlords in an attempt to overcome any problems which may occur while on the Section 8 program, there may come a time where the only option left is to terminate the housing assistance payments which are being made on the tenants' behalf. Listed below is a non-inclusive list of reasons for termination:

- If the family has engaged in or threatened abusive or violent behavior toward Housing Authority personnel;
- If the family has not reimbursed any Housing Authority for amounts paid to a landlord under a HAP contract for rent, damages to the unit, or other amounts owed by the family under the lease;
- If the family breaches an agreement with the Housing Authority to pay amounts owed to a Housing Authority, or amounts paid to a landlord by a Housing Authority. At its sole discretion, the Housing Authority may elect to offer an agreement to pay amounts owed to a HA or amounts paid to a landlord by a Housing Authority. The terms of any such agreement shall be prescribed solely by the Housing Authority;
- If the family violates their family obligations listed for the Program;
- If any member of the family fails to sign and submit consent forms for obtaining necessary information.

If the Housing Authority initiates an action to terminate the assistance, written notice of this decision will be sent to the landlord. However, the tenant has the right to request an Informal Hearing to contest the decision. If an Informal Hearing is held, the Landlord would be notified if the decision to terminate was reversed.

5.8 Termination of Assistance by Tenant

In accordance with the lease or lease addendum, a tenant wishing to remain on the program is obligated to remain in the unit for at least 12 months before being given the option to move. However, a tenant may choose to terminate their assistance with the program at any time. If they do, a landlord needs to understand that the Program lease will also terminate ending any obligation for the family to remain in the unit. In these cases, the Housing Authority does advise tenants who wish to move to give proper notice to a landlord in accordance with State and local law. If the tenant wishes to remain in the unit, a landlord will need to have the tenant sign a new lease.

5.9 Termination of Assistance by the Landlord

During the term of the lease, a landlord has the right to terminate the tenancy of a tenant who is in violation of the dwelling lease, however, any eviction notice must be issued in accordance with the lease and State and local law. During the first year, the landlord must have cause to terminate the lease. Following the first year, if a new lease is not signed, cause is not necessary. Copies of any eviction notices must be given to the HA at the same time the landlord notifies the tenant.

For questions regarding our processes or policies, please reach out to our Landlord Engagement Specialist at 253-281-7674 or Aeykel@tacomahousing.org. Information is also available at www.TacomaHousing.org.

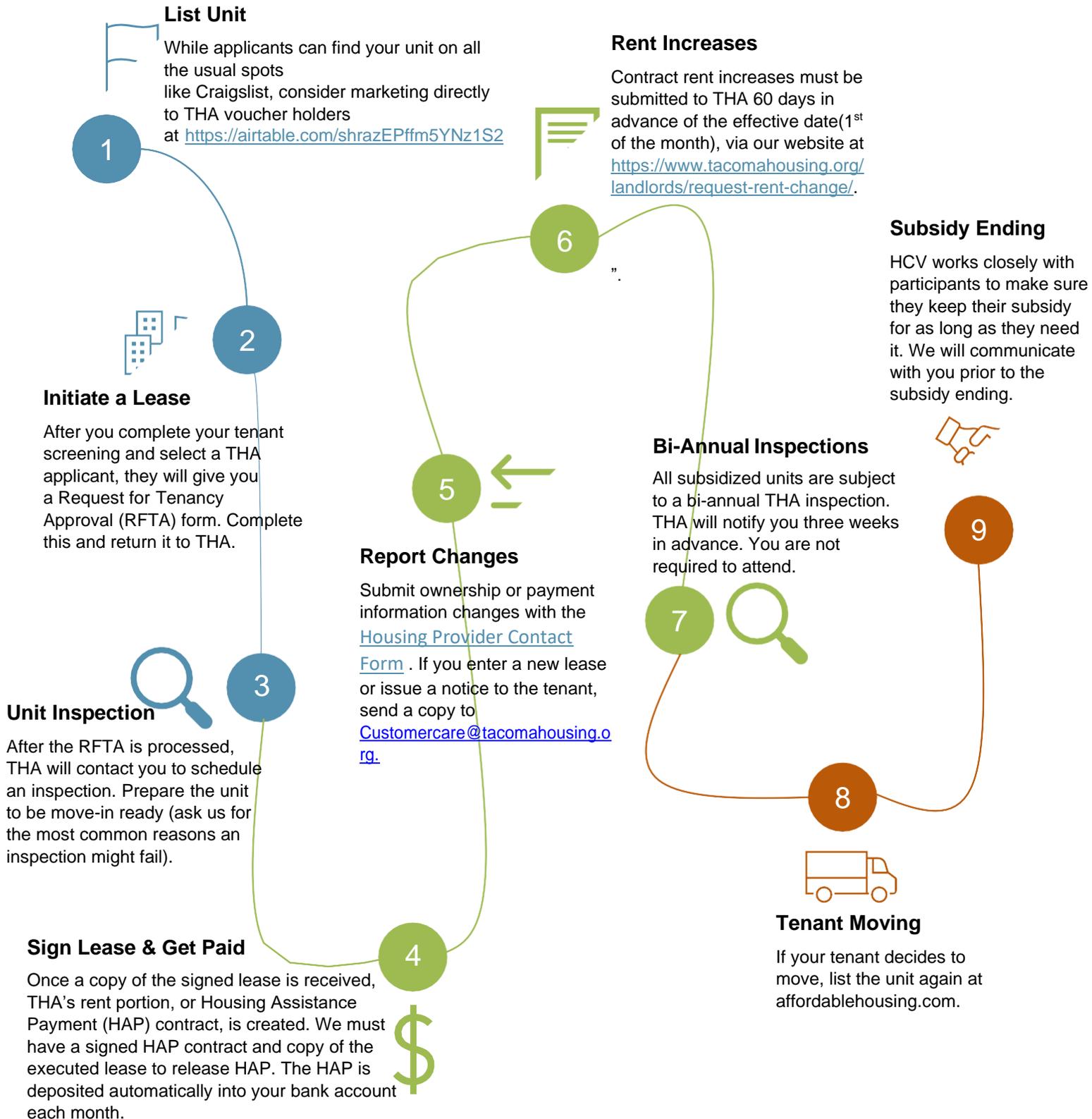
Residential Landlord –Tenant Act

Chapter 59.18 RCW

<http://apps.leg.wa.gov/rcw/default.aspx?cite=59.18>



Landlord Journey Map





Housing Provider Contact Form

Please use the Housing Provider Contact Form for the following reasons:

Submit Request for Tenancy Approval Packet	Select RFTA Submission to submit the Request for Tenancy Approval Packet.
New Owner/agent set up or Changes	Select New Owner/Agent Set up if you purchased a property with a THA client. If you are adding or removing an Agent/Property Manager
Update Contact Information for Owner/Agent	Select this option to update email address, phone number, mailing address etc.
Update Banking Information	Select this option if you need to change the bank account , we make payments to. Or to set up direct deposit .
Concerns Regarding a THA Client	Select this option to report concerns regarding a THA client . Please upload notices you have served the client. <i>Please note, THA can not help enforce your lease agreement. If you need legal assistance, please see the Housing Provider Resource Page.</i>
Payment Questions	If you have questions regarding Housing Assistance Payments , please select this option.
Rent Change Questions	If you have questions about a rent change request and it has been more than 60 days after your submission, and you have not heard from THA please select this option.
Other	Please select other , for additional reasons not listed.



Housing Provider Partner Resource List

Working with Tacoma Housing Authority

- **Housing Provider Orientation:** Learn about THA's voucher program! Visit THA's You Tube Channel or <https://www.youtube.com/watch?v=bZzxFAE34UA>



Visit <https://Tacomahousing.org/landlords/> to

- [List Vacancies](#)
- [Learn about the Opportunities and Benefits of becoming a THA housing Provider](#)
- [Request Rent Increases](#)
- [Housing Provider Contact Form](#)

Landlord-Tenant Help

- **Landlord Tenant Program (City of Tacoma):** Comprehensive resource with information on Tacoma's landlord-tenant laws. Call **253-591-5000** or visit https://www.cityoftacoma.org/government/city_departments/equity_and_human_rights/landlord-tenant_program.
- **Washington State Attorney General's Office:** Contains resources for landlords and tenants, as well as guidance on dealing with unpaid rent. Visit www.atg.wa.gov/landlord-tenant.
- **Washington Law Help:** Information on Washington State laws and self-help resources available at www.washingtonlawhelp.org
- **Landlord Solutions** www.landlordsolutionsinc.com



Financial Assistance for Landlords



- **WA Landlord Mitigation Program:** Offers reimbursement for certain move-in repairs and damages incurred while housing subsidized tenants. Call **360-725-2949** or visit www.commerce.wa.gov.

Associations

- **The Rental Housing Association of Washington (RHAWA):** Offers advocacy and education services for rental housing owners. Visit www.rhawa.org or call **206-283-0816**. THA Housing Providers receive a special offer when registering for a RHAWA membership.
- **Washington Landlord Association:** Has up-to-date information for property owners, resource links, event registration, and a tenant screening service. Visit www.wal landlord.org or call **360-350-0753**.
- **Washington Multi-Family Housing Association:** Contains information on events, professional certifications, and resources for residential property management companies and multifamily. Visit www.wmfha.org or call **425-656-9077**.



Renting Partnerships

- **Housing Connector:** Free access to an exclusive listing platform, resident referrals, and financial benefits to private property owners and landlords renting to residents in need of housing. Visit www.housingconnector.com.



Have additional questions? Contact us at aykel@tacomahousing.org

Dear Landlord Partner,

Did you know over 4,000 households get help through our rental assistance programs? By renting to voucher holders, you help provide quality and affordable housing opportunities for families in our community. Over 10,000 people have housing because of partners like you. Our housing programs are good business! Please continue [listing your available units](#) with us for free.

THA has a shared caseload now. In the past, you could reach out to a Housing Specialist assigned to a Tacoma Housing Authority client.

What does this mean?

If you need to contact a Housing Specialist, please email customercare@tacomahousing.org.

Or use the [Housing Provider Contact Form](#) for any of the following reasons:

- Submit a Request for Tenancy Approval Packet
- New Owner/Agent Set-Up (set up new owner accounts, new agent/property manager accounts)
- Reporting Owner or Agent Changes (update contact information, add or remove Property management company etc.)
- Update Banking information
- Concerns regarding a tenant (THA client)
- Payment questions
- Other reasons not listed

In Partnership,
Alexis Eykel