To make the most of our Expanded Housing Choice (EHC) initiative in North Carolina and Texas and see if our pricing incentives will apply to your property, it’s important to understand best practices for accepting U.S. Department of Housing and Urban Development’s (HUD) Housing Choice Vouchers (HCVs). Please refer to the following helpful information and resources.

**Understanding HUD’s HCV Program**

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<th>RESOURCE</th>
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<td>Resource Center for HCV Landlords</td>
<td>Library of resources for landlords interested in the HUD HCV program.</td>
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<tr>
<td>Steps to Become an HCV Landlord</td>
<td>Walks through the process of starting to accept HCV renters.</td>
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<td>HCV Fact Sheet</td>
<td>A helpful introduction to the HCV program.</td>
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| HCV Myth-Busting Fact Sheet     | *
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| HCV Process Flowchart           | Provides an overview of the HCV process for the renter, landlord, and public housing agency. |
| HCV Unit Inspection Resources   | A checklist, FAQ, and other resources to help guide landlords through unit inspections. |

**HCV benefits — help more voucher holders find a place to call home**

HCVs can have positive benefits for your property, renters, and the community. Financial benefits include guaranteed income and lower renter turnover. Explore the full HCV benefits.
**Working with your local Public Housing Agency (PHA)**

PHAs receive funds from HUD to carry out the voucher program on a local level. Your designated PHA can be a valuable partner in your HCV journey — find yours here.

- Establish a relationship with your PHA and get to know your local direct contact (if available) as well as the PHA’s standard processes and protocols.
- Identify a person on your team who is the go-to resource for HCVs.
- Review and understand how to complete the Housing Assistance Payments (HAP) contract before you receive your first HCV application.
- List your property or available units with the PHA if the capability exists or contact your PHA to learn what additional local resources may be available for listing your apartments. Here’s an example:
  - Austin Housing Authority — List Your Property.
  - The Dallas Housing Authority offers free HCV program workshops for landlords twice per month.
- Your property may qualify for additional HCV-related incentives from your state or locality. There are a variety of programs available. Here is one way PHAs are helping property owners successfully navigate the HCV program:
  - INLIVIAN (formerly the Charlotte, North Carolina Housing Authority) is implementing a landlord incentive program to include sign-on bonuses, vacancy assistance, and risk mitigation funds.

**Marketing**

- Work with your local Public Housing Agency and to list the property and/or units.
- Consider stating on your website that HCVs are accepted at your property as a source of income.
- When advertising a unit, make it easy for prospective renters to identify that your property accepts HCVs. This may be in multiple places, like the property website and third-party sites like apartments.com, Trulia, Zillow, etc. For third-party sites, their search.

**Training**

- Update any policies, procedures, and training programs to be inclusive of HCV requirements.
- Incorporate HCV training into your organization’s regular training cadence, as you might do with similar topics such as Fair Housing training.
- HCVs are accepted to pay rent and allowable fees.
- We do not treat HCV applicants, renters, and their families differently than other members of the community.
- We proactively comply with requirements of the HCV program, including completing the HAP contract and the inspection and repair process.

**Managing Inspections**

Inspections are a critical part of the PHA process and ensure that renters have habitable housing through both the initial and ongoing inspections to ensure that the unit is being maintained — and it helps stay on top of maintenance issues.

**Understand the inspection process and what’s important:**

- The Dallas Housing Authority offers workshops for landlords twice per month.
- INLIVIAN (formerly the Charlotte, North Carolina Housing Authority) is implementing a landlord incentive program to include sign-on bonuses, vacancy assistance, and risk mitigation funds.

**Other Tips and Resources**

- Stay current on state and local laws relating to source of income protections. The Poverty & Race Research Action Council tracks federal, state, and local source of income laws.
- Borrowers should direct renters to Fannie Mae’s Know Your Options™ site, which includes a page dedicated to Housing Choice Vouchers, as well as information on other rental assistance programs.