

Responsibilities of the Housing Authority, Unit Owner, Participant, and Case Management

The supportive housing programs depend on a cooperative relationship between the housing authority, owner/landlord, participant, and case manager. These programs are designed to maintain the regular owner and tenant relationship. The housing authority's main purpose is to subsidize a participant's rents; all other aspects of the lease agreement must be resolved between the landlord and the tenant. The following summarizes the responsibilities of each party.

Housing Connect:

- Reviews all applicants to determine families' eligibility for the program and issues housing voucher.
- Inspects the housing assisted units for compliance with housing quality standards.
- Approves the unit, owner, and lease.
- Makes housing assistance payments to the owner in a timely manner.
- Re-examines the family's income and composition annually and adjust the rent and process changes in rent portions when the income of the family composition changes.
- Explains the rules of the program to participants and property owners and ensures compliance.
- Provides prompt, professional service to owners and tenant families.

The Owner/Landlord:

- Thoroughly screens and interviews families who apply.
- Maintains the property by making necessary repairs in a timely manner.
- Collects application fees, security deposits, and the tenant's monthly rent portion.
- Manages the property and enforces the lease.
- Complies with the terms of the housing payment contract.
- Complies with all fair housing laws to not discriminate against protected group.
- Notifies the housing authority if a tenant vacates the unit and returns the housing payments received after a family vacates a unit.
- Notifies the housing authority of any owner change so payment to the new landlord will not be delayed.

The Participant:

- Provides the housing authority with complete and accurate information pertaining to income and household composition. Reports all changes as they occur.
- Locates a suitable unit and pay the security deposit and application fee to the owner.
- Attends scheduled appointments and return documents on time.
- Maintains the property and minor repairs.
- Complies with the terms of the lease.
- Pays portion of the rent on time to the owner.
- Complies with all family obligations under the housing program.

Case Manager:

- Identify available housing options and assist participant with the application and move-in process.
- Support participants in their efforts toward self-sufficiency by defining goals that are clear, measurable, and time-bound. Connect participant to relevant community resources to accomplish goals.
- Build effective relationships with participants through regular contact in person, by telephone, and in writing.
- Assist residents with applying for, obtaining and maintaining benefits.
- Evaluate needs and gaps in services and work to identify solutions.
- Proactively coordinates with property management, housing staff and other partners to ensure effective communication and to reduce problems.
- Serve as an advocate for participants when appropriate.

