Online Tenant Portal

Do you know that you can now fill out and submit your Annual Reexamination online?

In April of 2011, the Housing Authority of the County of Los Angeles (Housing Authority) launched an online portal geared towards offering online services and information to program participants. We are excited to announce that the portal has now been expanded to include an Annual Reexamination submission feature.

By completing your Annual Reexamination online you can:
- Receive an email notification that the Housing Authority received your documents.
- Monitor the progress of your reexamination through the Tenant Portal.
- Save money on postage and faxing.
- Plus, you can submit all your supporting documents through the Portal or by mail!

You must register to activate a Tenant Portal account. Registering for the Tenant Portal is easy to do and it gives you a number of benefits. To register, go to www.hacola.org and select the Tenant Portal Menu option. You will need your tenant identification number (t-number) and the last four digits of your social security number. You must have an email account to receive email notifications.

Once signed up, you can login from anywhere, 24 hours a day, seven days a week, making it easier for you to interact with the Housing Authority on your own schedule!

Fair Housing Notice

If You Believe You Are A Victim Of Housing Discrimination Please Read Below

Section 8 Housing Choice Voucher Program is a federal program—administered by state public housing agencies—through which individuals with very low incomes, as well as the elderly and disabled, are provided with a voucher that allows them to rent residences on the private market. The purpose of the Section 8 housing program is to provide housing to people who would otherwise not be able to afford it.

Under the federal Fair Housing Act and the California Fair Employment and Housing Act, a Section 8 participant is able to choose where to live. It is unlawful to discriminate in housing based on these factors: race, color, national origin, religion, family status, sex, or disability. If you rent or have been trying to rent a home or apartment and you believe your rights have been violated by a landlord, the city or county in which you live, or by an employee at the Housing Authority, you can file a complaint with the Housing Authority, the U.S. Department of Housing and Urban Development (HUD), Office of Fair Housing and Equal Opportunity (FHEO), or the California Department of Fair Employment and Housing (DFEH).

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There are several ways to file a complaint:

1. To file a complaint with the Housing Authority, you can write a letter including your name and address, the name and address of the person you are complaining about, the address of the house or apartment you were trying to rent or buy, the date when this incident occurred, a short description of what happened, and then mail it to the Housing Authority of the County of Los Angeles:

   Assisted Housing Division
   12131 Telegraph Rd.
   Santa Fe Springs, CA 90670

   Call the Housing Authority at (562) 347-4755 and be prepared to provide the information requested above.

2. To file a complaint with HUD, you can log onto HUD’s website at:
   http://www.hud.gov/offices/fheo/online-complaint.cfm;

   You can call HUD toll-free at 1 (800) 669-9777; Or

   You can print out a form obtained from HUD’s website at www.hud.gov and click on the File a Housing Discrimination Complaint link, complete it, and mail it to:

   Office of Fair Housing and Equal Opportunity
   U.S. Department of Housing and Urban Development
   Room 5204
   451 Seventh St. SW
   Washington, D.C. 20410-2000

   You can write a letter with the information requested above and mail it to the Fair Housing Hub for the Los Angeles County region:

   San Francisco Regional Office of FHEO
   U.S. Department of Housing and Urban Development
   600 Harrison Street, 3rd Floor
   San Francisco, CA 94107-1387
   (415) 489-6524 • 1 (800) 347-3739 • TTY (415) 436-6594

3. To file a complaint with the DFEH, you may call DFEH’s Communication Center at 1 (800) 884-1684.

Section 8 Policy Changes: 2012 Administrative Plan

The Housing Authority’s Administrative Plan outlines the policies that govern the administration of the Section 8 Housing Choice Voucher Program. The following policy changes were approved by the Los Angeles County Board of Supervisors and become effective July 1, 2012.

First, the Housing Authority maintains policies that ensure Limited English Proficient (LEP) individuals have meaningful access to rental assistance programs. To make sure LEP individuals receive comprehensive language services, the Housing Authority is clarifying the current policy and adding four additional policies.

The Housing Authority will now:

- Ask an applicant or participant what is the primary language they speak and if they need language services.
- Provide oral translation of documents not translated.
- Require LEP individuals to sign a waiver of language services if they wish to use their own interpreter.
- Include requests for informal interpreters used in the annual analysis of the Housing Authority’s translation needs.
Second, the Veterans Affairs Supportive Housing (VASH) program is a rental assistance program that serves homeless veterans. Families receiving rental assistance under VASH must receive case management services through the Veterans Affairs Medical Center (VAMC). If a VASH voucher holder no longer requires case management services, the family continues to receive assistance under the VASH program, and the case management requirement no longer applies.

Now, VASH families who no longer require case management services will receive a regular Section 8 voucher so the VASH voucher is available for another homeless veteran in need of case management services.

Third, Housing Authority investigators may go to an assisted unit without notice to conduct Compliance Check Inspections in response to reported program abuse. The Housing Authority is now proposing the following changes to its policy for Compliance Check Inspections:

- The Housing Authority will now conduct compliance check inspections Monday through Friday, 7:30 a.m. to 6:30 p.m. If advance notice is given to the family, the Housing Authority may continue to conduct compliance check inspections on Saturdays between 9:00 a.m. and 5:00 p.m.
- For all compliance check inspections, the Housing Authority will be the lead agency.
- An investigator must now gain written consent from the adult in control of the home to record a compliance check inspection using an audio or visual recording device.

Fourth, the Housing Authority conducts reexaminations of income and other family circumstances every year to determine correct rent and continued eligibility. The Housing Authority will now make all annual reexaminations that result in tenant rent decreases effective on the anniversary date. However, when reporting an income decrease with the annual reexamination, the change is processed immediately as an interim reexamination.

Fifth, to determine an applicant’s eligibility for assistance, the Housing Authority reviews criminal history from the date the applicant family is selected from the Active Waiting List and determined eligible.

The Housing Authority also reviews criminal history for portability families. Now, the Housing Authority will begin the criminal history review for portability families on the date the Request for Transfer is received from the public housing agency (PHA) the family ported from.

Sixth, currently when only minors remain in the household, the Housing Authority allows a caretaker to live in the unit as a “visitor” for up to 12 months or until they can be approved as a permanent guardian by the courts and the Housing Authority.

Now, the Housing Authority may add the caretaker to the household composition while completing the eligibility review, including criminal background check.

Seventh, the Housing Authority now no longer requires families paying 60% or more of their income toward rent to attend a counseling session. Additionally, the Housing Authority is no longer able to assist these families in finding an affordable unit.

Eighth, the Housing Authority will now allow children to be added to the household if they have also been approved by another social service agency, such as the LA County Department of Children and Family Services (DCFS) or the LA County Department of Public and Social Services (DPSS).

Ninth, the Housing Authority supports the County’s recent initiatives to end chronic homelessness. To ensure the most underserved homeless families obtain housing assistance, the following eligibility criteria will apply only for homeless applicants referred through organizations approved by the Housing Authority:

1. The Housing Authority will reduce the criminal history review period for drug-related or violent crime from three years to two years.
2. The Housing Authority will waive the prohibition against applicants on parole or probation.
Become A Tenant Commissioner
Have your Voice Heard

If you are interested in helping to make decisions about how the Housing Authority operates, you can apply to become a Tenant Commissioner on the Los Angeles County Housing Commission (Housing Commission).

The Housing Commission helps guide Housing Authority policy. It is an integral part of the decision-making process because it helps determine how the program operates, how money is spent, and how policies are developed. It is an excellent way to stay involved and give back to your community. Please note that this is not an announcement for employment. Your application submission to serve as a Tenant Commissioner will not affect your housing assistance.

To request an application, you may contact Donna Del Valle, Executive Assistant at (323) 890-7004, or email her at Donna.DelValle@lacdc.org.

FAQ's about serving as a Tenant Commissioner on the Housing Commission

Q. What is the Housing Commission?
A. The Housing Commission is comprised of 12 persons, five of who are appointed by the Board of Supervisors, to review Housing Authority business matters.

Q. Who serves on the Housing Commission?
A. Non-Tenant Commissioners are selected by the Board of Supervisors to represent each of their respective Districts. Tenant Commissioners are selected through a process conducted by the Housing Authority. Tenant Commissioners represent participants in Section 8 and Conventional Public Housing, and residents of other Housing Authority-owned or managed properties.

Q. Who can apply to serve on the Housing Commission?
A. You must be a program participant in good standing with the Housing Authority and at least 18 years of age. A background in community service, volunteerism, and a sincere interest in the Housing Authority and its programs are desirable qualifications.

Q. How long do Tenant Commissioners serve?
A. Tenant Commissioners serve two-year terms, and can be re-appointed for a second term if recommended by the Executive Director of the Housing Authority.