New Payment Standards
As of November 1, 2013

<table>
<thead>
<tr>
<th>Bedroom Size</th>
<th>SRO</th>
<th>0</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Standard (PS)</td>
<td>$605</td>
<td>$806</td>
<td>$975</td>
<td>$1,258</td>
<td>$1,701</td>
<td>$1,895</td>
<td>$2,180</td>
<td>$2,464</td>
<td>$2,749</td>
<td>$3,033</td>
</tr>
<tr>
<td>Manufactured Home Space PS</td>
<td>$503</td>
<td></td>
<td></td>
<td></td>
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The payment standards are established by the United States Department of Housing and Urban Developments’ Fair Market Rents, which recently decreased. The payment standards are the maximum amount the Housing Authority can pay landlords for gross rent (rent + utilities). Your payment standard is determined by the number of persons in your family. The Housing Authority must use the SMALLER of the number of bedrooms in the rental unit or the number of bedrooms on the voucher to determine the payment standard. For example, if a family locates a two-bedroom unit with a three-bedroom voucher, the two-bedroom voucher payment standards must be used.

City of West Hollywood Subsidy and Payment Standards

Families that continue to qualify for rental assistance under the City of West Hollywood (West Hollywood) subsidy standards and payment standards will be subject to an adjustment in their subsidy standards and a reduction in their payment standards beginning with July 1, 2014 reexamination anniversaries. A family that undergoes a new contract or has a change in family composition (and the change results in a voucher size change) will be subject to the Housing Authority’s November 1, 2013 payment standard.

What are subsidy standards and how will I be affected?

Subsidy standards are how a Public Housing Agency (PHA) determines the bedroom size on a family’s voucher and are based on the number of people in the assisted household.

Beginning with July 2014 annual reexamination anniversaries, subsidy standards will be adjusted to be in line with the Housing Authority subsidy standards. The Housing Authority subsidy standard is two persons per bedroom, regardless of age or gender. See the table below.

<table>
<thead>
<tr>
<th>Subsidy Standards</th>
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</thead>
<tbody>
<tr>
<td>Number of Household Members</td>
</tr>
<tr>
<td>1-2</td>
</tr>
<tr>
<td>3-4</td>
</tr>
<tr>
<td>5-6</td>
</tr>
<tr>
<td>7-8</td>
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<td>9-10</td>
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<td>11-12</td>
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</tbody>
</table>

What are payment standards and how were each determined?

The payment standard is the maximum amount a PHA can pay landlords for gross rent (rent + utilities). Each payment standard is established by using HUD’s Fair Market Rents.

To lessen rental hardships, the payment standards will be reduced in two phases to match the Housing Authority payment standards. The first phase reduces the West Hollywood payment standards by half of the difference between the current West Hollywood and the Housing Authority payment standards. The second phase will further reduce the West Hollywood payment standards to equal the Housing Authority payment standards.

<table>
<thead>
<tr>
<th>1st Phase Payment Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom Size</td>
</tr>
<tr>
<td>PS</td>
</tr>
</tbody>
</table>

Second phase amounts are located on the Housing Authority’s website at www.hacola.org.
One Call Now System

Soon the Housing Authority will launch the One Call Now system. The One Call Now system will allow the Housing Authority to send urgent text, e-mail, and/or recorded messages, such as when your Annual Reexamination is being mailed and is due, inspection dates, and program advisories. By using this system, the Housing Authority will be able to improve its communication with program participants while reducing the delays associated with the need to print and distribute notices.

Keep in mind that you reserve the option of opting-out of this system; however, doing so may cause you to miss urgent notices about your rental assistance matters. Rest assured that none of your personal information will be shared with anyone. The One Call Now system takes the security and privacy of your personal information (i.e. phone numbers, e-mail addresses) very seriously. Information is never sold or shared – you will not receive any unsolicited calls as a result of using the service.

Should you have any questions regarding the type of messages that will be sent using this system, please contact your assigned case manager.

Accessibility Online, Anytime, Anywhere – The Housing Authority's Online Tenant Portal

Beginning July 1, 2014, the Housing Authority will only consider voucher extension requests and information changes (such as family composition and/or income changes) submitted via the online tenant portal. Families wishing to apply for the Family Self-Sufficiency program will also be required to submit their pre-application via the portal.

The Housing Authority is your partner in helping you remain up-to-date on your rental assistance matters. The Housing Authority’s online portal, accessible via the www.hacola.org website, allows you to perform tasks such as submitting income and family composition changes, as well as contacting your case manager with the click of a few buttons. You have 24/7 access to important forms, as well as inspections reports.

Registering only takes a moment and it’s free! If you have yet to register, you may do so by going to www.hacola.org and by selecting the Section 8 Tenant Portal menu option. You will need your tenant identification number (t-number) and the last four digits of your social security number. Be sure to use your preferred e-mail account to receive notifications.

Meet SSIR

If you have recently visited our Alhambra office, you may have noticed that clients now complete their check-in process through the Self-Service Interactive Receptionist, also known as SSIR, at an iPad station in the lobby. The SSIR system will soon be available in the Antelope Valley office.

The SSIR system eliminates the client's wait time. Touch-screen buttons, offered in various languages, navigate visitors through a series of questions directing them to the appropriate staff person to handle the request. SSIR then generates an e-mail message to the employee that is being sought, thereby announcing the client's arrival and check-in. Visitors can track their wait status on a queue system displayed on monitors throughout the lobby.

The SSIR system eliminates excessive lines, expedites employee responsiveness, and provides you, the client, the peace of mind knowing that your visit will be handled in a reasonable timeframe.

May I see your “ID”?

Housing Authority staff understand that safeguarding program participants and landlords information is a serious matter. For this reason, staff is tightening existing security measures. Visitors arriving to any Housing Authority office are now being asked to show current photo identification before case specific information can be released and/or discussed. Callers are also required to answer a series of security questions that will help identify the caller. Case specific information will only be released to the person designated as the Head of Household (or Co-head) or a designated individual of the Head of Household. Staff must request that the caller verify their full name, tenant, or applicant ID number (or social security number) along with their date of birth.
Department of Public Social Services Release of Information Notice

The Housing Authority and the Los Angeles County Department of Public Social Services (DPSS) recently reached an agreement that will allow DPSS to continue to share information with the Housing Authority. Obtaining direct information from DPSS is critical to the Housing Authority - and beneficial for you - since it permits the case worker to more accurately determine the amount of rental assistance a family qualifies for. Information that DPSS will share includes the type of benefits and monthly monetary amounts your family is presently receiving from DPSS.

Families that have reported DPSS benefits in their last rental assistance reexamination will soon receive a letter and a consent form in the mail from the Housing Authority detailing their rights under this agreement. It is important for your continued rental assistance that you and your family members that receive DPSS benefits read, understand, sign, and return the consent form to the Housing Authority. Rest assured that the Housing Authority will not share your DPSS benefit information.

Bedbugs 101 - Information Everyone Should Know About Bed Bugs

What Are Bed Bugs?

Bed bugs are small insects that feed on human blood. They are usually active at night when people are sleeping. Adult bed bugs have flat rusty-red-colored oval bodies. Adult bed bugs are about the size of an apple seed, they are big enough to be easily seen, but often hide in cracks in furniture, floors, or walls. When bed bugs feed, their bodies swell and become bright red. They can live for several months without feeding on a host.

What Does A Bed Bug Bite Feel And Look Like?

Most bed bug bites are initially painless, but later turn into large, itchy skin welts. These welts do not have a red spot in the center as do the bites from fleas.

Are Bed Bugs Dangerous?

Although bed bugs and their bites are a nuisance, they are not known to spread diseases.

How Does A Home Become Infested With Bed Bugs?

In most cases, people carry bed bugs into their homes unknowingly, in infested luggage, furniture, bedding, or clothing. Bed bugs may also travel between apartments through small crevices and cracks in walls and floors.

How Do I Know If My Home Is Infested With Bed Bugs?

You may notice itchy skin welts. You may also see the bed bugs themselves, small bloodstains from crushed insects, or dark spots from their droppings. It is often hard to find them because they hide in or near beds, other furniture, and in cracks.

How Can I Keep Bed Bugs Out of My Home?

- Wash clothing and inspect luggage immediately after returning from a trip.
- Inspect used furniture for bed bugs before bringing it into your home.
- Never bring discarded bed frames, mattresses, box springs, or upholstered furniture into your home.
How Can I Get Rid of Bed Bugs?

1. Find out where bed bugs are hiding in your home. Use a bright flashlight to look for bed bugs or their dark droppings in bedroom furniture.
   - Behind your headboard.
   - In the seams and tufts of your mattress and inside the box spring.
   - Along bedroom baseboard cracks.
   - In and around nightstands.
   - Other bedroom items, including window and door casings, pictures, moldings, nearby furniture, loose wallpaper, cracks in plaster and partitions, and clutter.

2. Clean areas where bed bugs are likely to hide.
   - Clean bedding, linens, curtains, rugs, carpets, and clothes. To kill bed bugs, wash items in hot water and dry them on the highest dryer setting. Soak delicate clothes in warm water with lots of laundry soap for several hours before rinsing. Wool items, plush toys, shoes, and many other items can be placed in a hot dryer for 30 minutes to get rid of bed bugs.
   - Scrub mattress seams with a stiff brush to dislodge bed bugs and their eggs.
   - Vacuum carpets in affected areas and throw debris in taped bags.

Where Can I Get Help?
More Information on bed bug prevention may be found by accessing the following websites:
National Pest Management Association Best Practices: http://www.bedbugbmps.org/
Environmental Protection Agency: http://www.epa.gov/pesticides/bedbugs/index.html