

HUD Housing Choice Voucher Program: Landlord Testimonial (Gabriel)

Speaker 1: Housing Choice Voucher Program, Landlord Testimonial.

Gabriel, a landlord from New York.

Gabriel: Hi, my name is Gabriel Troncoso. I'm a landlord, director of property management out of New York, participating in the Housing Choice Voucher program.

Speaker 1: How reliable is the income you receive through housing assistance payments?

Gabriel: The payments through the housing assistance program is very reliable. You know that the contracts are situated. You know what your rent roll is. You know who has your voucher. You receive your payment for all of your residents, right within a few days at the same time each month. And I'd go back to my experience with COVID. Those were some of the best checks that came in during that period of uncertainty

Speaker 1: Are HCV tenants required to adhere to the landlord's terms and conditions similar to other tenants?

Gabriel: HCV tenants are required to adhere to the exact same requirements that a non-voucher holder would have to adhere to; same rules, same obligations, same background check. It's the same process, but they've already been income vetted by the housing authority as well.

Speaker 1: How often do HCV tenants turnover compared to other tenants?

Gabriel: One of the benefits in the HCV program is that the turnover rate is low. You tend to have a stable tenant with significant portion of the rent guaranteed by the housing authority and paid on time. And as long as you're providing a household, a community that the resident likes, they tend to be long term. So that minimizes your turnover costs, your need to look for other residents, and you follow the payment standard increases, lease increases, as they go along.

Speaker 1: How has your experience been interacting with PHA staff?

Gabriel: The PHA staff is great. I mean, they really make the program work. They build relationships with the voucher holders and their job is to help you be successful in the program as well. So I mean, countless of times you'll reach out with questions. You'll get prompt responses. They'll reach out proactively. They'll refer your community to people. It's really a mutually beneficial relationship.

Speaker 1: What do you think of your local PHA's website?

Gabriel: The PHAs websites really come in handy, especially during COVID. I'm really pleased with how advanced they are electronically. We have portals that can upload documents. We can track everything online. We can see the status of

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our payments. We can see the status of the condition of the apartment. Whose voucher's active, inactive. The residents are also familiar with doing their annual certifications electronically, which has also helped us move other processes along electronically like leases, like tax credit certifications, work orders, electronically. We're moving more and more into the digital age. And the PHAs are helping the residents get familiar with that.

Speaker 1: Does your local PHA use remote video inspections? What do you think about the process?

Gabriel: Some of our PHAs use remote video inspections and I'm a big fan. It makes it a lot easier to ensure you have access to the apartment. It's a lot easier for the inspectors to hit a ton of apartment communities because they don't have the same commute time. So we're able to schedule the inspections even quicker because the inspectors hit a greater volume of communities and apartments.

Speaker 1: What advice would you give to landlords who were interested in the HCV program?

Gabriel: Landlords that are interested in the HCV program, I encourage you to reach out to your public housing authority. Oftentimes they have classes, seminars, info series, to explain what the program is. Go through that program, listen to what they have to say. They're extremely helpful. And they'll walk you into the process. I think that there's a misconception out there that it's overly difficult, the headache, and the PHA will be all on top of you. They have the same goal that you do. They want to house families, and we want to provide housing to those families. So it's actually been extremely helpful in getting us to achieve our goals.

Speaker 1: Would you work with the HCV program again?

Gabriel: I would definitely work with the HCV program. Any community that we're in, whether it's, we're looking at acquisitions or development, we're reaching out to the local PHA, trying to partner, if we have apartments that are within that rent range, it's a given that we will partner with the HCV program and the housing authority.

Speaker 1: What other thoughts or experiences would you like to share?

Gabriel: If you're a landlord to looking to partner with your PHA, as long as you're the type of landlord that cares about their property, maintains their asset and is looking to provide a good community, the program works for you. There are tons of benefits. You have a pipeline of residents that are in need of that housing. You have guaranteed rent for most of the rent that they pay. And you have a liaison that's working with you to ensure that the resident's following the lease and is being successful in the community. What else can you ask for?

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Speaker 1: Thank you for watching for more information, contact your local PHA or visit: www.hud.gov and search for "landlords".