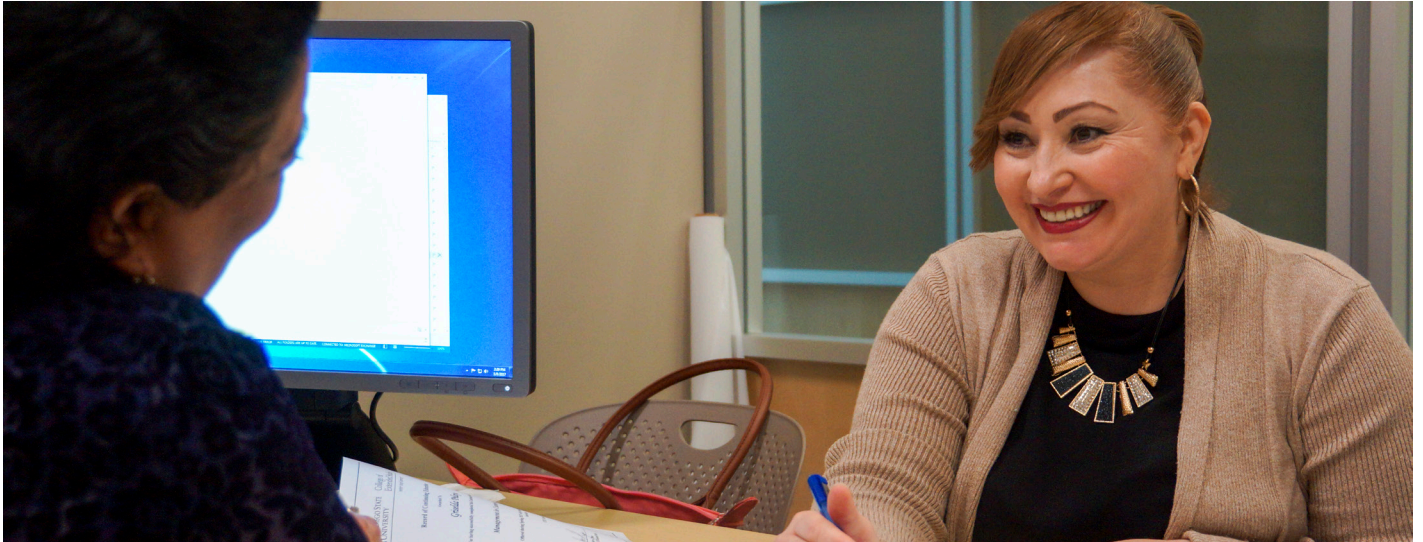




## Efficiencies and Enhanced Customer Service



The San Diego Housing Commission (SDHC) has achieved efficiencies and enhanced customer service to assist the more than 5,200 landlords and more than 15,000 families who participate in the Section 8 Housing Choice Voucher rental assistance program in the City of San Diego.

## Program Development

### **Streamlined Processes**

SDHC's Leasing and Occupancy Departments streamlined processes, which helped to reduce the anticipated leasing timeline from 45 days to 18 days.

### **Optimized Inspections Scheduling**

SDHC optimized the scheduling of Housing Quality Standards inspections for the Section 8 Housing Choice Voucher program. For example, if multiple inspections for one landlord are scheduled within a month, the Inspections Department will schedule the inspections to be completed on the same day by the same inspector. This makes the inspection compliance process more efficient.

### **Inspections Every Two Years Instead of Annually**

SDHC conducts federal Housing Quality Standards inspections every two years instead of annually.

### **Self-Certification of Repairs of Minor Items**

Landlords who have distinguished themselves as responsible and responsive through consistent Housing Quality Standards inspection (HQS) pass rates will be permitted to self-certify the repair of minor items that failed the HQS inspection but are not life threatening.

### **Updated Payment Standards through Choice Communities Initiative**

SDHC's Choice Communities Initiative provides families that receive rental assistance with more flexibility to choose to live in neighborhoods that offer more opportunities for transportation, schools, and employment.

To increase housing opportunities through this initiative and to continue to assist as many low-income families as possible, SDHC updated the payment standards that are used to determine the amount of rental assistance each family receives.



## Technology

### Electronic Signatures

SDHC utilizes DocuSign, an online application that allows landlords and rental assistance participants to securely sign, approve and send documents to SDHC electronically. DocuSign saves time, reduces paper and completes transactions faster and provides confirmation of signed documents.

### Online Rental Listing

Landlords have free access to SDHC's online searchable listing service. [GoSection8.com](http://GoSection8.com) lists these rental properties to rental assistance participants.

### Landlord Portal

The SDHC Landlord Portal allows Landlords to access information about their account—24 hours a day, 7 days a week—from anywhere that they have Internet access:

- Unit Inspection Results  
(Available within 1 business day)
- Your Ledger Balance
- Any pending payment & abatement holds
- Caseworker Assignment
- Your Contact and Profile Information
- Online Forms (change of address, etc.)

## Customer Service

### Mobility Counseling Program

An SDHC mobility counselor assists with pre- and post-moving counseling, housing search assistance and guidance about neighborhood features for families moving to areas identified as Choice or Enterprise Communities. For additional information, contact the SDHC Mobility Counselor at (619) 578-7131 or [mobility@sdhc.org](mailto:mobility@sdhc.org)

### Security Deposit Loan Program

Rental assistance families that choose to move to Choice or Enterprise Communities are eligible for no-interest security deposit loans up to the payment standards for the area and the family's voucher size.

### Landlord Engagement and Assistance Program (LEAP)

The Landlord Engagement and Assistance Program (LEAP) provides incentives for landlords with rental housing units in the City of San Diego who rent to San Diegans experiencing homelessness—non-Veterans as well as Veterans. Incentives include:

- \$500 for the first unit rented to a homeless household and \$250 for each additional unit
- An average of \$1,500 in security deposits and \$100 in utility assistance per household
- Up to \$1.5 million set aside in a contingency fund to help landlords cover expenses, such as repairs that exceed security deposits
- SDHC housing specialists to answer landlords questions

### Landlord Liaison and Ombudsperson

SDHC staff with in-depth knowledge of Section 8 Housing Choice Voucher program rules and procedures are readily available to assist participating landlords. The Landlord Liaison is dedicated to assist landlords with questions about the program and help with completing paperwork. The Ombudsperson is an internal advocate to assist both clients and landlords with general program inquiries.

**Landlord Liaison:** Email [landlordservices@sdhc.org](mailto:landlordservices@sdhc.org) or call 619-578-7128

**Ombudsperson:** Email [sdhcinfo@sdhc.org](mailto:sdhcinfo@sdhc.org) or call 619-578-7553

### Program Integrity Unit

Landlords who participate in the rental assistance program receive support from SDHC to ensure tenants fulfill program requirements. SDHC's Program Integrity Unit examines reports of program violations, such as unauthorized family members, and takes appropriate action, as needed.