



Dear Potential Housing Provider Partner:

Thank you for your interest in learning more about our organization. EDEN is a subsidized housing agency offering rental payment assistance. We have a multitude of programs, a growing number of clients, and with that, a continuous need for new units. We hope you find that EDEN can assist in meeting your rental property needs.

For more than 30 years, EDEN has been working diligently and continues to strive and grow in efforts to succeed in our mission to provide housing solutions to people facing the challenges of housing insecurities and homelessness. With your support, we can continue to move forward in achieving our mission.

In addition to the information in this packet, the website page at [www.edencle.org/owners](http://www.edencle.org/owners) contains the following:

- **EDEN Voucher Programs:** EDEN offers both short-term rental assistance and long-term vouchers. Short-term programs are designed to help tenants "get on their feet" so that they can comfortably transition to paying their own way. All participants have access to supportive services (such as budgeting and financial counseling) so that they are successful. Please consider accepting both short-term and long-term vouchers when deciding which programs you will allow.
- **Minimum Inspection Requirements:** the HQS (Housing Quality Standards) list provides the minimum requirements expected during the inspection. All requirements must be met in order for your unit to pass inspection and move into the finalization stage.
- **Housing Assistance Program (HAP) Contract Part B** (not applicable for short-term programs): the HAP contract is the agreement between EDEN and the Property Owner. Once a move-in date has been confirmed, a HAP contract (part A) will be generated. The HAP contract gives an overview of the unit, utility responsibilities, total rent amount and the rental assistance amount provided by EDEN. The Property Owner is required to sign and return the HAP contract in order to receive payment. HAP Contract Part B details the terms of the agreement.
- **W9 documents:** correctly completed W9 forms are required. In efforts to avoid prolonging processing time, we have included step-by-step directions and a sample W9.
- **Direct Deposit Form:** We strongly encourage you to use direct deposit so you can get your money faster.
- **Property Listing Form:** for unit listing purposes, we have developed a Units Available Listing for our clients to use when searching for Property Owners that accept EDEN. This form details the information needed to list your property.
- **Property Owner & Manager Orientation:** EDEN hosts orientations for those interested in learning more about renting to our clients. During the orientation, we provide an overview of our programs, discuss the moving process from beginning to end, and much more.

This is the information about our programs and processes which should be most helpful to you in answering your questions and acclimating yourself with our agency. **If you would like to talk with someone, please email [EDENLandlordInfo@EDENcle.org](mailto:EDENLandlordInfo@EDENcle.org) or call the Property Owner Hotline at 216-503-6369.**

Thank you, in advance, for your willingness to work with our clients in support of our efforts to provide safe and sustainable housing. We look forward to working with you!

Sincerely,  
EDEN Staff

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HOUSING RESOURCE & DEVELOPMENT AGENCY  
7812 Madison Avenue, Cleveland, OH 44102 | (216)961-9690 | FAX (216)651-4066  
Shelter Plus Care FAX (216) 651-6692 | [www.EDENcle.org](http://www.EDENcle.org) | [edeninfo@edencle.org](mailto:edeninfo@edencle.org)  
TDD/TTY: 1-800-545-1833, ext. 873



A Contract Agency of the Alcohol, Drug and Mental Health Services Board of Cuyahoga County



EDEN Voucher Programs			
Program	Length of Program	Program Open to:	% of Income Paid by Tenant
Long-Term Supportive Housing Subsidy Programs: Continuum of Care, H-TBRA	Long-term	Adults & Families	30%
Rapid Re-Housing	Time-limited (12 months)	Adults & Families	0%
Rapid Re-Housing for Survivors of Domestic Violence	Time-limited (12 months)	Adults & Families	0%
Re-Entry Housing Assistance: Returning Home Ohio, Returning Home Cuyahoga County, Community Transition Program (CTP)	Long-term and time-limited (12 months)	Adults	30%
Housing Assistance Program (HAP)	Time-limited (minimum of 24 months)	Adults & Families	30%
Housing Choice Voucher Program (HCVP) - Mainstream	Long-term Subsidy Program	Adults & Families	30%-40%

Within our agency, EDEN services various programs. Most programs function similarly. The main difference between programs is the length of the voucher and the amount of the total approved rent. We offer both short-term rental assistance and long-term vouchers. For example, Rapid Re-Housing is a short-term voucher program which pays 12 months of full rent. The client then takes over rental payment responsibilities on the 13<sup>th</sup> month and for the remainder of the lease and tenancy; this program may have lower maximum rents allowed than other programs. Please consider accepting both short-term and long-term vouchers when deciding which programs you will allow.



## How to Register with EDEN

All forms can be downloaded from our webpage for housing providers and managers:  
[www.EDENcle.org/owners](http://www.EDENcle.org/owners).

### **STEP 1: Review this Housing Provider/Manager Welcome Packet**

Never rented with us before? This packet provides details and info that property owners or their designated agents need to get started. It includes a sample contract, minimum inspection requirements, and more.

### **STEP 2: Complete and Submit the Direct Deposit Form**

Get your monies via direct deposit - complete [this form](#) and return it to EDEN.

### **STEP 3: Complete and Submit the Property Owner/Manager Disclosure Form**

EDEN requires all property owners or designated agents applying for a subsidized housing program to complete this [disclosure form](#) so that EDEN has the needed information.

### **STEP 4: Complete and Submit a W9 Form**

You need to send us a [completed W9](#) in order to get paid. We also need these for audits. If you have questions, use the samples on our webpage for how-to help.

### **Step 5: List a Property/Properties with EDEN**

Complete the [Property Listing Form](#). Completing this form allows EDEN program staff to provide information about your unit(s) to our clients. We encourage you to review the HQS standards to make sure your property will pass inspection upon the first try. This will not only ensure that your property is ready to rent, but that the time from agreement to move-in is shortened.

### **Step 6: When You Are Ready to Rent to a Tenant, Complete the RFLA**

When you and our client are ready to move forward with the renting process of your unit, our client will give you a **Request for Lease Approval (RFLA)**. Please complete your section and forward it to the client's Housing Specialist or designated Housing Locator. The housing provider section must be signed, dated, initialed where appropriate, and submitted with all requested documentation.

Note: EDEN prints out the RFLA form with the tenant information already entered and gives it to the client, who will then give it to you. RFLA forms without the pre-printed information from our database or with the "DO NOT DUPLICATE" watermark will not be accepted.

Once the RFLA is turned into EDEN, you can expect the process to take approximately 3 weeks for the long-term voucher program and approximately 1 week for temporary voucher programs. This assumes, of course, that all documentation is submitted completely and legibly.



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## Property Owner Information Page

### Long-term Voucher Programs (Continuum of Care, Mainstream, Housing Assistance Program, All Re-Entry, H-TBRA)

#### PROCESSING TIME: *Approximately 3 weeks (If all documentation is submitted completely and legibly)*

Processing time is based upon all documentation being submitted and no repairs required on the unit. If there are missing documents, fields not filled out, or the unit is not ready, the processing time could be **significantly** delayed.

- **Step 1:** Rent Determination within 3-4 business days of receipt of RFLA (Property Owner not contacted if we can approve asking rent)
- **Step 2:** Inspection: Unit is assigned to an inspector within 1-2 business days of rent approval (or negotiation, if needed)
- **Step 3:** Property Owner contacted for inspection 1-2 business days after RFLA assigned to inspector
- **Step 4:** Inspection completed- dependent upon readiness of unit
- **Step 5:** Confirm Move-in Date within 2-3 business days of passed inspection

**NOTE:** Rent and security deposit (if applicable) will be mailed to the owner within 6-8 business days after rent and move-in date is confirmed. Subsequent payments will be deposited (**direct deposit required**) by the 1<sup>st</sup> of the month. If you have not received EDEN's portion of the rent, contact **EDEN** immediately.

### Short-term Rental Assistance Programs (Rapid Re-Housing, Community Transition Program)

#### PROCESSING TIME: *Approximately 1 week*

Processing time is based upon all documentation being submitted and no repairs required on the unit. If there are missing documents, fields not filled out, or the unit is not ready, the processing time could be **significantly** delayed.

- **Step 1:** Rent Determination within 3 business days of receipt of RFLA (Property Owner not contacted if we can approve asking rent)
- **Step 2:** Inspection: Unit is assigned to an inspector within 1 business day of rent approval (or negotiation, if needed)
- **Step 3:** Property Owner contacted for inspection 1-2 business days after RFLA assigned to inspector
- **Step 4:** Inspection completed- dependent upon readiness of unit
- **Step 5:** Upon passed inspection, client can move in immediately

**NOTE:** Rent and security deposit (if applicable) will be mailed to the owner within 6-8 business days after rent and move-in date is confirmed. **Subsequent payments will be mailed by the 1<sup>st</sup> of the month if EDEN has received a copy of lease and Case Management notes, as expected.** If you have not received rent, contact **EDEN** immediately (not applicable to the SSVF program).

### OVERVIEW & PROPERTY OWNER'S RESPONSIBILITIES

- RFLA must be received by EDEN no later than the 10<sup>th</sup> of the month. **EDEN cannot guarantee moves by the 1<sup>st</sup> of the following month for RFLA's submitted after the 10<sup>th</sup> of the month** (not applicable to short-term programs).
- Asking rent must be comparable to other units in area; security deposit cannot exceed the monthly rent amount.
- EDEN does not always pay for a security deposit (only for new tenants in most programs and for special moves).
- EDEN does not pay for fees (i.e., application, background check, keys).
- RFLA cannot be processed for current tenants (moving from one unit to another) until all paperwork is completed, signed, and submitted.
- Unit must be vacant and in move-in condition.
- The owner must have the utilities on in the owner's name at time of inspection. Prospective tenants are not to put utilities in their name until the unit has passed inspection.
- Tenant cannot move into a new unit while EDEN is paying rent on another unit.
- EDEN cannot start paying rent on a unit until it passes inspection and a move-in date has been confirmed with owner (Rapid Re-Housing automatically begins payment from the date the unit passes inspection).
- Owner must submit all required documents (signed HAP contract and executed lease) to EDEN for subsequent payments to be made (HAP Contract only required for long-term programs).
- Prior to move-in, Owner must execute a lease that exactly matches the specifications on this RFLA. This lease must be compliant with Property Owner/Tenant laws or it may be rejected.
- It is the Owner's responsibility to follow standard screening procedures. See The Fair Housing Center website ([www.thehousingcenter.org](http://www.thehousingcenter.org)) for lawful standards.



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### Completing the RFLA

Need help completing this? Contact the tenant's eligibility specialist.

\*Owner's name must be the name of person, company, etc. who the check is made out to and who is responsible for the IRS reporting—a 1099 is issued in this name at the end of each year. If the name of the person/company doesn't match the 1099 recipient Tax ID # below you may be subject to a fee that the IRS charges EDEN for inaccurate reporting.

The address on your W-9 will be where all Correspondence, 1099 and HAP contract will be sent. This address must be a physical address and not a P. O. Box.

TIN (Taxpayer Identification Number) LISTED ON W-9: Your EIN Number (business) or Social Security Number (individual)

Parcel ID: Parcel ID of rental unit (https://myplace.cuyahogacounty.us/)

If you would like your payment sent somewhere other than the address listed on your W-9, please list address here or sign up for direct deposit:

Address: Address for payments; N/A if payment address is on W-9

City, State Zip \_\_\_\_\_

Contact Name: Name of main contact Contact Phone Number Phone number

Contact Email Address: Email of main contact

1. Name of Housing Agency (HA) <b>EDEN, INC. 7812 Madison Avenue Cleveland, Ohio 44102</b>	2. Address of Unit (street address, apartment number, City, State, Zip) Street Address: <b>Complete address of rental unit – include Apt # if applicable</b> Apt. #: _____ City: _____ State: _____ Zip: _____	3. No. of Bedrooms <b>#</b>	4. No. of Bathrooms (include ½ baths) <b>#</b>
5. Type of property (check one) <input type="checkbox"/> Single Family Detached <input type="checkbox"/> Walk-up <input type="checkbox"/> Double/Duplex <input type="checkbox"/> High-rise <input type="checkbox"/> Manufactured Home	6. Proposed Rent - per month (this amount is not guaranteed) <b>####.00</b>	7. Security Deposit <b>####.00</b>	8. Year Constructed <b>YYYY</b>
<b>NOTE: If there are any changes to utility payments during tenancy, the Owner &amp; Tenant must complete new RFLA</b>			
[Eligibility Specialist ONLY - circle, initial, date] Who pays security deposit? EDEN TENANT Initials Date			
9.1 Utilities	Please CIRCLE the party responsible for payment:	Indicate power source by checking the appropriate box	
Heating	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant	<input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Other: <b>Explain if other</b>	
Water Heating	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant	<input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Other: <b>Explain if other</b>	
Cooking	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant	<input type="checkbox"/> Gas <input type="checkbox"/> Electric <input type="checkbox"/> Other: <b>Explain if other</b>	
Electric Lighting	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant		
Water/Sewer	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant		
Trash Collection	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant		
Heating Style	<input type="checkbox"/> Baseboard <input type="checkbox"/> Boiler	<input type="checkbox"/> Furnace <input type="checkbox"/> Radiator <input type="checkbox"/> Other: <b>Explain if other</b>	
9.2 Appliances	Please CIRCLE the party responsible for providing:	9.3 Amenities: Please indicate provided amenities	
Range provided by:	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant	Air Conditioning Yes <input type="checkbox"/> No <input type="checkbox"/>	Ceiling Fan Yes <input type="checkbox"/> No <input type="checkbox"/>
Refrigerator provided by:	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant	Microwave Yes <input type="checkbox"/> No <input type="checkbox"/>	Fenced Yard Yes <input type="checkbox"/> No <input type="checkbox"/>
Washer provided by:	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant <input checked="" type="radio"/> On Site	Others? Please list: <b>List other amenities</b>	
Dryer provided by:	<input checked="" type="radio"/> Owner <input checked="" type="radio"/> Tenant <input checked="" type="radio"/> On Site		

Print Name of Owner or Other Party Authorized to Execute Lease <b>Name of authorized party</b>	Print Name of Tenant <b>This section should already be completed by tenant</b>
Signature of Owner or Other Party Authorized to Execute Lease <b>Signature of authorized party</b>	Signature of Tenant _____ Date _____
Phone Number <b>Phone number of authorized party</b>	Phone Number _____
Alternate Number <b>Alternate number of authorized party</b>	Alternate Number _____
Owner Email Address <b>Email address of authorized party</b>	Tenant Email Address _____



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### Completing the W9

Landlord Phone: [redacted] Landlord Email: [redacted] Tenant Name: [redacted]

**STEP 1: Enter the phone number to be used when EDEN has questions about your payment, the email to be used, and the tenant's name as listed on the lease.**

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

[redacted]

**STEP 2: Enter the name of the individual or company responsible for the 1099. This is required.**

2 Business name/disregarded entity name, if different from above

[redacted]

**STEP 3: Enter the name of the company's DBA name (if different from above). This is optional.**

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC     C Corporation     S Corporation     Partnership     Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ [redacted]

**Note:** Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ [redacted]

**STEP 4: Check the most appropriate box for the person or company who is responsible for the 1099. If other, enter the entity type.**

5 Address (number, street, and apt. or suite no.) See instructions.

[redacted]

6 City, state, and ZIP code

[redacted]

**STEP 5: Enter the STREET address, city, state, and zip code where EDEN should send all related correspondence and the 1099 at the end of the year. PO BOXES WILL NOT BE ACCEPTED!**



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Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number												
				-				-				
or												
Employer identification number												

**STEP 6: Enter the social security number (SSN) of the person responsible for the 1099 OR the employer identification number (EIN) of the company responsible for the 1099. DO NOT ENTER BOTH!**

Sign Here	Signature of U.S. person ▶		Date ▶	

**STEP 7: Sign and date the form. This is required.**



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## Completing the Lead-Based Paint Portion of the RFLA

### Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazard Lead Warning Statement

#### Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

#### Lessor's Disclosure

(a) Presence of lead-based paint and/or lead-based paint hazards (check (i) or (ii) below):

(i)  Known lead-based paint and/or lead-based paint hazards are present in the housing.

(Explain) Explanation of known lead-based paint/hazards

(ii)  Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(b) Records and reports available to the lessor (check (i) or (ii) below):

(i) Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below)

List of documents provided to tenant

(ii)  Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

#### Lessee's Acknowledgement (initial)

Tenant initials if true Lessee has received copies of all information listed above.

Tenant initials if true Lessee has received the pamphlet Protect Your Family from Lead in Your Home.

#### Agent's Acknowledgement (initial)

Your initials if true Agent has informed the lessor of the lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

#### Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

<u>Print Owner/Agent Name</u>	<u>Date</u>	<u>Print Tenant Name</u>	<u>Date</u>
_____ Lessor	_____ Date	_____ Lessee	_____ Date
<u>Owner/Agent Signature</u>	<u>Date</u>	<u>Tenant Signature</u>	<u>Date</u>
_____ Lessor	_____ Date	_____ Lessee	_____ Date
<u>Leave blank</u>		<u>Leave blank</u>	
_____ Agent	_____ Date	_____ Agent	_____ Date



## RFLA Required Attachments

1) **Completed direct deposit form (if not already on file at EDEN).**

- Available at [www.EDENcle.org/owners](http://www.EDENcle.org/owners).

2) **Completed W-9 form.**

- Available at [www.EDENcle.org/owners](http://www.EDENcle.org/owners). Webpage includes samples to help you complete it.

3) **Certificate of Occupancy or rental registration (required for long-term vouchers only; optional for Rapid Re-Housing vouchers).**

- Each city has its own occupancy requirements so depending on the city (i.e. Cleveland) we will also accept a receipt that confirms that you paid the registration fee.
- Residential rental property owners (or their agents) are required to obtain a Certificate of Occupancy every year from the city where the property is located. The completed Certificate of Occupancy application must list all occupants, provide contact information for the owner and tenants, and be accompanied by an application fee which varies by property type. See your city's website for more details.

4) **Documentation from the county auditor's website that the taxes are current. (required for long-term vouchers only or for Rapid Re-Housing vouchers for properties in foreclosure; optional for other Rapid Re-Housing vouchers).**

- Tax bill stamped paid.

OR

- In Cuyahoga County, go to <https://myplace.cuyahogacounty.us/>.
- Click on the blue [Address] button and enter the address. Enter or click the search button.
- A photo of parcels will appear with your parcel marked with an orange dot.
- Click on the orange dot and then click on the blue [Property Data] button.
- On the right-side column, click on [Tax Summary by Year].
- Click on the blue [Download this Report] button and save it to your computer. Include this with your completed RFLA form.

OR

- If you owe taxes, a payback agreement.



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**HQS INSPECTION CHECKLIST:** Listed below you will find a list of the most common reasons found for a unit to fail **Housing Quality Standards (HQS)**. Please look your unit over carefully before the inspector comes out. We will be unable to enter into contract with any unit that fails HQS inspection. If you have additional questions, you may contact EDEN, Inc. at (216) 961-9690. Thank you for your anticipated cooperation.

- All utilities: electric, gas and water **MUST BE ON** in order for unit to pass inspection for any type of HQS inspection. Inspectors must be able to verify that all utilities are in working order.
- If Landlord is supplying appliances, these appliances must be present, installed and working to receive credit for usage.
- All ceilings, walls and floors must be strong, sturdy and in their permanent positions.
- All floors must be free of tripping hazards and transition strips are needed between floor types.
- A working smoke detector with a live battery **must be installed on every level of the unit** including the basement and outside of sleeping rooms. If any members of the family are hearing impaired, a detector with a visual signal must be installed.
- The entire unit, both inside and outside, including window frames, must be free of cracking, scaling, peeling, chipping and loose paint. This prevents exposure to possible lead-based paint hazards with or without children 6 years old and younger.
- Where there are three or more consecutive steps and a landing, handrails must be securely attached. This applies to both the interior and exterior of the unit. All heights, inside or outside, must have a handrail on both sides to protect fall hazards.
- The unit must be free of roaches, rodents, or any other infestations.
- The entire unit, interior and exterior, including garages, must be free from electrical hazards. There may be no loose, hanging or exposed wires. All three-prong outlets must be wired correctly. A three-prong GFI circuit tester will be used at the time of inspection to assure safety.
- GFI's must be installed in existing outlets, inside and outside including garages and exterior outlets, but all within five feet of water sources. These must be properly grounded and will be tested with a GFI tester as well.
- Every room used for living must have either three working outlets or two working outlets and a permanently installed light fixture. At a minimum, each bathroom must have a permanently installed light fixture.
- All light switches and outlets must have undamaged and secured covers installed.
- All windows and doors must be secure when closed and must be weather tight. No broken or cracked windows allowed.
- All windows and doors that are accessible from the outside must have working, sturdy locks and be weather tight.
- All operable windows must have a mechanism to secure them in place when opened, with ropes or window controls. Window hardware must be operable.
- Every room must have at least one operable window for ventilation and safe egress, if the windows are designed to open.
- If the unit has third floor sleeping room (s) or living space and the family is eligible to use this space, the owner must provide a safe method of escape in the case of fire. Example: Fire ladder or existing and accessible fire escape(s).
- If there is a bathroom with a toilet that is not hooked up to water and sewer lines, it must be repaired/removed. If it is removed, the drain must be sealed to prevent rodents and/or sewer gases from escaping into the unit.
- All sinks must have traps except for the laundry tub with flowing and open drains.
- The bathroom must have either an openable window or an exhaust fan for ventilation to the outside.
- The hot water tank's temperature pressure relief valve must have a threaded discharge line extending down to six inches from the floor.
- The flue pipe leading from the furnace and hot water tank must be sealed where they enter the chimney. Also, check to ensure that the flue pipes connecting to the furnace and hot water tank are installed correctly. (At no less than 90 angle)
- Every room used for living must have an adequate heat source. If the source is a separate gas heater, it must be vented to
- the outside. If the source is electric, it must be permanently installed and controlled by a separate thermostat and be connected to its own breaker or fuse. (No space heaters)
- If the downspouts or gutters are damaged and/or missing, causing interior damage to the unit, they must be replaced or repaired. Any damage to the interior of the unit due to the missing or damaged downspouts or gutters must be repaired.
- The unit must be free from any accumulation of garbage or debris, both inside and outside.
- The owner must provide adequate "refuse disposals" to all dwellings. These facilities include trash cans with covers, garbage chutes, and dumpsters with lids approved by the local Health and Sanitation Department.
- If the unit has a clothes dryer, the dryer must be vented.
- No key-in/key-out deadbolts are allowed. Use thumb-turn locks only.
- All units must have a CO Detector on each level minimally w/in 4 sq.ft. of fuel burning appliances and fuel burning sources including but not limited to attached garages and fireplaces.



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## **Frequently Asked Questions**

### **What EDEN programs can property owners participate in?**

Within our agency, EDEN offers various voucher programs. Most programs function similarly. The main difference between programs is the length of the voucher. We offer both time-limited rental assistance and long-term vouchers. Time-limited programs are designed to help tenants "get on their feet" so that they can comfortably transition to paying their own way. All EDEN participants have access to supportive services (such as financial counseling) so that they are successful. Please consider accepting both time-limited and long-term vouchers when deciding which programs you will accept.

### **How does EDEN determine how much rent should be paid for my unit?**

For most programs, your asking rent can be approved as long as it is in line with the market and "reasonable." Many factors go into determining the reasonable amount of rent: number of bedrooms, utilities included, location, etc. If the rent amount being asked—including information about utilities and amenities—is too high for a particular program, we do try to negotiate other options or may be able to refer other households to you. For some programs, EDEN can only approve rent amounts based on an annual Fair Market Rates publication from the Department of Housing and Urban Development (HUD). In all cases, the participant's income is also considered, which is why a unit may be affordable for some, but not others. Your Community Housing Agent can provide more information.

### **What are the inspection requirements when an inspector comes out for the first inspection?**

Download the [Minimum Inspection Standards](#). This list will give you many of the items our inspectors will be looking for when they inspect your unit.

### **How quickly is the HQS Inspection completed?**

Pending all information is complete on the Request for Lease Approval (RFLA) and the unit is ready for the inspection, the initial inspection can be scheduled/completed within 3-10 business days of EDEN receiving the RFLA.

### **Does EDEN cover additional fees for parking, key deposits, or pet deposits?**

No, the tenant would be responsible for paying these fees.

### **Will you give out my phone number and address to my tenant?**

The property owner's phone number will be listed on approval notices that are sent to both client and property owner or designated agent. The property owner's address, however, is not shared with clients.



**Who does the tenant pay their portion of the rent?**

They pay the property owner or designated agent directly.

**How soon will I receive payment for my first month's rent and security deposit?**

Payment will be sent within 3-4 business days of our office receiving the passed inspection report.

**When should I expect to receive the monthly subsidy payment from EDEN?**

Between the 1st and 4th of each month.

**Who do I contact if I do not receive a check from EDEN when it is expected?**

The initial payment will not be made until the signed Lease Agreement has been received. If you have not received your first rental assistance payment within 30 days of execution of the HAP contract, email [EDENinfo@EDENcle.org](mailto:EDENinfo@EDENcle.org) with the tenant's name and unit address. If you are an existing property owner and your regular check has not been received by the 10th of the month, email [EDENlandlordinfo@EDENcle.org](mailto:EDENlandlordinfo@EDENcle.org) with your tenant's name and the unit address. We will respond within 48 hours.

**What if my tenant is unable to pay their portion of the rent due to a decrease or loss of income?**

For long-term programs, rent calculations can be re-done by EDEN with proof of loss of income. The tenant needs to notify EDEN of this change and supply proper documentation.

**What do I do if there are damages to my property when the tenant moves out?**

You will deduct the damages from the security deposit. You must forward to the tenant the documentation and invoices to verify the amount withheld from the security deposit. If damages exceed the security deposit, please contact the **Property Owner Information Line, 216-503-6369**, or email [EDENLandlordInfo@EDENcle.org](mailto:EDENLandlordInfo@EDENcle.org). They will determine if there are any additional resources or programs available.

**Who do I contact if I have questions about participating in the programs offered by EDEN?**

Please call our **Property Owner Information Line, 216-503-6369**, or email [EDENLandlordInfo@EDENcle.org](mailto:EDENLandlordInfo@EDENcle.org).