



Dear Potential Landlord:

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 27 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.

This packet includes the following:

- **EDEN Voucher Programs:** EDEN offers both temporary rental assistance and permanent vouchers. Temporary programs are designed to help tenants "get on their feet" so that they can comfortably transition to paying their own way. EDEN offers supportive services (such as financial counseling) so that they are successful. Please consider accepting both temporary and permanent vouchers when deciding which programs you will allow.
- **Landlord Information Page:** this document outlines the moving process including processing time, Landlord responsibilities, etc. for permanent vouchers and temporary rental assistance programs.
- **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 temporary programs): the HAP contract is the agreement between EDEN and the Landlord. 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 Landlord 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 landlords that accept EDEN. This form details the information needed to list your property.
- **Landlord Forum Flyer:** EDEN hosts quarterly Landlord Forums for those interested in learning more about renting to our clients. During the forum 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.

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

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.edeninc.org | 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





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EDEN Voucher Programs				
Program	Approx. # Participants	Length of Program	Program Open to:	% of Income Paid by Tenant
Shelter Plus Care (SPC)	1300	Permanent Subsidy Program	Adults & Families	30
Supportive Housing Program (SHP)	503	Permanent Subsidy Program	Adults & Families	30
H-TBRA	40	Permanent Subsidy Program	Adults & Families	30
Community Transition Program (CTP)	65	Permanent Subsidy Program	Adults	30
CSH-DYS	12	Permanent Subsidy Program	Adults & Families	30
Mainstream Sec. 8	50	Permanent Subsidy Program	Adults & Families	30-40
Housing Assistance Program (HAP)	130	Temporary Program: 1-2 years	Adults & Families	40
Returning Home Ohio (RHO)	40	Temporary Program (opportunity to transition to permanent subsidy)	Adults & Families	30
Home For Good	15	Permanent program	Adults & Families	30
Rapid Re-Housing- ESG	Varies	Temporary program- 4 months	Families	0
Community Transition Program	55	Temporary- 4 months	Adults	0
Rapid Re-Housing- COC	Varies	Temporary program- varies, up to 4 months	Singles, Families, and Young Adults	0
Supportive Services for Veteran Families (SSVF)	Varies	Temporary program- varies, up to 9 months	Adults & Families	0

Within our agency, EDEN services various programs. Most programs function similarly. The main difference between programs is the length of the voucher. We offer both temporary rental assistance and permanent vouchers. For example, ESG is a temporary voucher program which pays 4 months of full rent. The client then takes over rental payment responsibilities on the 5th month and for the remainder of the lease and tenancy. SSVF is also a temporary voucher program which exclusively supports Veterans and their families. Shelter Plus Care is often the most familiar but, as you can see, we have multiple programs. Please consider accepting both temporary and permanent vouchers when deciding which programs you will allow.



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Landlord Information Page

Permanent Voucher Programs

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 (Landlord 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:** Landlord 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 1st of the month. If you have not received EDEN's portion of the rent, contact **EDEN** immediately.

Temporary Rental Assistance Programs (Rapid Re-Housing, Community Transition Program & Supportive Services for Veteran Families)

PROCESSING TIME: *Approximately 1 week*

Processing time is based upon all documentation being submitted and no repairs required on the unit.

- **Step 1:** Rent Determination within 3 business days of receipt of RFLA (Landlord 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:** Landlord 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 1st of the month if EDEN has received 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 & LANDLORD'S RESPONSIBILITIES

- RFLA must be received by EDEN no later than the 10th of the month. **EDEN cannot guarantee moves by the 1st of the following month for RFLA's submitted after the 10th of the month** (not applicable to temporary 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 been approved.
- 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 permanent programs).
- Prior to move-in, Owner must execute a lease that exactly matches the specifications on this RFLA. This lease must be compliant with Landlord/Tenant laws or it may be rejected.
- It is the Owner's responsibility to follow standard screening procedures. Please see Page 2, line 10(a) for more information.



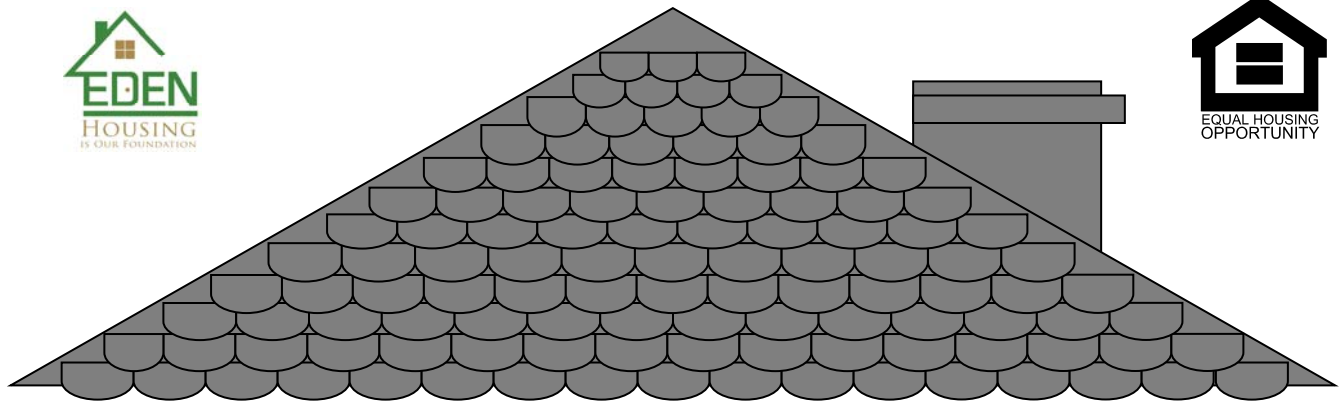
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Listed below you will find a list of the most common reasons found for a unit to fail Housing Quality Standards (HQS). Please look your unit over carefully before the inspector comes out. We will be unable to enter into contract with any unit that fails HQS inspection. If you have additional questions, you may contact Eden, Inc. at (216) 961-9690 or S + C at (216) 651-4772. Thank you for your anticipated cooperation.

- 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 have a hearing problem, install one for the hearing impaired.
- All ceilings, walls and floors must be strong, sturdy and in their permanent positions.
- All floors must be free of tripping hazards.
- All light switches and outlets must have secured plate covers installed.
- All openable windows must have a mechanism to secure them in place when opened.
- All operable windows must have a mechanism to secure them in place when opened, with ropes or window controls. Window hardware must be operable.
- All sinks must have traps except for the laundry tub with flowing and open drains.
- All utilities: electric, gas and water MUST be on in order for unit to pass inspection.
- 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.
- Every bedroom must have at least one openable window for ventilation, if the windows are designed to open.
- Every room must have at least one operable window for ventilation and safe egress, if the windows are designed to open.
- Every room used for living must have an adequate heat source. If the source is gas, it must be vented to the outside. If the source is electric, it must be permanently installed and controlled by a separate thermostat.
- 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.)
- Every room used for living must have either two working outlets or one working outlet and a permanently installed light fixture. At a minimum, each bathroom must have a permanently installed light fixture.
- GFI's must be installed in the kitchen and bathroom, four feet from the sink.
- If Landlord is supplying appliances, these appliances must be present, installed and working to receive credit for usage.
- 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.
- If the unit has a clothes dryer, the dryer must be vented.
- If the unit has a third floor sleeping room (s): and the family is eligible to use this room for sleeping, the owner must provide a safe method of escape in the case of fire. Example: chain ladder.
- If there is a bathroom with a toilet that is not hooked up to water and sewer lines, it must be repaired. If it is removed, the drain must be sealed to prevent rodents and/or sewer gasses from escaping into the unit.
- No key-in, key-out deadbolts are allowed. Use thumb-locks only.
- The bathroom must have either an openable window or an exhaust fan for ventilation.
- 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.
- The entire unit, interior and exterior, 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 circuit tester will be used at the time of inspection to assure safety.
- 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.
- The hot water tank's pressure relief valve must have discharge line extending down two to six inches from the floor.
- The owner must provide "refuse disposals". These facilities include trash cans with covers, garbage chutes, dumpsters with lids and trash bags if they are the type approved by the local Health and Sanitation Department.
- The unit must be free from any accumulation of garbage or debris, both inside and outside.
- The unit must be free of roaches, rodents, or any other infestations.
- Where there are four or more consecutive steps, handrails must be securely attached. This applies to both the interior and exterior of the unit.



EDEN Landlord Forum

Landlords, Owners, Property Management and Realty Companies are all welcome to attend!

2021 Temporary Rental Assistance Programs

- Wednesday, April 7th at 4pm
- Wednesday, June 2nd at 4pm
- Wednesday, August 4th at 4pm
- Wednesday, October 6th at 4pm
- Wednesday, December 1st at 4pm

2021 Permanent Voucher Programs

- Wednesday, April 21st at 4pm
- Wednesday, June 16th at 4pm
- Wednesday, August 18th at 4pm
- Wednesday, October 20th at 4pm
- Wednesday, December 15th at 4pm

Location: Emerald Commons 1976 West 79th St. Cleveland, OH 44102
(Next door to EDEN headquarters)

During these informational sessions we will focus on the □ Temporary Rental Assistance Programs (Thursday Forums-unless otherwise stated) or the Permanent Voucher Programs (Tuesday Forums) providing program details, information regarding the moving process from start to finish, advertising available units with EDEN and more. Please join us if you want to learn more about EDEN and the process of renting to our

RSVP for a Landlord Forum by visiting our website www.edencle.org contacting us via email landlordinfo@edencle.org or by phone 216-961-9690 x319

For more information about our agency, to list units with EDEN or for any additional questions, please visit our website www.edencle.org or contact us with the information provided above.

Mission Statement: to provide housing solutions to people facing the challenges of housing insecurities and homelessness