

## Benefits of Partnering with EDEN

**On-time monthly rent** — One of the most significant advantages of accepting rental assistance from EDEN is that a substantial amount of what you are owed will be direct deposited reliably and on time each and every month. Because the vouchers cover a significant portion of the rent, even if the tenant slips into late payments, you will receive a large percentage of the rental amount on the first of every month.

**Lower turnover and vacancy rates** — It's difficult for tenants with vouchers to find quality housing, and it's expensive to move frequently. Studies show that, if you provide quality housing and take good care of your tenants, you will likely see very high renewal rates and less vacancies.

**Larger pool of applicants** — Accepting tenants with housing vouchers opens up your market significantly. Allowing prospective renters who wouldn't otherwise be able to afford unsubsidized housing can give you a competitive advantage over other property owners in your area.

**Inspections by certified inspectors** — Structural or safety problems in your units are easy to overlook and can worsen and become expensive to fix. EDEN inspectors know what to look for and can warn you of problems before they become serious and costly.

**Better experiences** — Studies found that tenants with vouchers generally owe less back rent, and property owners have more positive experiences with voucher holders. During the COVID crisis, the stability of vouchers helped both tenants and property owners weather the pandemic's financial effects.

## Be Part of the Solution!

The current lack of affordable housing means that individuals and families with low incomes are more frequently experiencing housing insecurity and, in some cases, becoming homeless. In general, participants in EDEN's programs pay 30%-40% of their adjusted income for rent and utilities ... a reasonable amount that leaves money available for food, clothing, medical care, and more. EDEN pays the remaining portion directly to you via direct deposit the first of every month. **That means you have reliable payments while helping individuals and families live in safe homes.**

## Our Vision & Core Values

EDEN recognizes that housing is a basic right of all people and is the first step in helping them transform their lives. We envision that homelessness will be brief and rare and that every family will have a safe, secure place to call home. We believe housing serves as a foundation to build stable lives, advance independence, and fulfill aspirations.

EDEN is committed to being an active champion of Diversity, Equity and Inclusion (DEI) throughout our organization and the communities we serve.

EDEN proudly serves more than 5,000 households of low-income individuals and families annually. Our success is due in large part to our close partnerships with dozens of social service agencies throughout northeast Ohio.

EDEN is a contract agency of the Alcohol, Drug and Mental Health Services Board of Cuyahoga County (ADAMHS).



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*EDEN's mission is to provide housing solutions to people facing the challenges of housing insecurities and homelessness.*

*If you own or manage rental properties, we want to partner with you!*

**Housing Provider Hotline:**

216-503-6369

TDD/TTY: 1-800-545-3833 x 873

**Email:**

[EdenLandlordInfo@EDENcle.org](mailto:EdenLandlordInfo@EDENcle.org)

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

## Two Types of Voucher Programs

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### Short/Medium-Term Rental Assistance Programs

Short/medium-term (6-12 months) rental assistance for individuals or families who are currently homeless. EDEN pays 100% of the rent during this time period. Every household works with a case manager who links them to resources that will help them increase income, manage money, and successfully maintain their housing independently at the end of the program. *Also available for special needs populations.*

### Long-Term Voucher Programs

Tenant(s) live in independently owned housing and pay 30%-40% of their adjusted monthly income for rent & utilities. This program continues as long as the participant(s) maintain their eligibility. Tenants are asked to re-certify every year to make sure they still qualify for the program in which they are enrolled.

## Supportive Services

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EDEN Stability Specialists help your tenants maintain their housing and meet their tenant responsibilities. They can serve as bridge between you and the tenant to make sure communications are clear and accurate. Stability specialists stay up-to-date on additional resources that may be available to the participant or housing provider as well as to help the participant maintain their eligibility.

**YOU are our customer, and we take customer service seriously.** EDEN is known to work quickly to get tenants moved in. Our proven processes promote long-term stability for everyone.

## How to Enter the Program

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*All documents are available for download on our website: [www.EDENcle.org/owners](http://www.EDENcle.org/owners).*

**STEP 1: Review the Housing Provider Welcome Packet** — This packet provides details and info you need to get started. It includes a sample contract, minimum inspection requirements, and more.

**STEP 2: Complete and Submit the Direct Deposit Form** — Download the form, complete it, and return it to EDEN.

**STEP 3: Complete and Submit the Housing Provider Disclosure Form** — EDEN requires all property owners applying for a subsidized housing program to complete this disclosure form so that we have all needed information.

**STEP 4: Complete and Submit a W9 Form** — In order to get paid, download and send us the completed W9.

**Step 5: Start Sending Us Your Property Listings** — Complete the Property Listing Form on the website. This will allow our program staff to provide information about your property(ies) to our clients.

**Step 6: Finalize the Lease Agreement** — When you and our client are ready to move forward with the renting process of your unit, they will give you a Request for Lease Approval (RFLA) form. Please complete your section and forward it to the client's Housing Specialist or designated Housing Locator.

*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. Visit our website at [www.EDENcle.org/owners](http://www.EDENcle.org/owners) for resources.*

## Housing Provider Incentive Fund

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We want your partnership with EDEN to be beneficial to you. The Housing Provider Incentive Fund is designed to mitigate any risks you may experience when renting to tenants with vouchers.

*You must follow EDEN procedures and provide documentation to receive Incentive Funds.*

### Security Deposits & Double Security Deposits

— Low-income tenants find it difficult to save for security deposits. EDEN may pay these deposits so that the tenant can move in sooner. If a tenant is determined to be high-risk, EDEN will pay a double security deposit.

**"Holding" Deposits** — If the move-in is delayed for some reason, EDEN may pay a holding deposit to secure the unit until the tenant is ready to move.

**Arrearages** — If a tenant falls behind in the rent or utilities, EDEN may work with both tenant and housing provider to pay what is owed.

**Damages** — If you find damages exceeding the security deposit, the Fund may cover reasonable repair costs based on detailed documentation.

**Inspection Repairs** — If funding allows, the Fund may refund you up to a pre-determined amount for any repairs you need to make if a unit fails its inspection. This will ensure the tenant lives in a safe, healthy environment and minimize the possibility of more costly repairs.