

# TIPS FOR A HEALTHY HOME



When someone in your household gets sick, it's important to thoroughly clean and sanitize the home. The Center for Disease Control (CDC) has shared some valuable tips for cleaning and sanitizing.

**Clean:** Always wear disposable gloves to clean and disinfect. Frequently use soap and water to clean high touch areas such as doorknobs, light switches, counter tops, handles, phones, keyboards, toilets, faucets, and sinks.

**Disinfect:** Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant. Use a diluted household bleach solution or an alcohol-based solution with at least 70% alcohol.

**Laundry:** Do not shake dirty laundry. Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people's items.

Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.

These cleaning tips will help keep others in your household from getting sick.



# News on 8

A Newsletter for Section 8 Rental Assistance Landlords and Tenants  
Published Twice Yearly by Oklahoma Housing Finance Agency

## Ensure Timely Payments by Passing Inspections the First Time

Property owners who provide homes for clients on OHFA's Housing Choice Voucher Program are an integral partner. OHFA wants to ensure Housing Assistance Payments (HAP) continue in a timely manner.

Maintaining units that pass Housing Quality Standards (HQS) inspections the first time play a key role in ensuring timely payments.

The U.S. Department of Housing and Urban Development's (HUD) Housing Assistance Payments (HAP) Contract Part B, 3(a) states, "The owner must maintain the contract unit and premises in accordance with the housing quality standards (HQS)." Part B 3(c) provides that if the owner does not maintain the contract unit in accordance with the HQS...the PHA may exercise any available remedies, such as, recovery of overpayments, suspension

of housing assistance payments, abatement or other reduction of housing assistance payments and termination of the HAP contract.

OHFA strives to provide housing to as many families as possible and pay our owners/landlords timely. However, withholding rents for noncompliant units is a part of the HUD program. While circumstances arise occasionally, the property owner can take action to reduce those instances.

- Ensure units pass each HQS inspection. When a field agent inspects a unit and it fails, it takes additional time to reschedule another inspection. Ensure all repairs are made prior to the re-inspection.

- By reducing the number of re-inspections, clients are housed faster, owners/landlords start receiving payments sooner, and OHFA staff can serve other clients. Multiple visits to inspect the same unit affects everyone in the process and can delay the receipt of payments.



**WE WANT YOUR FEEDBACK.**

OHFA strives to provide excellent customer service. Please participate in a brief survey to let us know how we are doing.

Complete the survey online:  
<https://tinyurl.com/OHFASurveys>



## Contact List

TTY	(405) 848-7471
Recertification Team 1 Alphabet A,D,G,H,K,M,O, and X	(405) 419-8166 Fax: (405) 419-9166
Recertification Team 2 Alphabet B,C,I,J,N,P,T,U, and Y	(405) 419-8167 Fax: (405) 419-9167
Recertification Team 3 Alphabet E,F,L,Q,R,S,V,W, and Z	(405) 419-8168 Fax: (405) 419-9168
Initial Certification Team	(405) 419-8169 Fax: (405) 419-9169
Preapp Status line	1-866-569-6306 or (405) 879-6365
Local Leasing line Toll-free Leasing line Fax Number	(405) 842-2471 1-800-256-1489 (405) 879-8822
Office Operations Mary Hooek, Manager Cassi Twiehaus, Supervisor	(405) 419-8266 (405) 419-8233
Field Operations Kenneth Love, Manager Dodie Pool, Supervisor	(405) 419-8268 (405) 419-8230
FSS/ Home Ownership Team	(405) 419-8171
Performance Based Contract Administration (PBCA) Rhonda Watson	(405) 419-8181 (405) 419-8104

**OHFA's Administrative Plan for the Section 8 Housing Voucher Program may be viewed at [www.ohfa.org](http://www.ohfa.org) or at its central office by appointment.**

Street Address: 100 N.W. 63rd Street, Suite 200  
Oklahoma City, OK 73116

Mailing Address: P.O. Box 26720  
Oklahoma City, OK 73126

Executive Director  
Deborah Jenkins  
Deputy Executive Director  
Kurt Fite  
Resident Board Member  
Joi Love  
Rental Programs Director  
Tim Shackelford  
NEWS on 8 Editor/Communications Director  
Holley Mangham, APR

AA/EEO

[www.ohfa.org](http://www.ohfa.org)

# Family Self-Sufficiency Participant Achieves Goal of Homeownership



For years, Amber dreamed of living in a home of her own. With the guidance of OHFA's Family Self-Sufficiency (FSS) coordinators, Amber closed on the perfect home just before the New Year.

Amber's journey has been a "long, rough road." For the past 21 years, OHFA has paid a portion of her rent through the Housing Choice Voucher Program. The turning point came in the middle of 2019 when OHFA offered her the opportunity to enroll in its FSS program.

Generally the FSS commitment is for five years. Amber entered the FSS program after already focusing on becoming financially independent.

"For the last few years I've been working on my credit. I was caught up on bills, everything was going for me."

Through FSS, participants work to

set and achieve goals that lead to financial independence. A single mom, she wants to set an example so that her children know that they also can save to buy homes of their own.

Amber enrolled in the Matched Savings Program at the Community Action Agency (CAA) of Oklahoma City. For every dollar she deposited into the account, CAA matched it with \$2. Additionally, she received down payment and closing cost assistance from CAA.

Up to the first 15 years, OHFA will pay a portion of Amber's mortgage through the Housing Choice Voucher Homeownership Program.

Though she was determined to purchase a home, Amber calls homeownership a dream come true.

"I have my own home. This is mine. No one can take this from me."

## Landlord Workshop Series Update

Due to COVID-19 concerns, OHFA will be rescheduling the Landlord Workshop Series. The workshops were originally scheduled for April and May. More details will be provided later.



# Carbon Monoxide Detectors Now Required

Carbon monoxide (CO) detectors must be installed in units where Housing Choice Voucher participants

to ensure that CO detectors were installed and operational in the units where the devices are required. Under the requirement, inoperable or missing CO detectors are considered life-threatening and must be installed or repaired within 24 hours.

example, sleeping areas are on two levels or separated on opposite ends of a unit or a garage converted to a sleeping area.

## Carbon Monoxide



CAN'T BE SEEN



CAN'T BE SMELLED



CAN'T BE HEARD



CAN BE STOPPED

In some instances more than one device may be required in a unit. CO detector guidelines:

- The device must be installed per manufacturer's instructions.

reside when fossil fuel-burning appliances or devices such as water heaters, stoves, or heaters are located in the unit.

Property owners providing housing under the HCV program were notified by mail and the information was posted on OHFA's website that effective August 1, 2019, OHFA personnel would begin inspecting

- If the unit has a fuel-burning device, there must be at least one CO detector.
- There must be at least one detector within 10 feet of each set of bedrooms.
- More than one CO detector is required if sleeping areas are located in separate areas of the unit. For

- There must be one on each level of a multi-level unit.
- If there is an attached garage, there must be one in the room closest to the garage as instructed by the manufacturer on acceptable installation locations.

• If the unit is all-electric with no attached garage there is no requirement for CO detectors.

For more information about OHFA's Carbon Monoxide requirements, please call 405-419-8268 or 405-419-8230.

## Mailed Income and Family History Updates Replace Meetings with OHFA Field Agents

OHFA is changing the process for annual and interim income and family history update appointments. A mail in process for families with annual re-examinations due will replace meeting with a field agent.

A questionnaire/information packet, other documents and instructions will be sent along with a postage paid return envelope. Complete and return the packet so that income and family history can be updated. Please utilize the assistance of friends, family or payees when completing the packet.

Families will have 14 days to complete and return the packet in the postage paid envelope. If the packet is not received, a second notice will

be mailed to the family giving them additional time to return the packet. If the packet is not received by the due date, OHFA will terminate the assistance of the family.

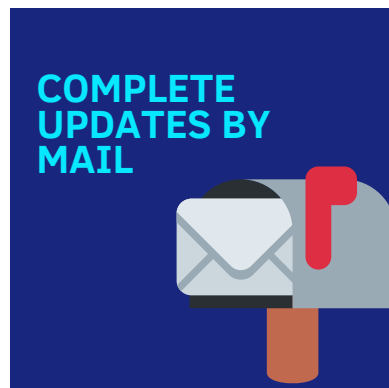
Families must ensure that all forms are complete and information is accurate.

- All adult family members must sign the forms.
- All household information must be included on the

questionnaire.

- Verification, such as pay stubs, bank statements, etc. must be included with the packet.

This new process allows OHFA to assist families and provide inspections more efficiently.



**Changes to Phone Number, Email & Mailing Address**

**Immediately notify OHFA in writing when your telephone number, email or mailing address changes.**

**Housing Assistance Payments**  
Call (405) 848-1144, Ext. 2898. Leave a detailed message and a phone number where you can be reached.

**Payment History**  
Property owners may access payment history 24/7 at [www.assistancecheck.com](http://www.assistancecheck.com).

**Available Rental Properties**  
Visit <http://ohfa.gosection8.com> to view or list available units for free or call (866) 466-7328.

**Field Agents**

• Rhonda Boyd Floater Agent	• Corey King Floater Agent
• Luke Brooks East Oklahoma	• Debbie Mauldin Floater Agent
• Felicia Glover Floater Agent	• Shannon Ogle SW Oklahoma
• Quinton Germany Floater Agent	• John Rolls Floater Agent
• Jack Howell East Oklahoma	• Shawnta Ward Floater Agent
• Philippe Jamet Floater Agent	• Judi Wright SE Oklahoma
• Keneshia Kelley NE Oklahoma	

OHFA is cautiously reopening its building to customers. We are abiding by CDC and state guidelines for the safety of guests and employees as we do so.

- Visits are by appointment only.
- Masks are now required.
- Social distancing protocol will be followed.
- Maintenance staff will be regularly sanitizing all areas.



## SEE WHAT'S INSIDE!



Inspections tied to timely payments



FSS program participant achieves homeownership dream



Let your voice be heard!  
OHFA's Housing Choice Voucher survey is open!



Carbon monoxide detector requirements

P.O. Box 26720  
Oklahoma City, OK 73126  
www.ohfa.org

Presort Standard  
U.S. Postage  
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Permit No 777  
Okla. City, OK

## OHFA and SISU Continue Partnership During Pandemic

As a provider of housing programs, OHFA's services are essential and vital to Oklahomans. Many employees transitioned to temporarily working away from the office during safer at home orders. Still, the Agency focused on serving customers with their housing needs.

"OHFA has been great at finding new ways to move forward in serving vulnerable Oklahomans, even during these new and sudden obstacles," said Jamie Caves, executive director of SISU Youth Services in Oklahoma City.

SISU provides emergency shelter and care for youth who are homeless.

For the past two years, OHFA has worked with SISU to provide vouchers and more permanent housing for youth ages 18-24 through a program called Rapid ReHousing.

"For so many of our clients, this is a vital support as they are focusing on improving life skills, education and long term employment," said Caves.

Despite a temporary halt in in-person inspections, Caves still worked closely with OHFA to provide housing for SISU youth clients.

"During COVID, we are still working to move forward with housing young people. As we are able to move clients into housing, more beds become available in the shelter," she said.

Beginning in March, OHFA implemented several practices designed to keep customers and employees safe during the COVID-19 pandemic. These include:

- Automatically extended pending vouchers until June 30.
- Virtual Housing Quality Standards inspections for new units.
- Extensions have been granted until May 31 to correct non-life threatening unit deficiencies
- A moratorium on rental assistance terminations.
- In-person appointments and inspections were suspended.



OHFA partners with SISU Youth Services to provide vouchers to youth ages 18-24 who are homeless through Rapid Rehousing,