



# HAP Express

Charleston Housing's Landlord Newsletter



Volume 6 Issue 2

August 1, 2003

## CH Announces Landlord Services Initiative

Charleston Housing is excited to announce a number of new initiatives to improve the services we offer Section 8 landlords.

Among the new services will be an improved web site that will provide a wealth of program information and a bulletin board for posting available rental property. The new web site will be up and running by September 1st.

In the coming year, CH will also offer quarterly program briefings, training sessions and the *HAP Express* newsletter. The program briefings will be offered at various locations

throughout the Kanawha Valley and are designed to attract new landlords and educate existing property owners about program rules.

Similarly, the quarterly training sessions will be held to assist landlords in better managing their properties. Topics to be covered will include: tenant screening, lease development and enforcement, evictions, and Housing Quality Standards (HQS).

In conducting these trainings CH hopes to partner with other local organizations to bring landlords useful information and facilitate discussion about important community issues related to rental

property.

CH will also randomly select participating landlords to complete a one page survey on the customer service performance of housing staff. The feedback we receive will help determine areas that need improvement and what services may be added in the future.

The one thing needed to make all these efforts successful is plenty of participation by landlords. If you are able to attend a meeting or complete a survey please do so. Your continued participation in the Section 8 program and the services offered by Charleston Housing is greatly appreciated.

### Initial Program Briefing Scheduled for St. Albans in September

Plan to attend a Section 8 Program Briefing for landlords on Tuesday, September 16, 2003 from 6:30-8:00 p.m. in the St. Albans City Council Chambers.

Among the Items to be discussed:  
*Benefits to being a Section 8 Landlord*  
*Setting Rent & Lease Enforcement*

### Training on Tenant Screening scheduled in October

Charleston Housing will sponsor a training on the tenant screening process. Officials from HUD fair housing and the WV Landlord's Association will be on hand to discuss various topics.

*Monday, October 20, 2003 from 6:30-8:00 p.m. at the Family Enrichment Center on Charleston's West Side*



**visit [www.charlestonhousing.com](http://www.charlestonhousing.com)**  
*new web site available September 1, 2003*  
*Learn about HQS Inspections, post available property and much more!*

## Staff Directory

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### **Jennifer Young**

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### Homeownership Success Stories!!

Charleston Housing has assisted three Section 8 families in becoming homeowners in 2003 through our Family Self-Sufficiency program.

### HQS Quick Fact

Each level of a unit, including the basement must have a working smoke detector. Detectors should be installed outside of each sleeping room.



### Post Your Available Rental Property

If you want CH to post your available rental property contact Wanda Allen at 348-6451, ext. 370 or fax your posting to 348-8155. Your ad will be placed on our bulletin board for 60 days or until you report the unit has been rented.

**Charleston Housing's Offices  
will be closed on the following dates:**

September 1.....Labor Day  
October 13.....Columbus Day