



Dillehay Relocation

Frequently Asked Questions

(01/15/21)

Q1: Do I have to move out by March?

A1: No. March has not been set as the deadline to move.

Q2: Will I only get 90 days to relocate?

A2: No. The 90-day notice is a requirement from HUD that simply states that a housing agency cannot force you to move without giving you advance notice of at least 90 days. You can choose to start the process now by working with the members of the Relocation Team. We would encourage you to start working with the team before the notice is issued. We heard your concerns and we want to make this process as easy as possible.

Q3: Do I have to get on a waiting list?

A3: You do not need to go onto a waiting list. We have asked you to decide whether you want a Housing Choice Voucher or to move into a BHMC/INLIVIAN property. You will be given first priority regardless of your decision. If you would like to relocate using a voucher, please call Twyla Taylor at (704)-616-0642 or our Customer Service Center at (704)-336-5183 (select option 1 and then option 6 to reach an INLIVIAN team member).

Q4: What if I or someone in my household has a criminal background or not-so-good credit or owe back rent to a Blue Horizon Management Company (BHMC)/INLIVIAN property?

A4:

Criminal background: If there has been no change in the criminal background of the adults on your lease, your household will be able to move into a BHMC/INLIVIAN property. If there has been a change, your situation will be reviewed on a case by case basis. Please reach out to your Property Manager to discuss your personal situation.

Credit: Your credit will not be an issue if moving into a BHMC/INLIVIAN unit. A private Landlord may review your credit as part of the screening process under HCVP

Back rent: If you currently owe a balance to BHMC, it *may* not prevent you from moving out of Dillehay. We recommend that you contact your Property Manager to discuss your situation.

Q5: Will my rent stay the same?

A5: Potentially, we will need to review your current income to determine if there will be a change in your rent. The rent you pay will be based on 30%-40% of your adjusted income, depending on whether you use a voucher to relocate or you move into a BHMC/INLIVIAN unit. The minimum rent charged will remain \$75 a month. Remember, under the HCVP, you will be required to get utilities in your name. A utility allowance is offered, but your actual utility expense could be more than your allowance.

Q6: Can I move outside of Mecklenburg County?

A6: Yes. You can move outside of Mecklenburg County with a Housing Choice Voucher. Your HCVP Specialist can walk you through the process of using the voucher outside of Mecklenburg County.

Q7: What makes me eligible to return to the new Dillehay Courts?

A7: Continue to meet the terms of your lease. The first step in the return process is to complete the questionnaire we mailed to you that asked if you wanted to return. This will let us know if you are interested in returning. Each request will be reviewed individually, and the Relocation Team will hold a meeting with you to discuss your desire to return.

Other HOUSING CHOICE VOUCHER /SECTION 8 RELATED QUESTIONS

Q8: Is the Housing Choice Voucher program (HCVP) the same as the public housing program?

A8: No.

The Housing Choice Voucher program assists low-income families, elderly, and the disabled with a rent subsidy so that they can afford decent, safe, and sanitary housing in the *private market*. It gives the family looking for housing more housing choices. You can look for housing anywhere a Landlord will accept the housing choice voucher subsidy for rent. **Families may select a single-family home, townhome, condo, duplex, apartment, or mobile home.**

Q9: Am I required to relocate with a voucher as part of the relocation process?

A9: No. During the relocation assessment, Dillehay families had the opportunity to choose between HCVP or relocating to another Blue Horizon Management Company (BHMC)/INLIVIAN unit. You can change your relocation preference at any time before you sign a new lease by contacting the Customer Service Center at (704) 336-5183 (select option 1 and then option 6).

Q10: What is the process to determine if I am eligible to receive a voucher?

A10: Before you can receive a Housing Choice Voucher, you must be determined eligible for HCVP. Families must complete the HCVP application process. The process includes providing information about family income, assets, and family composition, as well as passing a criminal background screening.

If you choose to relocate using the HCVP, you will receive a letter scheduling an interview with INLIVIAN staff to help you complete the information package. After the interview, you will need to sign the completed forms and return them along with the documents listed below. Since we are conducting interviews virtually or on the phone, please provide copies of the original documents when you submit your information package.

- social security cards for all household members, including children;
- proof of birth for all family members, such as birth certificates;
- a government issued photo ID for all household members 18 years of age and older;
- proof of all income in the household;
- proof of assets that you own (i.e. savings and checking accounts, stocks, bonds, mutual funds, real estate, pensions and life insurance policies that have cash value); and
- information to clear items found on INLIVIAN's criminal background check, if any.

If possible, we will use information on file that the family has already provided to property management.

Q11: What is the maximum income a family being relocated from Dillehay can make and still qualify for a voucher?

A11: See the chart below for the income limit related to your family size. As long as your household income, based on your family size, is not more than the limit listed you will be income eligible for HCVP.

Family Size	Income Limit (80% of Area Median Income)
1 Person	\$46,800
2 Persons	\$53,450
3 Persons	\$60,150
4 Persons	\$66,800
5 Persons	\$72,150
6 Persons	\$77,500
7 Persons	\$82,850
8 Persons	\$88,200

Q12: What if I was unable to complete my Housing Choice Voucher application by December 18th?

A12: Your application will still be processed. **There is no penalty for missing the December 18th deadline.** The earlier families complete the voucher application, the sooner they will be issued a voucher and begin their housing search. For those that met the December 18th deadline, your application is currently in process. You will be contacted regarding next steps.

Q13: What happens if my income or household composition (family size) changes during the leasing process?

A13: Any changes must be reported to your assigned Housing Specialist within 10 days of the change occurring. Please contact the Customer Service Center at (704) 336-5183 (select option 1 and then option 6).

Q14: Can I add someone to my voucher that is not currently on my lease?

A14: Yes, if it is because of a birth, adoption, court awarded custody, or marriage. Requests based on disability will be approved on a case-by-case basis.

Q15: What happens if I am denied a voucher?

A15: You can request an informal review of your denial within ten (10) business days of receiving notice of your denial. If you choose to not continue the voucher process, notify your property manager that you want to be considered for relocation assistance to another BHMC/INLIVIAN property or the Customer Service Center at (704) 336-5183 (select option 1 and then option 6).

Q16: What happens after I get my voucher?

A16: You will receive a voucher after you have attended a voucher briefing/Good Neighbor training. During the voucher briefing/Good Neighbor training, staff will review:

- how HCVP works;
- the roles and responsibilities of voucher holders, INLIVIAN, and Landlords;
- tips on being successful in your new home/community; and
- available resources for searching for a unit.

After completion of the voucher briefing/Good Neighbor Training, families will be provided with their individual Housing Choice Voucher, the amount of rent the voucher will pay to the Landlord, and a Request for Tenancy Approval (RFTA) packet. Once your voucher is in hand, you can begin your housing search.

When you have selected a unit of your choice, the Landlord will complete the RFTA and turn it in to the HCV Department for review and approval.

Following the submission of a completed RFTA, an inspection of the unit will take place. After the unit passes inspection the Relocation Team will coordinate the moving process.

Q17: What is a Request for Tenancy Approval?

A17: This is the packet you give to your future Landlord. The Landlord completes the paperwork with information about the unit, including unit size, rent, address, and who is responsible for paying the

utilities. This information allows INLIVIAN to calculate how much your portion of the rent will be and how much INLIVIAN will pay to the owner.

Q18: How long will I have to search with a voucher for a new place to live?

A18: Families are given 120 days to search for a unit under the HCV program. If you are unable to locate a unit within 120 days, you may receive a 60-day extension on your search time. An extension may be approved after you provide a log showing where you have already searched for housing.

Q19: Will all rental units qualify for voucher assistance?

A19: No. All rental units may not qualify. The unit must pass an inspection. In addition, the requested rent must be within your approved search amount and the rent range of other units like the one you chose.

Q20: Does INLIVIAN assist with security deposits?

A20: Yes. Families that need to move as part of a redevelopment program may receive security deposit assistance.

Q21: How will the rent be paid?

A21: Families pay their portion of the rent directly to the Landlord. We allow between 30% and 40% of your adjusted income to be used for rent and utilities. INLIVIAN will pay the Landlord's portion of the rent directly to them on your behalf.

Q22: Will I be required to turn on utilities in my name?

A22: Usually yes, but it may depend on the unit you select and whether the Landlord will pay for utilities. It is important that your utilities remain on in the unit at all times. If you are unable to keep the utilities on, this may lead to the termination of your voucher.

Q23: Will the Landlord conduct additional screenings when I apply for a unit?

A23: Landlords can conduct additional screenings of voucher holders. Landlord screenings may include criminal and credit checks, as well as checking Landlord references from your prior Landlords. It is possible for families to meet HCVP eligibility but not qualify for a private market unit based on the Landlord's criminal or credit requirements.

Q24: Are Landlords required to accept my voucher?

A24: No.

Q25: What relocation services will be provided to families, particularly, disabled families?

A25: Landlord Examples of INLIVIAN relocation services that include:

- Providing professional moving services and assistance with packing, along with packing boxes, tape and wrapping paper for your personal belongings;

- coordinating of transportation services to view potential units;
- assisting with paperwork;
- providing pictures of selected units if you cannot travel to view units in person;
- contacting potential Landlords, and
- arranging other assistance.

Online resources for families searching for a unit to rent with a voucher include: www.GoSection8.com, www.SocialServe.com, and www.NCHousingSearch.com.

If you choose to move into one of the BHMC/INLIVIAN units, a list of units matching your family size will also be provided.

INLIVIAN may also provide security deposit assistance.

Q26: Do I sign a lease after the unit passes inspection?

A26: Yes. The lease will be between the Landlord and you.

Q27: What happens if I violate my lease or get evicted?

A27: If you violate any part of your lease, such as not paying your portion of the rent when it is due or if you damage your unit, your Landlord can begin the eviction process. If you are evicted from the unit, you may be terminated from the voucher program and you will lose your opportunity to return to the new Dillehay Courts.

Q28: Who makes repairs, if needed, to the property I rent?

A28: Your Landlord is responsible for making repairs to your unit. Please report any issues with your unit directly to your Landlord. Please review your lease as Landlords may charge families for damages that are beyond normal wear and tear. Additionally, families may be responsible for certain maintenance services associated with the unit, such as mowing the lawn.

Q29: What if I move somewhere and I do not like it?

A29: Generally, voucher holders cannot move for 18 months after leasing a unit unless the unit has inspection related violations that are not corrected by the Landlord.

Q30: How are rent adjustments made?

A30: Rent decreases are effective the first day of the month following the date you notify INLIVIAN of a household change requiring a decrease in rent. Rent increases are only processed for families that are paying minimum rent (total tenant payment) of \$75.00 a month. Families will receive a 30-day notice of any increase, unless they fail to report changes in a timely manner.

[RESIDENT QUESTIONS FROM VIRTUAL MEETING HELD ON 12/22/20](#)

Q31: What do we need to do if we want to split your household?

A31: If you are interested in splitting your household, contact Stephanie Brown at 704-336-5279, Twyla Taylor at (704) 616-0642 or Customer Service Center at (704) 336-5183 (select option 1 and then option 6).

Q32: One of my children needs a caretaker. How can I get a bigger unit?

A32: You would need to submit a request, along with documentation that your child needs a caretaker. The documentation will go to a Reasonable Accommodation Committee for review and that person may be added to the lease after review and approval. Contact Stephanie Brown at 704-336-5279, your assigned Housing Specialist for a Reasonable Accommodation form, or Customer Service Center at (704) 336-5183 (select option 1 and then option 6).

Q33: In HCVP, will the utility payment come out of the voucher total or from us directly?

A33: The tenant portion that you pay includes rent plus utilities. We provide a utility allowance that may or may not cover your entire utility expenses, depending on your usage. We calculate your utility allowance based on a utilities chart. We can only pay what our utility allowance policy allows.

Q34: When will you start moving people into BHMC/INLIVIAN properties?

A34: We are looking at the 3rd week in January to provide Dillehay residents a list of available vacant units along with instructions on how you can make a decision on whether to move into a BHMC/INLIVIAN unit.

Q35: I have three (3) bedrooms but I need a fourth bedroom; do I have to pay extra money for a 4th bedroom?

A35: You must qualify to be moved into a four-bedroom unit. Bedroom size is based on the number, age and sex of the members of your family.

Q36: If I am moving into a community that requires me to make twice the rent in income, will we still be responsible for paying 30% of our income?

A36: Yes, the HCVP only allows you to pay 30% to 40% of your income toward your portion of the rent. INLIVIAN will pay the balance of the rent to the Landlord up to the approved total rent amount (payment standard).

Q37: I have a five (5) bedroom. Does BHMC/INLIVIAN have any 5-bedrooms? Does the unit have to be in Charlotte?

A37: If we have a five (5) bedroom unit available, you will have the opportunity to select one. If a 5-bedroom unit is not available, you will be provided a Housing Choice Voucher. With a voucher you can live anywhere in Mecklenburg County or anywhere in the country with an operating HCV program.

Q38: How many bedrooms do I qualify for? I have five kids (three girls and two boys)?

A38: Depending on the ages of your children, you qualify for a four (4) bedroom unit at a minimum if two of the girls and the two boys are less than eight years a part in age.

Q39: Will everyone get a schedule for their briefing or meeting or does it go by when you provide your documentation or application for processing?

A39: See the answer to Q16.

Q40: Where do I take my HCVP information/packet?

A40: If you are unable to submit your information electronically, you can take it to INLIVIAN's mail office at 400 East Boulevard or your property management office. We ask that you submit COMPLETE packets. If you have any questions about the information you are required to provide, contact your HCVP Housing Specialist.

Q41: If I lost my job and my income has changed, what do I need to do?

A41: See the answer to Q13.

Q42: If I return to Dillehay, will the new Dillehay provide a new voucher?

A42: Dillehay will be a project-based voucher site and not a tenant-based voucher site. This means you will have to give back the tenant-based voucher if you move into the new Dillehay.

Q43: What's the difference between tenant- based voucher and project-based vouchers?

A43: Project-based voucher assistance stays with the unit. Tenant-based voucher assistance stays with resident and can be used wherever the resident chooses to live so long as the Landlord will accept the voucher.

Q44: What if I agree to take the voucher, what options do I have if I want to move to a new Blue Horizon Property?

A44: You can change our relocation preference any time before you sign a new lease by contacting Twyla Taylor at (704) 616-0642 or our Customer Service Center at (704) 973-5183 (select option 1 and then option 6).

Q45: What if I can't find anybody to take the voucher and my time runs out?

A45: We will continue to work with you to move into a BHMC/INLIVIAN property.

Q46: Will we have assistance if we need help with the paperwork on the different sites we need to look at if we stay with BHMC/INLIVIAN?

A46: Yes, assistance will be provided. We will begin scheduling individual meetings with residents the 2nd week in January.

Q47: We can't look at other properties [HCVP] until January?

A47: You can begin looking at properties online to get a sense of what is available and locations where you may be interested in living. You are not formally able to lease a unit until you receive a voucher.

Q48: If we decide to go with the housing choice voucher program, will we still have access to a case manager or supportive services like we do with Blue Horizon?

A48: Yes, Dillehay is a mandatory work requirement site unless you are senior or disabled. With a mandatory work requirement, you will have automatic supportive services or a case manager.

Q49: If we have back rent or are receiving assistance will it prevent me from getting a voucher?

A49: No. See the answer to **Q4** for details.

Q50: My account is up to date, but the system is not showing that. What do I do?

A50: If you have any questions or concerns about your current rental account, contact your Property Manager Stephanie Brown at (704) 336-5279 or our Customer Service Center at (704) 336-5183 (select option 1 and then option 6).

Q51: If I move out, will I still pay the same rent for a two bedroom or will I have to get a one-bedroom?

A51: The rent you pay will be calculated based on 30%-40% of your income, depending on whether you get a voucher or move into a BHMC/INLIVIAN unit. The bedroom size of the unit you qualify for will depend on the number, sex and age of members of your household.