



January 1, 2014

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5301 West Cypress St.
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OFFICE: (813) 253-0551

www.thafl.com

MEMORANDUM

To: All Owners / Managers

**From: Kenneth T. Gray
Landlord Liaison**

RE: POLICY CHANGES

Customer Service is a high priority at the Tampa Housing Authority (THA) and one way to continue this priority is through education. During my tenure as your Landlord Liaison, it has become apparent that most of the Owners / Managers on the Housing Choice Voucher (HCV) program are truly unaware of their responsibilities, as well as the agency's responsibilities and/or the tenant's responsibilities. This lack of knowledge causes unnecessary stress and frustration which ultimately brings negative connotation to the HCV Program.

Therefore, to ensure Owners / Managers are fully educated about the HCV Program, the Landlord Orientation that was previously held once a month will now be held twice a month. In addition, it is now **MANDATORY ANNUALLY** for all participating Owners and Property Managers. Please note, the orientation classes are **FREE**. To register for the landlord orientation classes, please visit our website at www.THAFL.com for the available dates and start time. If your schedule cannot accommodate the dates and times available, we will offer an evening orientation class every quarter. Please be advised that non-attendance may result in non-payment of Housing Assistant Payments (HAP).

Secondly, effective January 1, 2014, the Landlord Liaison Department will only see Owners / Managers for the following issues:

- **Changes that effect Owners / Managers information such as:**
 - Address changes
 - Direct deposit changes
- **Sets up direct deposit accounts**
- **Provide basic information about the program and answer general questions**
- **General interpretation of ledgers**
- **Mail out 1099s**
- **Receives reimbursements and process returned checks**

Any other issues related to Housing Assisted Payments (HAP) must be addressed by the tenant's housing counselor. Each family is assigned a counselor based on the tenant's last name. Counselor information is posted on our website under Landlord Orientations.



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As always, your questions or concerns are greatly appreciated and can be directed to me at Kenneth.Gray@THAFL.Com.

Sincerely,

Kenneth T. Gray
Landlord Liaison