

A LANDLORD'S GUIDE TO HOUSING PROGRAMS IN SNOHOMISH COUNTY

YWCA Landlord Engagement Services
YWCA OF SEATTLE | KING | SNOHOMISH

Introduction

YWCA's Landlord Engagement Services, in collaboration with the Rental Providers and Community Agencies Committee, created this Landlord's Guide to Housing Programs in Snohomish County in an effort to provide clarity about the different Tenant Based Rental Assistance (TBRA) programs in our community. This guide covers a range of housing programs offered to low-income families and individuals experiencing homelessness or housing instability.

Landlords play a key role in our community by offering stable housing for many individuals and families. We recognize, in order to create a stronger and healthier Snohomish County, we must create lasting partnerships among landlords and rental assistance providers. In April 2019, Landlord Engagement Services brought together landlords and housing agencies to create the Rental Providers and Community Agencies Committee in order to address communication concerns and strengthen these relationships.

Perhaps, as a landlord, a prospective tenant tells you they will be receiving some form of rental assistance. Did you wonder what that meant or what that would entail? Since the Source of Income Discrimination law was added to Washington Landlord-Tenant Laws in 2018, we feel that it is very important for landlords to know about the different programs available. We understand, as a landlord, that it may be challenging for you to keep up with all of the housing programs offered in Snohomish County. This guide will provide you with a good baseline and understanding of all the different agencies offering Tenant Based Rental Assistance in our community, what to expect when renting to a participating tenant, and what each program expects from you, as the landlord. In addition, if you know someone experiencing homelessness or at imminent risk of becoming homeless, please have them call 211 for a Coordinated Entry assessment and to be connected to community resources. This is how families and individuals are typically referred to housing programs, but please keep in mind there is not always a program readily available.

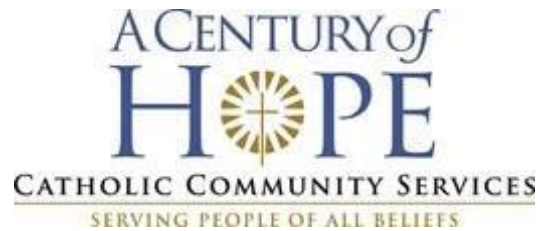
As an example, when someone calls and says they have Rapid Rehousing from Catholic Community Services, you can turn to the relevant section on this agency to learn more about their mission, values, and what to expect from this assistance program. We acknowledge that programs and requirements may change over time; we expect that we will need to update this guide as needed. You can reach out to the appropriate agency or to the YWCA Landlord Engagement Services (425-626-1113, SnoCo-LES@ywcaworks.org).

We hope that you find this guide informative and useful.

Rental Providers Guide to Tenant Based Rental Assistance Programs in Snohomish County

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Vision Statement

[Catholic Community Services](#) and [Catholic Housing Services](#) (formerly known as the Archdiocesan Housing Authority) of Western Washington are prophetic voices for justice, recognizing the sacredness and dignity of every human person. Rooted in the Gospel message of hope, we will continue to be leaders, advocates, providers and partners serving poor and vulnerable people.

Mission Statement

Rooted in [Catholic Social Teaching](#) and the Gospel imperative, [Catholic Community Services](#) and [Catholic Housing Services](#) are outreaches of the Catholic Church in Western Washington, under the leadership of the Archbishop of Seattle and the Boards of Trustees. CCS and CHS answer the Gospel call to loving and compassionate service with particular concern for the sanctity of human life from conception to natural death and the dignity of the human person. Our employees and volunteers come from many faith traditions to serve and support poor and vulnerable people through the provision of quality, integrated services and housing. Our focus is on those individuals, children, families, and communities struggling with poverty and the effects of intolerance and racism. We actively join with others to work for justice.

Core Values

Compassion: Providing care, understanding and concern for those we serve in order to honor the God-given life and sacredness of each person at every stage and condition of life. **Diversity:**

Welcoming the differences of race, culture, faith, and thought with a strong commitment to naming and combating institutional racism and discrimination.

Excellence: Providing high quality, professionally competent services with integrity, using best practices.

Justice: Defending and advocating for the rights of poor and vulnerable people while working toward the common good.

Stewardship: Prudently developing and using the gifts and talents of employees and volunteers and the financial resources needed to live out our mission.

Accountability: Openly and actively maintaining sound fiscal, business and treatment practices, and complying with all legal, contractual and agency policies and regulations.

Catholic Community Services Rapid Rehousing Information for Landlords

Thank you for working with the Rapid Rehousing Program (RRH) at Catholic Community Services (CCS). CCS is one of the RRH provider agencies in Snohomish County, and though we strive to have consistent programming from agency to agency, there are a few differences. This document outlines CCS's RRH program and what you can expect from us, and what we expect from our landlord partners. This is a general guide to our program and does not include every possible situation that may occur. We encourage you to contact us directly with any questions you may have at the following email address SNO-RRH@ccsww.org.

Documentation to Submit to Agency prior to inspection scheduling:

- Request for Tenancy Approval (RFTA); signed by the landlord
- Rental assistance agreement (between the agency and landlord)
- W-9

Rent reasonableness is determined within 1-2 business days of receiving the above documentation.

Inspection Timeline & Contact Information:

Once all the correct documentation is submitted, a habitability inspection will be scheduled within 13 Business days. Please ensure the unit is unoccupied, and move-in ready for the inspection to ensure a timely approval. Our habitability inspection covers overall structure, safety and sanitation of the unit. Once the unit has passed inspection, the tenant is free to move in. If the unit fails the inspection, it will be rescheduled as soon as possible. Each case manager is responsible for inspecting the unit for their client. If you have not been contacted by the case manager to schedule an inspection within 5 business days of returning all paperwork please contact the Rapid Rehousing Program Manager.

RRH Program Manager: [Dani Gentry](mailto:DaniGentry@ccsww.org)

Phone Number: [425-374-6359](tel:425-374-6359)

Email: DaniG@ccsww.org

Documentation to Submit to the Agency once the tenant has moved in:

Signed Lease: A copy of the tenants lease signed by both the tenant and the landlord must be provided to the tenant's case manager before security deposit and first month's rent can be paid (last month's rent can be paid upon request). Other fees such as holding deposit, admin fee, pet fee, or washer/dryer fee cannot be paid by the agency and are your tenant's responsibility. CCS's RRH program has the flexibility to allow a variety of lease terms for our participants such as month to month, 3 month, 6 month, or one year.

Payments:

The initial CCS rent check will be processed after all the correct documentation is received. The case manager will submit a request for the check into accounting within 1-2 business days of receiving the documentation. Processing within our accounting department takes approximately 1-3 business days and then the check is sent via USPS mail unless special arrangements are requested by the landlord.

Catholic Community Services Everett Family Center
1918 Everett Ave
Everett, WA 98201

P: 425-257-2111

F: 425-257-2120

If you have not received the rent payment within 5-10 business days after submitting the signed lease, please reach out to the tenant's case manager or the program manager. Each month, the amount of rent that your tenant is responsible for will likely change. You will receive at least 20 days' written notice before CCS rental assistance will end.

Per the Rental Assistance Agreement:

The landlord will forward to CCS within 24 hours of the client being notified, the following documents regarding the household during their RRH enrollment:

- Amendments to the lease, including but not limited to, changes in rent, utilities, ownership or mailing address
- Renewals of the lease
- Notices to the tenant, including, but not limited to notices to comply, terminations of tenancy, or eviction

The Agency agrees to pay a portion, as determined and calculated solely by the Agency, of the Unit rent. This amount is subject to change at any time during the term of this Agreement. Any portion of the rent that is paid by Agency will be paid to Landlord on or about the first day of the month for which the Unit rent is due. The rental assistance payment is equal to the difference between the Unit rent and the rent paid by the Household. The Agency assumes no obligation for the Unit rent, or payment of any claim by the Landlord against the Household, for damages or other amounts owed to the Landlord.

Renewal and Rent Increase Requirements:

CCS requests a copy of the notice to tenant showing they were given notice of an increase and/or lease renewal 60 days before the effective date, and a copy of the new lease with the updated rent amount signed by both the landlord and tenant. We will need a new RFTA and Rental Assistance Agreement upon receiving a notice of rent increase. We will use these documents to determine if the unit will remain rent reasonable. The agency will respond in writing to the landlord and tenant no later than 20 days prior to the proposed effective date with an approval or a denial letter. Approval of the new rental amount is not guaranteed and depends on Fair Market Rent (FMR) and rent reasonableness.

The following incidences may result in the termination of rental assistance:

- Household has successfully completed the RRH program (this can occur a number of different ways)
- Tenant increases income and no longer income qualifies at recertification (this is determined every 3 months)
- Tenant does not provide required recertification documents regarding income prior to 3 month certification period ending
- Tenant passes away or has otherwise vacated the unit unexpectedly
- Proper notice from landlord or tenant ending tenancy

- Reports of unfair or illegal actions by the landlord will be investigated and we will work with you to clarify expectations and find a solution before moving to termination



The mission of Cocoon House is to empower young people, families, and the community to break the cycle of homelessness through outreach, housing and prevention. This mission supports the belief that every young person deserves a home and the opportunity to achieve their fullest potential. We accomplish this mission through our core values.

VISION

Every young person in our community is safe and thriving.

OUR CORE VALUES

- Integrity
- Community
- Relationships
- Family
- Safety
- Diversity
- Compassion

Cocoon House has built, innovated and adapted programs to benefit homeless, at-risk, and disconnected young people in Snohomish County. Opening in 1991 as an 8 bed emergency shelter, Cocoon House quickly grew to include long term housing, street outreach and a nationally recognized prevention program that focuses on parents building their family management skills. These programs work together to address teen homelessness from all angles ensuring the best possible outcomes for young people as they transition into more successful futures.

Cocoon House is strongly committed to removing barriers and supporting inclusion and diversity in all its forms. We strive to create a safe and open atmosphere for young people, families, staff, board members, community partners and funders. We learn from the diverse individuals we work with and embrace their unique attributes to ensure we fulfill our agency mission and core values.

Landlord Overview of Rapid Rehousing at Cocoon House

Thank you for working with the Rapid Rehousing (RRH) Program at Cocoon House. You will play a critical role in supporting Cocoon House on our mission in breaking the cycle of homelessness. Cocoon House is one of the RRH providers in Snohomish County. RRH programs vary across agencies; this document provides a general overview of what to expect from RRH at Cocoon House. Please reach out to staff if you have additional questions after reviewing this document. Their contact information can be found on the attached document.

What is Rapid Rehousing?

RRH is a quick intervention program that utilizes temporary rental assistance. The program uses a graduated rent subsidy model to empower participants to gain independent housing stability through rental assistance, case management, and tenant support. The Cocoon House RRH program requires that the initial 12-month lease is renewable on at least month-to-month basis. The participant also undergoes recertification with Cocoon House every three months, for continued program eligibility. The recertification process does not require any action on the landlord's part. The case manager will keep the landlord informed of any changes to the rental assistance being provided. It is also Cocoon House's best practice to conduct in-home visits every three months or as needed.

Documentation to Submit Prior to Inspection:

The following documents should be submitted to the Case Manager. Receiving this documentation indicates that you have approved the tenant for move-in and will lead to the scheduling of a housing inspection. Any missing or incomplete information may result in delay. The case manager will provide with blank copies of the following documents that you will need to submit.

- | | |
|---|--|
| <input type="checkbox"/> Request for Tenancy Approval
(RFTA) | <input type="checkbox"/> Rental Assistance Agreement
<input type="checkbox"/> W-9 |
|---|--|

Inspection:

Once the future tenant is approved for the unit and all correct documentation is received, an inspection will be scheduled as soon as possible. The inspection will assess Housing Quality Standards (HQS). This inspection is focused on ensuring that the unit is safe and sanitary. Please contact the Case Manager if you want more information on what this inspection includes. Please ensure the unit is move-in ready for the inspector. If the unit fails the initial inspection, repairs are required before scheduling the second inspection. The inspection will be conducted by the Housing Placement Specialist or Case Manager.

Documentation to Submit Prior to Payment:

Following the housing inspection a copy of the lease signed by landlord and tenant will be required before the initial payment is processed.

Payments:

The initial rent check will be processed after all the correct documents are received. Processing takes approximately 1 week. Subsequent rent checks will be submitted to the landlord by the 1st of the month. If you have not received the rent payment within the timeframe stated, please reach out to the Program Manager.

Financial Assistance:

Cocoon House's RRH program includes security deposit; first and last month's (if required) rent; rental application fees; and utility deposit. Security deposit assistance can be up to a total of two months' of rent. Deposits must be fully refundable. The Cocoon House case manager and the client will work together to determine how much assistance is needed. Any administrative or non-refundable fees as well as additional deposits for pets will be the responsibility of the tenant.

Per the Rental Assistance Agreement:

When you enter the lease with a RRH participant, you should engage and treat this tenant as you would any other private paying tenant. However, for us to better intervene with supportive case management, it is required that the owner or property manager forwards the following documents to Cocoon House within five business days of the occurrence. Please note, the earlier the documentation is received, the better assistance case managers can provide.

- A. Amendments to the lease, including but not limited to, changes in rent, utilities, ownership or mailing address
- B. Renewals of the lease
- C. Notices to the tenant, including, but not limited to notices to comply, terminations of tenancy, or eviction

The following incidents may result in the termination of rental assistance:

1. Tenant's income increases and no longer needs assistance. Cocoon House will provide notice to the landlord prior to ending rental assistance. Tenant is still qualified for six months of voluntary case management after rental assistance ends.
2. Tenant does not provide required recertification documents to Cocoon House every three months
3. Tenant passes away or has otherwise vacated the unit unexpectedly
4. Notice from landlord or tenant ending tenancy
5. Incomplete or missing documents from landlord including Rental Assistance Agreement, leases, etc.
6. Reports of discriminatory or illegal actions will be investigated. We will work with both parties to clarify expectations and find solution(s) before moving to terminations.

If you have additional questions please reach out to the RRH Case Manager listed on the attached contact page. We appreciate your involvement in breaking the cycle of homelessness

www.cocoonhouse.org



DVS is a private, non-profit organization serving Snohomish County since 1976. We are the only program in Snohomish County providing emergency shelter and comprehensive, confidential services to victims of domestic abuse without regard to age, gender, race, religion, culture, national origin, sexual orientation or income level. DVS provides individual and community awareness programs which can affect the social change necessary to eliminate domestic violence throughout Snohomish County.

Mission:

DVS is dedicated to ending domestic abuse by providing a wide range of services for victims, including their children, and by facilitating social change.

Vision:

Domestic Violence Services of Snohomish County (DVS)...An agency working within the community to create an environment which is safe, responsive and supportive of domestic abuse victims and their children and fosters individual dignity, respect, hope, and self-determination.

Values:

DVS values the equality and dignity of all individuals—employees, volunteers and service consumers—and treats all persons with respect.

DVS maintains high quality victim advocacy services with consistent and clear employee training, policies, procedures, review and feedback. Services to victims encourage self-empowerment and are focused, flexible, and varied to meet individual circumstances. Each individual's decisions are respected. Ethical, professional and confidential community collaborations are maintained to ensure the needs of domestic abuse victims are met.

DVS exists because abuse has become an accepted cultural norm for exercising power and control in relationships. The agency believes every individual has the right to live in a safe, nurturing environment. It is committed to providing safe, supportive refuge and appropriate services for all victims while facilitating social change which will be reflected in a community free from domestic abuse.

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Domestic Violence Services of Snohomish County

Timeline and Procedures for Rapid Rehousing

Thank you for taking the time to consider working with Domestic Violence Services (DVS) of Snohomish County and our clients. DVS operates a Rapid Re-housing (RRH) program in Snohomish County. The purpose of the program is to help survivors of domestic violence who are experiencing homelessness to be quickly re-housed and stabilized. This program assists eligible households to locate appropriate housing and provide support, as needed, to help them retain that housing. One of the many benefits of working with DVS is that we are there to support the client at program enrollment as well as continued case management for up to six months after the subsidy ends.

Timeline

1. Client/Case manager locate prospective unit.
2. Case manager contacts owner/property manager to discuss Rapid Rehousing (RRH) and ask questions about the unit such as rent amount, square footage of unit, and utilities tenant is responsible for.
3. Case manager does rent reasonableness, if found to be rent reasonable client will apply for unit.
4. Case manager will provide owner/property manager with a pledge to pay the application fee.
5. Once tenant is approved DVS case manager will inspect the unit as soon as it is available for inspection. **Unit must be move in ready at the time of inspection.**
6. Owner/property manager must provide case manager with a signed W-9.
7. Case manager will bring a Rental Assistance Agreement to be signed by the owner/property manager before the tenant signs the lease.
8. **The tenant MUST sign a one-year lease with the option for renewal on at least a month-to-month basis.** A copy of the lease must be provided to the case manager.
9. Case manager will provide a pledge letter for the first month's rent, last month's rent (if applicable) and deposit. Initial checks can be expected from DVS in 8-10 business days and by the 1st of each month thereafter.
10. DVS will do a recertification with the tenant every 90 days. At which time the tenant's portion of rent will increase and the DVS portion will decrease.
11. Any change in the amount of the rental assistance payment shall be effective as of the date stated in a notification by DVS to the tenant and the Owner/property manager mailed a minimum of 20 days prior to change.
12. Notice to End Contract Agreement (Graduation) is sent out on the first day of the final month of subsidy.
13. In the event of subsidy termination due to program violation a notice will be sent to Landlord/Property Manager on the day the decision to terminate is made by DVS.

Requirement of notification to DVS

The owner/property manager will forward the following documents **no later than five (5) days** from the occurrence:

- D. Amendments to the lease, including but not limited to, changes in utilities, ownership, mailing address or rent (**New law requires a notice be sent 60 days prior to the date a rent increase is to take effect**).
- E. Renewals of the lease
- F. Notices to the tenant, including, but not limited to notices to comply, terminations of tenancy, or eviction. **The earlier a notice is received by the DVS case managers the better they can assist the tenant with meeting compliance.**

Termination Procedures

DVS Case managers will inform the participant and the owner/property manager that the tenant is being terminated from the Rapid Rehousing Program. Reasons include (but are not limited to) the following:

- Physical violence, verbal abuse, assault, threats, harassment and acts or words used to intimidate violence towards another person or staff.
- Moving a non-approved person[s] into the unit.
- Violation of Program Agreement
- Client/Tenant fails to provide proof of income at recertification.
- Client/Tenant has become over income for the program. Once a client is found to be over income they receive a final three months of subsidy before program is ended.
- Client/Tenant vacates the unit unexpectedly.
- Client/Tenant is deceased
- Terminations are determined by staff and supervisor.
- Upon notification of termination, participant will receive no further rental assistance from DVS □ Apartment Manager/Landlord will be notified of program termination.
- If participant leaves the unit DVS is not responsible for damages.
- Participant will be notified in person and by certified mail regarding termination from the DVS Rapid Rehousing Program.

Program Contacts

DVS RRH SR. Case Manager: Cathy Cooper—425-259-2827 ext. 1018—cathy@dvs-snoco.org

DVS RRH Case Manager: Maggie Dutton—425-259-2827 ext. 1002—jennifer@dvs-snoco.org

DVS RRH Case Manager : Kate Cauley—425-967-5240—kate@dvs-snoco.org

DVS Supportive Housing Director: Becky Megard—425-259-2827 ext. 1023—becky@dvs-snoco.org

DVS 24 Hour Support Line: 425-252-2873 **General**

RRH Email: info@dvs-snoco.org **VAWA and**

Residential Landlord Tenant Act

Victims of **Domestic Violence, Sexual Assault, Unlawful Harassment and/or Stalking** have protections under the state Residential Landlord Tenant Act (RLTA). The RLTA is in the Revised Code of Washington (**RCW 59.18.575**). Look for it at your local library, or online at

<https://apps.leg.wa.gov/rcw/>

The RLTA applies **only** to

- residential rentals, such as an apartment or house OR
- where you rent both the home and space in a mobile home park

Domestic violence survivors who utilize the RLTA's protections:

- Can get out of a lease early without penalty.
- Have the right to be free from discrimination by a landlord when signing or renewing a lease.

The tenant and/or the household (the tenant's children or any adults other than the abuser who live with the tenant) who are domestic violence, sexual assault, unlawful harassment and/or stalking survivors may end a lease with the landlord if the following are true:

1) The Tenant and/or their household members must either have:

- A valid **protection order** (a court order that may help protect the victim and their children from domestic violence). OR,
- A record of reporting the incident of domestic violence, sexual assault, or stalking to a **"qualified third party."**

A **"qualified third party"** can be law enforcement officers, state court employees, health care professionals, licensed mental health professionals or counselors, clergy, domestic violence/sexual assault service providers or crime victim/witness program advocates.

2) The Tenant must notify the landlord in writing that they (and/or their household members) are a domestic violence, sexual assault, unlawful harassment, and/or stalking victim, and attach a copy of the protection order or the record of the report to a qualified third party. If the tenant is attaching a **Record of Report** form, the "qualified third party" they reported to must have a copy of the form that includes the abuser's name. The copy the tenant gives the landlord does not have to name the abuser.

3) The Tenant must notify the landlord of the intent to vacate within 90 days of the incident that led to the protection order or report.

If the Tenant meets these three conditions, they may end the lease and move out without having to pay for the rest of the time on the lease. The tenant must still pay the rent for the month that they leave regardless of what date of the month they leave. The tenant will be entitled to a refund of the deposit as with any other tenant.

For more information, please reach out to Cathy Cooper with Domestic Violence Services of Snohomish County at 425-259-2827 extension 1018

WHAT IS THE HOUSING CHOICE VOUCHER PROGRAM (SECTION 8?)



The Housing Choice Voucher Program (Section 8) assists low-income families in the private rental market through Housing Assistance Payments (HAP). This assistance makes market rate housing affordable. Program participants typically pay 30% to 40% of adjusted monthly income towards rent and utilities. The Housing Authority pays the balance of the rent to the property owner.

WHAT ARE THE BENEFITS TO A LANDLORD?

- Having a contracted monthly Housing Assistant Payment that is on-time guaranteed.
- Reduced chance of tenants defaulting on rent.
- Minimal paperwork is required and landlords use their own lease and screening process.
- Inspections done by the Housing Authority will help identify maintenance issues.

WHAT IS REQUIRED TO BE AN HCV ELIGIBLE LANDLORD?

- Verification of property ownership or a management contract.
- No back taxes on property or unpaid debt with EHA. Has not been debarred by HUD, EHA.
- W-9 and bank account information for Electronic Funds Transfer to receive HAP.
- The client cannot be an immediate relative.
- Email address for communication.

LANDLORD SCREEN APPLICANT

Screen the prospective tenant just as you would with anyone who does not have housing assistance. You may use any or all of the following screening procedures: Credit Check, Landlord References, Criminal Check, or Home Visits.

We support all the above screening methods as long as you do not discriminate. Discrimination as it applies to screening includes using a protected class (race, color, religion, ancestry, sex, national origin, disability, or familiar status) as a consideration when selecting a tenant. Per HB2578, it is also illegal to refuse rent to a prospective tenant because they are an HCV program participant.

REQUEST FOR TENANCY

When you have selected a client, he/she will have a "Request for Tenancy Approval" (RFTA) for you to complete and return to Everett Housing Authority with the proposed contract rent and utility responsibilities. If you have never worked with EHA before, our Vendor Liaison will contact you after the RFTA is received to obtain additional information to establish your vendor account.

UNIT APPROVAL

At the time of initial lease up a unit must meet three criteria:

1. The unit rent must not be more than rents charged for comparable, unassisted units in the community.
2. The tenant's portion of rent cannot exceed 40% of their adjusted monthly income.

3. The unit must pass a Housing Quality Standards (HQS) inspection.

Inspections are generally scheduled within 2-5 days after RFTA has been approved.

HOW AND WHEN DO I GET PAID?

Landlords receive monthly Housing Assistance Payments through Electronic Funds Transfer by the 3rd business day of the month. The first months' payment(s) are made the month following receipt of the signed lease and HAP contract. All landlords can access payment information online through our RentCafe Portal website.

SECURITY DEPOSITS

Landlords are permitted to collect a security deposit. However, the Housing Agency prohibits security deposits in excess of private practice, or in excess of amounts charged to unassisted units.

LAST MONTH'S RENT

Landlords do not need to collect last month's rent because our HAP Contract guarantees that we will pay our portion through the last month of the tenancy.

WHAT ARE MY RESPONSIBILITIES AS A LANDLORD?	
INSPECTIONS	The unit must past the initial inspection and pass biennial inspections thereafter. Following through with ongoing maintenance of the unit is expected.

<p>LEASE ENFORCEMENT & COMPLIANCE</p>	<p>Landlords are required to enforce their lease per the Washington State Residential Landlord-Tenant Act. We encourage landlords to provide the Housing Authority with a copy of any notices given to the tenant. Serious and repeated lease violations may be grounds for the tenant to lose their housing assistance. Landlords are expected to comply with the Fair Housing Act (FHA) and the Violence Against Women ACT (VAWA).</p>
<p>RENT INCREASES</p>	<p>The landlord may request a rent increase or utility responsibility change at any time after the initial lease term with a 60 days' notice to the Housing Authority. The Housing Authority must review and determine the proposal as reasonable before the tenant can be held responsible to pay moving forward. Proposed Rent Increase submission forms can be found on the evha.org website.</p>

HOW CAN I LEARN MORE ABOUT RENTING TO A TENANT WITH A HOUSING CHOICE VOUCHER?

For more information, call Jason Simon at 425-303-1156, email at landlord@evha.org or visit <http://www.evha.org/landlords>.

YWCA Supportive Services for Veteran Families (SSVF)

Eligibility Requirements:

In order for the veteran to qualify for Supportive Services for Veteran Families (SSVF) Rapid Rehousing, they must have served one day of active duty, be homeless, and be under 80% of Area Median Income in accordance with the department of housing and urban development. This program can serve any veteran as long as they were not dishonorably discharged from the military, and they do not have a general court martial on their military record.

To qualify for homeless prevention, the veteran needs to have a 10-14 pay or vacate notice from the landlord. The veteran needs to be behind on the rent a month or two. To qualify for Shallow Subsidy, the veteran needs to be able to pay half their rent and the SSVF program will pay the other half of the rent. The veteran must be in the household and on the lease in order to qualify for the above programs under SSVF.

Services provided by YWCA SSVF Team:

Rapid Rehousing is a 90-180 day program. We can help with financial assistance such as rent, security deposit and application fee. Our program can help with utility bills such as water, sewage, gas, and electricity.

Homeless Prevention up to 3 months of rent.

3 month reunification with family and we can pay for a bus, train, or plane ticket back home.

How the Process Works and Commonly Ask Questions:

- **Who does the eligibility criteria/intake?**

The YWCA SSVF case managers will gather all eligibility criteria and enroll all eligible veterans into the program.

- **What is Shallow Subsidy?**

Shallow Subsidy is a financial service and case management service that our SSVF program can provide. It is a two year program where we pay 50% of the rent and the clients pays their 50% of the rent. The case manager meets with the client monthly to ensure they are working on their housing stability plan, and they also meet with the landlord monthly, to ensure the client is following the rules of the housing complex.

- **What documents are needed from Landlords?**

The YWCA SSVF team will need a W9, the signed lease, and in some cases, an invoice from the landlord. For Shallow Subsidy, the landlords will need to sign an additional landlord agreement. Also, in order to generate the check, a payment voucher, which is a document used to begin the process of payment, will be filled out by the case manager and it will need to be signed by the landlord.

- **How long does it take to receive a response?**

The case managers will be in constant contact with the veteran and with the landlord. Once the payment voucher is signed, it then goes to our finance person who will generate the check request. Once signed by the approving authority, it is then sent electronically to the business office. It usually takes 2.5 days for the business office to create the check and mail it out.

- **How long it takes for LL to receive payment?**

It takes 7-10 business days but may be longer if the business day lands on a holiday.

- **How long does the assistance last and what services are provided?**

The veterans are in our program for up to two years.

- **What kind of support would you be providing to the veteran and who can the landlord turned to in case there is an issue?**

We offer mediation between the landlord and the veteran. The landlord can always call the case manager or the SSVF Program Manager if there is a case or an issue, especially with payments.

- **Who is the contact person for request of payment?**

This would be the SSVF case manager and the SSVF Program Manager

- **Who is the Case Manager assigned to the case?**

The YWCA SSVF has two case managers and a housing navigator. The case manager or housing navigator, who makes initial contact with the landlord, is the primary contact who is assigned to the case.



Vision Statement

We envision a future where all Snohomish County residents have safe and affordable housing. Where community becomes opportunity and where housing becomes a home.

Mission Statement

Our mission is to meet the diverse needs of Snohomish County residents by expanding housing opportunities that promote stability, strengthen community and provide affordability.

HASCO provides families and individuals with affordable housing.

The Housing Authority of Snohomish County (HASCO) was established in 1971 to provide affordable housing, enhance quality of life, and build safer and stronger communities. HASCO has helped a significant number of people in its 40 year history.

Guided by a six-member board of commissioners and staffed by 73, the Housing Authority owns and manages more than 2000 units of subsidized and affordable housing. The Housing Authority also directs dozens of innovative programs that enhance the quality of people's lives and creates a more strongly knit community.

Today state and local governments are taking the lead for meeting the housing needs of their communities. In recognition of declining federal funds and an affordable housing stock that is not growing fast enough to meet the needs of Snohomish County citizens, HASCO has moved beyond its original mission of serving very low income households to also assist working families who are being squeezed by stagnant wages and increasing housing costs.

HASCO enhances quality of life.

A roof and four walls is just one of the necessary elements toward nurturing healthy, self-sufficient families. Empowering people with the necessary skills to keep a roof over their heads is critically important, as well. The Housing Authority partners with social service agencies throughout the county to offer skills families need to thrive.

Snohomish County Veterans Assistance Program

Rental Assistance

Purpose: To provide rental assistance for qualified veterans and their families in Snohomish County.

Eligibility Criteria:

1. Be eligible to receive funds through the Snohomish County Veterans Assistance Fund program in accordance with state and local policies and procedures.
2. Meet the Hearth Act definition of “imminent risk of becoming literally homeless”.
3. Have not received rental assistance in Snohomish County over the previous eighteen (18) months from any service provider.
4. Agree to program guidelines and actively participate in case planning or goals, if applicable.

Rental Assistance: Will be based on the overall veteran household’s assessment of the case. For standardization purposes, households with incomes at 250% of the federal poverty level will only qualify for assistance with arrears. Households below that threshold will be staffed and assisted in accordance with the case plan. Individual assistance for those living in a multiperson household may be provided on a case-by-case basis and may not be treated as a multiperson household.

Program Completion: Veteran households will be exited after completion of their case plans, termination of the financial assistance, or based on voluntary disenrollment. Households not participating in their case plans may be subject to voluntary disenrollment.

For more information or to check if a tenant is eligible for rental assistance through the Snohomish County Veterans Assistance Program, please call (425) 388-7255.

Volunteers of America Western Washington Dispute Resolution Center

The Dispute Resolution Center (DRC) was founded by Volunteers of America in 1982 as the Rental Housing Mediation Service and has been providing creative and unique housing conflict resolution services to our community since then. The DRC also serves as the Fair Housing Counselor for Snohomish County. In 2014 Homelessness Prevention and Housing Stabilization services were added to serve low-income renters at risk of eviction and homelessness. The DRC offers a wide spectrum of services including: training and certification of WA state Mediators; Mediation (Family, Community, Small Claims Courts, and Landlord/Tenant); Workplace Consultation; large group Facilitation; Conflict Coaching; and custom trainings.

Mission: The mission of the DRC is to provide quality dispute resolution services and education to all members of the community. The Center promotes, teaches and encourages the use of conflict resolution principles whenever appropriate. Services include: information and referral, conciliation, mediation, facilitation, conflict coaching, training programs/ practicum and specialized consultation services.

Renter Certification program (2007-2019) This training, coaching and mediation program has a proven track record of successfully transitioning households from shelters and temporary housing into stable longterm housing. The program includes the following: rights and responsibilities of landlords and tenants; information on housing screening and application process; essential communication skills to help stabilize housing and minimize eviction; credit counseling; and community resources for conflict free housing. Those who complete the certification class are also entitled to one free Landlord-Tenant mediation session to stabilize housing. This program discontinued in 2019 due to the contract expiration. In summer-fall 2021 VOAWW-DRC is bringing this program back to our community.

Fair Housing Counseling (1982-present). The DRC partners with the Washington State Human Rights Commission to bring two formal 3-hour Fair Housing trainings to Snohomish County twice a year: one focused on the needs of landlords and rental professionals, and one focused on the needs of nonprofit service providers. In addition, multiple 1-hour Fair Housing trainings are offered each year at a variety of locations throughout Snohomish County to reach tenants. The Fair Housing Counselor can also meet with tenants and landlords to discuss fair housing concerns, and problem solve next steps. These steps may include coaching; mediation (facilitated meeting, usually done in person); conciliation (a facilitated conversation, usually done by calling each party in turn, to resolve issues); letter writing support, and/or referrals to other agencies. <https://www.voaww.org/fairhousing>

The Landlord-Tenant Call Line (1982-present) is available to any landlord, rental professional, tenant, or service provider with questions about the Washington State Landlord-Tenant Act (RCW 59.18). We provide information, mediation, conflict coaching, and conciliation services for individuals and families who are facing immediate homelessness due to an end of tenancy notice. Common topics of inquiry include: the eviction process; pay or vacate notices; requests for maintenance work; disability accommodations, and clarifications on security/damage deposit payments. Referrals to legal resources and fair housing investigations are sent to appropriate partners (CLEAR, Washington State Human Rights Commission, or the Northwest Housing Justice Project). To access services please email LTinfo@voaww.org or call 425-339-1335 Option #4.

Homelessness Prevention Navigation Services are available to Snohomish County households who are imminently homeless (losing their primary nighttime residence within 14 days, and lacking resources or support to obtain subsequent housing). Households are eligible if they have been served an eviction notice, or timing out of temporary housing, and their combined monthly income is less than or equal to 30% of the Area Medium Income for their household size. The most common reasons that households seek prevention services: job loss or decrease in income, recent family separation, health crisis, or mental health/behavioral issues putting renters out of compliance.

During the COVID-19 pandemic, most clients have been seeking housing stability services due to job loss, income decrease, and limitation to obtain employment during Coronavirus health crisis, businesses, schools, and services closures, and other unforeseen situations.

Prevention services include:

- *Assessment of needs, action planning and problem solving related to the housing crisis*
 - *Coaching with program participants to address the conflict causing risk of homelessness*
 - *Education on the eviction filing process and the barriers it creates*
 - *Clarification of Lease/Rental Agreement contracts (explaining when rent is due, late fees, addendums about parking, laundry, guest policies etc.)*
 - *Facilitation of a conversation with all parties **as a neutral third party** that utilizes best practices for reality testing and exploring all possible options for problem solving*
 - *Negotiation of payment plans or move out plans if retention of current housing is not possible*
 - *Targeted referrals to employment programs or mainstream benefits to increase income*
 - *Housing search tools and strategies*
 - *Financial assistance using flexible funds when appropriate*
- To complete eligibility screening please call 211.

Treasury Rental Assistance Program:

The Treasury Rent Assistance Program Grant is part of Federal and Washington State's response to the COVID-19 pandemic. Funds are intended to prevent evictions that would contribute to the spread of the virus by paying past due, current due, future rent, and utilities, targeting limited resources to those who have experienced financial hardship due to the COVID-19 outbreak and are at risk of experiencing homelessness or housing instability.

Households must meet three initial screening criteria:

- Current Income (annual 2020, or monthly at the time of application) at or below 80% of Area Median Income.
- Financial hardship directly or indirectly due to COVID-19 caused inability to pay rent
- At risk of experiencing homelessness or currently experiencing housing instability The following households must be prioritized:
 - Income at or below 50% Area Median Income
 - Households with at least one person currently unemployed and have been unemployed for 90 days before application date.

Landlords can initiate the rental assistance process on behalf of their tenants by completing a Rental Assistance Request form, downloaded from website <https://www.voaww.org/fairhousing> or requested by Email rentassistance@voaww.org

Tenants can call 211 to complete the eligibility screening.

Households applying for rental assistance are advised to collect the following documents: Rental agreement, Verification of rent due, and Tax Form to verify annual income eligibility or other income proof if not filing taxes.

Early Resolution Program /Eviction Resolution Pilot Program (ERPP)

The ERPP team works with both landlords, tenants, and their legal counsel to resolve any issues including but not limited to back rent issues that may cause an eviction once the moratorium has expired. This program was created in accordance to the new legislation (FILL IN SPECIFICS) and was crafted by the Unlawful Detainer Workgroup which included members of the Superior Court Judges Association, landlord representatives, tenant advocates, the Administration Office of the Courts, the Office of Civil Legal Aid and Resolution

Washington, which is the statewide association of dispute resolution centers (DRC). The goal of the program is to ensure landlords and tenants are connected to rent assistance, legal counsel and have an opportunity at mediation or meet and confer to resolve the housing conflicts prior to filing an unlawful detainer which may result in an eviction.

To access the Eviction Resolution Pilot Program (ERPP) the landlord must complete the ERPP Notice and the 14 day Pay-or-Vacate notice and send both forms to the DRC at the time of service or mailing on the tenant. Once complete forms are received, the DRC will work to engage the tenant for access to rent assistance and legal counsel before scheduling a Meet and Confer for pre-filing resolution. If a tenant does not respond in 14 days or refuses services, the DRC will issue a certificate that allows the unlawful detainer filing to occur. DRC will provide direct referral to legal resources so counsel may be obtained prior to appearing in court.

The DRCs have highly skilled mediators and Eviction Resolution Specialist to guide people through multiple opportunities to resolve the case before an unlawful detainer is filed. This program is free for both landlords and tenants. To access this program email earlyresolution@voaww.org or call (800)280-4770 or (425) 339-1335 Option #3.

**eliminating racism
empowering women**
ywca
Seattle | King | Snohomish

OUR MISSION

YWCA is on a mission to eliminate racism and empower women.

OUR VISION

A healthy community transformed by racial and gender equity, where women and girls of color have equal access to opportunity, and there is social justice for all people.

OUR CORE BELIEFS

- When the barriers of institutional and structural racism are broken down, everyone will benefit.
- Because women of color have been historically marginalized and excluded, their voices must be centered in this work.
- When people are confident in their inherent strength and communities are valued and selfdirected, they are empowered.
- We must stand together across lines of difference with courage, compassion, and commitment to transform our community.

**YWCA IS ON
A MISSION**

YWCA - Shelter Plus Care Information for Landlords

Thank you for working with Shelter Plus Care (SPC). Communication is a very important part of our relationship with you and with our program participants. This page outlines what to expect while working with us, what we expect from our landlord partners and who to contact if you have any questions. This is a general guide to our program's process and does not include every possible situation that may occur. We encourage you to contact us with any questions or areas needing clarification.

Documentation to Submit:

The following documentation must be submitted to the YWCA Shelter Plus Care program after you have screened and approved the SPC participant for your rental. When we receive this paperwork, we know you have approved the tenant for move-in and it is time to schedule a Housing Quality Standards (HQS) inspection. The following required documentation is considered a legal binding document. A SPC Program Specialist will contact you if there is any missing or incomplete information, which may result in a delay of processing and scheduling.

- Request for Tenancy Approval (RFTA); signed by both you and the applicant
- Disclosure of Lead-Based Paint Hazards form
- W-9 (must be dated within the last 24 months)

The RFTA is used to determine that the unit meets rent reasonableness guidelines and takes 3 business days to process once received.

Inspection Timeline & Contact Information:

Once all the correct documentation is submitted, an inspection will be scheduled within 5 business days. Please ensure the unit is move in ready for the inspector to ensure a timely approval. Once the unit has passed, the lease can be signed and the tenant is free to move in. If the unit fails the inspection, it will be rescheduled as soon as possible.

Lead Inspector

Phone Number: [\(425\) 697-9644](tel:4256979644)

Email: info_TBRA@ywcaworks.org

In the event of a serious concern, the tenant or the landlord may reach out to the Lead Inspector to schedule a special inspection.

Documentation to Submit to the Agency once the tenant has moved in:

Please submit the following documentation after move-in so we can process payments:

1. Rental Assistance Agreement (form provided by YWCA)
2. Rental Agreement/Lease and Move-In walk through signed by tenant and landlord

All initial leases must be a one-year lease and must end on the last day of the month preceding the initial lease up month.

Example: Tenant signs lease July 15, 2019 the lease must end June 30, 2020.

Shelter Plus Care will prorate for the first month's rent and then pay the Agency's full portion every month thereafter.

Payments:

Once all the correct documentation is received, a Program Specialist will process the rent check and provide you with a Notice of Rent document informing you of the Agency's portion and the tenant's portion (which may be \$0 in some cases). Processing and mailing time for the rent check takes approximately 14 business days. If you have not received the rent check in that timeframe, please reach out to a Program Specialist (info_TBRA@ywcaworks.org).

If any information in the Rental Agreement does not match the Request for Tenancy Approval, this may cause a serious delay in your rent payment.

SPC Deposit Assistance:

Applicants are eligible to receive Deposit Assistance as a Shelter Plus Care recipient. Shelter Plus Care will pay up to two times the amount of the rent as a deposit, if needed, to mitigate background requirements. This deposit assistance only covers refundable deposits and may not include any fees or increased deposits for pets. SPC will provide you with a promissory letter to pay the deposit. The deposit payment is processed after the tenant moves-in and all required documentation is received including the move-in walk through. The deposit payment will be included in the same check on the first month's rent. If the lease reflects different numbers or information as the RFTA that was submitted, a SPC Program Specialist will contact you

Per the Rental Assistance Agreement:

When you enter the rental agreement with a SPC participant, you should engage and treat this tenant as you would any other private pay tenant. It is required that you or your representative make sure the following documents are submitted within five (5) days of the occurrence (however, the sooner it is sent the sooner it can be addressed):

- G. Amendments to the lease, including but not limited to, changes in utilities, ownership of the property or owner's mailing address
- H. Signed lease renewals
- I. Notices to the tenant, including, but not limited to notices to comply, terminations of tenancy, or eviction

Providing the SPC department with these documents allows us to support the participant and notify them that they may be in breach of their agreement as a participant of our program. While we cannot enforce the lease for you, we can reiterate the importance of abiding by the lease to our participant.

Renewal and Rent Increases:

If you intend to request a rent increase, you must give at least 60 days' notice to your tenant and to the Shelter Plus Care program prior to its effective date. Keep in mind rent increases are not guaranteed and depend on available funding, current Fair Market Rent rates and rent reasonableness. We encourage a year lease to be signed with any rent increase to ensure housing stability for both the tenant and the property owner as well as meeting the current regulations stipulated by our government funds. Should you chose to go month-to-month, we ask that in good faith only one rental increase be requested per 12 months. We will respond in writing to the landlord and tenant no later than 30 days prior to the proposed effective date with a Notice of Rent Change (approval) or a denial letter. If the rent increase is not approved you will receive a letter stating what amount would be acceptable per rent reasonableness. Whether you are increasing the rent, signing a new lease without a rent increase or letting the tenancy go month-to-month please complete the Notice of Annual Review Continued Assistance letter which Shelter Plus Care send annually. Please note if you choose a lease term less than 12 months there can be no added fees for the shorter lease.

The following incidences may result in the termination of rental assistance:

- Tenant increases income and no longer needs the assistance (this must be maintained for 6 months to permanently end participation)
- Household occupancy decreases and tenant will need to rehouse to smaller unit after lease completion

- Tenant does not provide required recertification documents to Shelter Plus Care
- Tenant passes away or has otherwise vacated the unit unexpectedly
- Notice from landlord or tenant ending tenancy
- Unit fails annual inspection 3 times (or is not able to be inspected and passed prior to SPC annual renewal date). We actually do not necessarily terminate, but we will abate payment until the unit is able to pass inspection. If the failure is due to tenant reasons, we will attempt to engage them in services, YWCA support, and stability meetings to avoid having to terminate, but payment cannot be made after the recertification date until the unit has passed Housing Quality Standards per HUD requirements.
- Reports of unfair or illegal actions by the landlord will be investigated and we will work with you to clarify expectations and find a solution before moving to termination.
- Incomplete or missing documents from landlord including W-9, Rental Assistance Agreement, leases, etc.

Landlord Partners

We know and understand homelessness cannot be resolved without our landlord partners. As stated before, this information is intended to outline what you can expect from the YWCA Shelter Plus Care program, our participants and what we expect from our landlord partners. We encourage you to reach out to us with any questions or concerns as they arise. We look forward to working with you and thank you for providing our participants with housing solutions.

The Fair Housing Act

The Fair Housing Act protects people from discrimination when they are renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in other housing-related activities. [Additional protections](#) apply to federally assisted housing.

Learn about the [History](#) of the Fair Housing Act, and read [Examples](#) of the many forms of housing discrimination.

Who Is Protected?

The Fair Housing Act prohibits discrimination in housing because of:

- [Race](#)
- [Color](#)
- [National Origin](#)
- [Religion](#)
- [Sex](#)
- [Familial Status](#)
- [Disability](#)

What Types of Housing Are Covered?

The Fair Housing Act covers most housing. In very limited circumstances, the Act exempts owner occupied buildings with no more than four units, single-family houses sold or rented by the owner without the use of an agent, and housing operated by religious organizations and private clubs that limit occupancy to members.

What Is Prohibited?

In the Sale and Rental of Housing:

It is illegal discrimination to take any of the following actions because of race, color, religion, sex, disability, familial status, or national origin:

- Refuse to rent or sell housing
- Refuse to negotiate for housing
- Otherwise make housing unavailable
- Set different terms, conditions or privileges for sale or rental of a dwelling
- Provide a person different housing services or facilities
- Falsely deny that housing is available for inspection, sale or rental
- Make, print or publish any notice, statement or advertisement with respect to the sale or rental of a dwelling that indicates any preference, limitation or discrimination
- Impose different sales prices or rental charges for the sale or rental of a dwelling

□

Use different qualification criteria or applications, or sale or rental standards or procedures, such as income standards, application requirements, application fees, credit analyses, sale or rental approval procedures or other requirements

- Evict a tenant or a tenant's guest
- Harass a person
- Fail or delay performance of maintenance or repairs
- Limit privileges, services or facilities of a dwelling
- Discourage the purchase or rental of a dwelling
- Assign a person to a particular building or neighborhood or section of a building or neighborhood
- For profit, persuade, or try to persuade, homeowners to sell their homes by suggesting that people of a particular protected characteristic are about to move into the neighborhood (blockbusting)
- Refuse to provide or discriminate in the terms or conditions of homeowners insurance because of the race, color, religion, sex, disability, familial status, or national origin of the owner and/or occupants of a dwelling
- Deny access to or membership in any multiple listing service or real estate brokers' organization

For more information and examples, visit [Examples of Housing Discrimination](#).

In Mortgage Lending:

It is illegal discrimination to take any of the following actions based on race, color, religion, sex, disability, familial status, or national origin:

- Refuse to make a mortgage loan or provide other financial assistance for a dwelling
- Refuse to provide information regarding loans
- Impose different terms or conditions on a loan, such as different interest rates, points, or fees
- Discriminate in appraising a dwelling
- Condition the availability of a loan on a person's response to harassment □ Refuse to purchase a loan

For more information about discrimination in mortgage lending, visit [Fair Lending](#).

Harassment:

The Fair Housing Act makes it illegal to harass persons because of race, color, religion, sex, disability, familial status, or national origin. Among other things, this forbids sexual harassment. Learn more about sexual harassment [here](#).

Other Prohibitions:

In addition, it is illegal discrimination to:

□

Threaten, coerce, intimidate or interfere with anyone exercising a fair housing right or assisting others who exercise the right

- Retaliate against a person who has filed a fair housing complaint or assisted in a fair housing investigation **Advertising:**

For more information about advertising and the Fair Housing Act, visit [Advertising and Marketing](#).

Additional Protections For Persons With Disabilities:

Housing providers must make reasonable accommodations and allow reasonable modifications that may be necessary to allow persons with disabilities to enjoy their housing. Get more information about reasonable accommodation [here](#).

Certain multifamily housing must be accessible to persons with disabilities. Get more information [here](#).

EXAMPLES OF HOUSING DISCRIMINATION

- **Discrimination Isn't Always Obvious – Example #1:**

John, who is a Black man, speaks to a prospective landlord on the phone about leasing an apartment. On the phone, the landlord seems eager to rent to John, but when John meets with the landlord in person to fill out an application, the landlord's attitude is entirely different. A few days later, John receives a letter saying that his application was denied because of a negative reference from his current landlord. John is surprised because he never had problems with his landlord, and his landlord swears she was never contacted for a reference. John suspects that the real reason he was denied the apartment was because he is Black, so John files a complaint with HUD. HUD investigates and it turns out John is right – the landlord's files show a pattern of discrimination because of race and color.

- **Discrimination Isn't Always Obvious – Example #2:**

Jane is a Muslim woman who wears a hijab. Jane walks into the leasing office for a large apartment building because she saw a sign in the building's window advertising several available units. Jane introduces herself to the leasing officer, who immediately says there are no units available. Jane asks to be put on the waiting list, but she never receives a call. Jane files a complaint with HUD because she suspects that the leasing officer does not want to rent to her because she is Muslim. HUD investigates and it turns out Jane is right – other employees of the building give HUD information that substantiates Jane's claim of religious discrimination.

Steering Is A Form Of Discrimination:

□

John, who is an Asian man, meets with a real estate broker to discuss purchasing a house for his family. When John names the neighborhood that he is interested in, the broker asks John if he is sure that his family will feel comfortable there. The broker tells John that she has a wonderful listing in another neighborhood where there are more “people like them.” When the broker takes John to see the house, John notices that the residents of the neighborhood appear to be mostly Asian. John files a complaint with HUD because steering someone to a certain neighborhood because of his race is a form of race discrimination.

- **Harassment Is A Form Of Discrimination:**

Learn more about harassment [here](#).

Jane has a Housing Choice Voucher (Section 8), but one month she falls behind on her portion of the rent. When Jane asks her landlord if he will give her a few more days, her landlord says yes but only if she will go out with him. Feeling she has no choice, Jane says yes. Over the next few days, Jane’s landlord sends her sexually explicit text messages even though Jane tells him to stop. Jane’s landlord tells her that if she does not go out with him again he is going to evict her and she will lose her voucher. Jane files a complaint with HUD because sexual harassment is a form of sex discrimination.

- **Many Housing Units Have Accessibility Requirements:**

Learn more about accessibility [here](#).

John, a person with a disability who uses a wheelchair, views a condominium he is hoping to purchase in a new multistory building. When John arrives, he finds there are no accessible parking spaces in the building’s parking lot. When John tries to enter the unit, his wheelchair can barely fit through the door and he bangs his arms on the way in. Inside the unit, the thermostat and light switches are all too high for him to reach. The building has a fitness room, but he cannot look at it because the only way to get to the fitness room is to go up steps. John files a complaint with HUD because failing to comply with accessibility requirements is a form of disability discrimination.

- **Reasonable Accommodations Are Required for Persons With Disabilities:**

Learn more about reasonable accommodation [here](#).

Jane has a developmental disability that affects her capacity to manage her own finances. Jane tells her building manager that her mother will be paying her rent for this reason and asks if all notices relating to her rent can be sent to her mother. The building manager tells Jane that the management company has a policy of only sending notices to residents, no exceptions. Several months later, Jane receives an eviction notice because her mother had not known that Jane’s rent had been increased. Jane files a complaint with HUD because denying a reasonable accommodation is a form of disability discrimination.

- **Rules Against Children Are Discriminatory:**

Learn more about familial status discrimination [here](#).

John has three teenage children. John's building has a patio with picnic tables, and one day John's children decide to have lunch there with some of their friends. The next day, John receives a notice from the homeowner's association informing him that the building rules say that the patio is for adult-use only and that he needs to make sure his children do not violate the building rules. John files a complaint with HUD because building rules that discriminate against children are a form of familial status discrimination.

- **Mortgage Lending Discrimination Is Illegal:**

Learn more about lending discrimination [here](#).

Jane and John are filling out an application for a mortgage at their local bank. Their loan officer notices that Jane is visibly pregnant and asks whether she will be taking maternity leave. When Jane says yes, the loan officer informs the couple that they either have to apply without Jane's income or wait until she returns from leave. "I'm sorry," the loan officer says, "but I've seen too many women change their mind about going back to work." Jane and John file a complaint with HUD because the bank's policy discriminates based on sex and familial status.

- **Discrimination in the Conditions of Housing Is Illegal:**

John recently moved to the United States from Mexico. One day, John sees that there is a new tenant in the apartment next to his, so he welcomes her to the building. John's neighbor comments on how nice everyone in the building seems, especially the building manager who offered to waive her security deposit because she seems like a good person. John is surprised because the building manager was short-tempered with him and said that John's accent made him hard to understand. John later asks around and finds out that the building manager has waived fees and deposits for other tenants he likes, but not for him or other persons from Mexico. John files a complaint with HUD because providing different terms and conditions to tenants because of national origin is illegal discrimination.

Resource Links:

Fair housing act:

https://www.hud.gov/program_offices/fair_housing_equal_opp/fair_housing_act_overview#_The_Fair_Housing

Examples of Housing Discrimination:

https://www.hud.gov/program_offices/fair_housing_equal_opp/examples_housing_discrimination

“Rules of Thumb“ for Landlords
Fair Housing Reasonable Accommodations

There are several Fair Housing trainings offered every year in Snohomish and King Counties. They are usually free and have a lot of valuable information and examples. Sometimes, they are heavily skewed to institutional landlords, but there is still value in attending. The two places to get more training can be found at Volunteers of America and Seattle Office of Civil Rights and/or King County

Here is a link to a sample service animal policy:

<https://kingcounty.gov/~media/exec/civilrights/documents/SA.ashx?la=en>

I put “reasonable accommodations” into two categories: those with little or no cost (<\$100) and those with a corresponding cost. In general, if it will cost you nothing or will only impact the unit turn, then you should make the accommodation. Examples:

1. Allowing a track system or bed/bath hoist to be installed by professional. If this is covered by the tenant or their special needs trust, there is no cost to you. The sheetrock will need to be repaired and then repainted at the turn, but otherwise, this accommodation is no-cost, and should be done.
2. Allowing service animals. See link above, but in general, should be done.
3. Allowing a ramp to be installed by the Master Builders’ Ramp-a-thon or similar should be done.
4. Installing a Ring or similar security/doorbell system provided by tenant should be done.
5. Installing a specialized smoke detector for deaf tenants should be done
6. Removing closet doors and/or installing lower tier closet rod
7. Installing hidden cabinet locks should be done; external cabinet locks will potentially have a cost when removed, so a consultation is advised.
8. Replacing passage doorknobs with levers probably should be done, but it’s slightly >\$100
9. Combination style entry lock, same as above.
10. Installing a small segment of sidewalk from parking lot to patio for ease of entry, same as above.

Things that will cost more than \$100:

In-unit laundry hook-ups	Replacing standard round toilet with oval ADA toilet
Widen doorways & doors	Add grab bars wall and/or floor mounted
Remove kitchen cabinet(s)	Add additional handicap parking space
Convert window to door or vice-versa	Remount faucets to the side of sinks (vs back of sink)
Replacing faucets with single lever ADA faucets	

Most of these accommodations should be done with little or no hesitation, but if your property is such that one of the modifications will be disproportionately expensive or diminish the useful utility and/or value of your property, then you should consult with an attorney/Fair Housing expert. The relationship should not be adversarial, but collaborative. Sometimes, people don’t fully appreciate what they are requesting; they are having a hard time finding housing and are experiencing high stress at having to move while also navigating their physical differences. An example of collaboration might be the laundry request: you install a clothes processor connection: water, drain and appliance-ready outlet in a 24-30”

space, but the tenant has to purchase the processor, or the rent is raised to cover the capitalized cost of the processor. Be collaborative and seek consultation/confirmation.

DISCLAIMER: I am not an attorney! I am a disabled individual who has worked with 100s of folks with disabilities seeking housing, and I am a private landlord. This is well-informed “rules of thumb;” to be certain, you should seek the advice of a real estate/Fair Housing attorney.