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## **IMPORTANT UPDATE**

December 1, 2020

Dear Landlord, Owner, Management Agent:

This informational notice is to alert you to potential payment delays and provide some tips to help us shorten the process time needed to restore the payment cycle to its normal cadence.

*This notice **only applies to tenant renewal files waiting to be processed**, commencing in October 2020 and forward:*

### **YOU COULD EXPERIENCE A 45 – 60 DAY DELAY IN YOUR RECEIPT OF SUBSIDY PAYMENTS.**

1. The pandemic has caused some payments to be delayed primarily due to staff constraints. In addition, reports of lost income have impacted the customary work flow. Both of those conditions lead to increased phone and email communications which also impact the overall response time.
2. Be assured there will be no permanent interruption in payments for the vital community services you provide. **All Landlords under contract with the Broward County Housing Authority will be paid.**

The Housing Authority has also taken additional actions to improve the processing time.

- A third-party industry leader has been retained to assist in the processing of files and new staff have been added.
- Forms have been added to our website to help you. To expedite the processing of lease renewals we recommend using the **Lease Extension Agreement** [sample at [www.bcha.org](http://www.bcha.org) \*top of page see “Housing Choice Voucher” – click; a drop down appears. See “Landlord” – click; a new page appears. Scroll to bottom. See “Forms”, click, scroll to **Sample lease extension agreement** - complete]. This will reduce process time as a new HAP contract is not required.

Also, if a rent increase is requested please notify the tenant and the Housing Authority *in writing* no less than sixty [60] days prior to the lease expiration date.

We are diligently working to restore the service level you have come to know and rely on.

We value our Landlord relationships and apologize for the inconvenience you experienced.

Sincerely,