



Landlord Information Page

Permanent Voucher Programs

PROCESSING TIME: *Approximately 3 weeks* (If all documentation is submitted completely and legibly)

Processing time is based upon all documentation being submitted and no repairs required on the unit. If there are missing documents, fields not filled out, or the unit is not ready, the processing time could be **significantly** delayed.

- **Step 1:** Rent Determination within 3-4 business days of receipt of RFLA (Landlord not contacted if we can approve asking rent)
- **Step 2:** Inspection: Unit is assigned to an inspector within 1-2 business days of rent approval (or negotiation, if needed)
- **Step 3:** Landlord contacted for inspection 1-2 business days after RFLA assigned to inspector
- **Step 4:** Inspection completed- dependent upon readiness of unit
- **Step 5:** Confirm Move-in Date within 2-3 business days of passed inspection

NOTE: Rent and security deposit (if applicable) will be mailed to the owner within 6-8 business days after rent and move-in date is confirmed. Subsequent payments will be deposited (**direct deposit required**) by the 1st of the month. If you have not received EDEN's portion of the rent, contact **EDEN** immediately.

Temporary Rental Assistance Programs (Rapid Re-Housing, Community Transition Program & Supportive Services for Veteran Families)

PROCESSING TIME: *Approximately 1 week*

Processing time is based upon all documentation being submitted and no repairs required on the unit.

- **Step 1:** Rent Determination within 3 business days of receipt of RFLA (Landlord not contacted if we can approve asking rent)
- **Step 2:** Inspection: Unit is assigned to an inspector within 1 business day of rent approval (or negotiation, if needed)
- **Step 3:** Landlord contacted for inspection 1-2 business days after RFLA assigned to inspector
- **Step 4:** Inspection completed- dependent upon readiness of unit
- **Step 5:** Upon passed inspection, client can move in immediately

NOTE: Rent and security deposit (if applicable) will be mailed to the owner within 6-8 business days after rent and move-in date is confirmed. **Subsequent payments will be mailed by the 1st of the month if EDEN has received copy of lease and Case Management notes, as expected.** If you have not received rent, contact **EDEN** immediately (not applicable to the SSVF program).

OVERVIEW & LANDLORD'S RESPONSIBILITIES

- RFLA must be received by EDEN no later than the 10th of the month. **EDEN cannot guarantee moves by the 1st of the following month for RFLA's submitted after the 10th of the month** (not applicable to temporary programs).
- Asking rent must be comparable to other units in area; security deposit cannot exceed the monthly rent amount.
- EDEN does not always pay for a security deposit (only for new tenants in most programs and for special moves).
- EDEN does not pay for fees (i.e., application, background check, keys).
- RFLA cannot be processed for current tenants (moving from one unit to another) until all paperwork is completed, signed, and submitted.
- Unit must be vacant and in move-in condition.
- The owner must have the utilities on in the owner's name at time of inspection. Prospective tenants are not to put utilities in their name until the unit has been approved.
- Tenant cannot move into a new unit while EDEN is paying rent on another unit.
- EDEN cannot start paying rent on a unit until it passes inspection and a move-in date has been confirmed with owner (Rapid Re-Housing automatically begins payment from the date the unit passes inspection).
- Owner must submit all required documents (signed HAP contract and executed lease) to EDEN for subsequent payments to be made (HAP Contract only required for permanent programs).
- Prior to move-in, Owner must execute a lease that exactly matches the specifications on this RFLA. This lease must be compliant with Landlord/Tenant laws or it may be rejected.
- It is the Owner's responsibility to follow standard screening procedures. Please see Page 2, line 10(a) for more information.