



Emerald Development & Economic Network, Inc.

Irene Collins, Executive Director

## **Landlord FAQs**

- Q) Where can an owner inquire about participating in the programs offered by EDEN?
  - Please call our landlord information line, 216-961-9690 x319. Also our website, EDENINC.org has a section just for landlords to get information about our programs.
  
- Q) Does EDEN cover additional fees for parking, key deposits or application fees?
  - No, the tenant would be responsible for paying these fees.
  
- Q) Who does the tenant pay their portion of the rent to?
  - The landlord
  
- Q) Will you give out my phone number and address to my tenant?
  - The Landlord's phone number will be listed on approval notices that are sent to both client and landlord. The Landlord's address, however, is not shared with clients.
  
- Q) How soon will I receive payment for my 1st month's rent and security deposit?
  - Payment will be sent within 3-4 business days of our office receiving the passed inspection booklet
  
- Q) How quickly is the HQS Inspection completed?
  - Pending all information is complete on the Request for Lease Approval (RFLA) and the unit is ready for the inspection, the inspection can be completed within 7-10 business days of EDEN receiving the RFLA.
  
- Q) When should I expect to receive the monthly subsidy payment from EDEN?
  - Between the 1st and 4th of each month
  
- Q) Who do I contact if I do not receive a check from EDEN when it is expected?
  - If your check has not been received by the 10th of the month, call EDEN with your tenant's name and the program they are on to be directed to the correct member of the finance department



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- Q) What if my tenant is unable to pay their portion of the rent due to a decrease or loss of income?
  - Rent calculations can be re-done by EDEN with proof of loss of income. The tenant needs to notify EDEN of this change and supply proper documentation.
  
- Q) What do I do if there are damages to my property when the tenant moves out?
  - You will deduct the damages from the security deposit. You must send EDEN documentation and invoices to verify the amount withheld from the security deposit.
  
- Q) How does EDEN determine how much rent should be paid for my unit?
  - EDEN calculates the rent based on an annual Fair Market Rates publication from the Department of Housing and Urban Development (HUD). Many factors go into determining the rent reasonable amount: number of bedrooms, utilities included, location, etc.)
  
- Q) What is the timeframe, once the RFLA is turned into EDEN, for the client to move into my unit?
  - Rent Determination: 3-4 business days
  - Inspection: 7-10 days
  - Confirm move-in date with Owner: 2-3 days after passed inspection
  - Total Time: About 3 weeks
  
- Q) What are the inspection requirements when an inspector comes out for the first inspection?
  - Please visit our website, EDENINC.org. Under the Landlord Information section, download the Minimum HQS inspection Standards. This list will give you many of the HQS items our inspectors will be looking for when they inspect your unit.
  
- Q) What do I have to do to become a Landlord?
  - The process to become a landlord truly begins once a client is interested in your property. Visit our website and complete the Property Listing form under the landlord information section. Completing this form allows for EDEN Housing Locators. When a client expresses interest in your available unit, a Request for Lease Approval (RFLA) needs to be completed and submitted to the client's Housing Specialist or designated Housing Locator.