

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

- **Q) What if my tenant is unable to pay their portion of the rent due to a decrease or loss of income?**
 - With the Permanent Programs, 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.
 - With the Temporary Programs (Rapid Re-housing) please contact EDEN Administration Staff.

- **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.
 - If damages exceed the security deposit, please contact EDEN Landlord Incentive Program

- **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?

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).

- **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 program's staff to provide unit information to our clients. When you and our client move forward with the renting process of your unit, a Request for Lease Approval (RFLA) needs to be completed and submitted to the client's Housing Specialist or designated Housing Locator.