

Dear Potential Landlord:

Thank you for your interest in learning more about our organization. EDEN is a subsidized housing agency offering rental payment assistance. We have a multitude of programs, a growing number of clients, and with that, a continuous need for new units. We hope you find that EDEN can assist in meeting your rental property needs.

For more than 27 years, EDEN has been working diligently and continues to strive and grow in efforts to succeed in our mission to provide housing solutions to people facing the challenges of housing insecurities and homelessness. With your support, we can continue to move forward in achieving our mission.

This packet includes the following:

- **Program List**- outlines the various programs offered by EDEN
- **Landlord Information Page**- this document outlines the moving process including processing time, Landlord responsibilities, etc. for permanent vouchers and temporary rental assistance programs
- **Minimum Inspection Requirements**- the HQS (Housing Quality Standards) list provides the minimum requirements expected during the inspection. All requirements must be met in order for your unit to pass inspection and move into the finalization stage
- **Property Listing Form**- for unit listing purposes, we have developed a Units Available Listing for our clients to use when searching for landlords that accept EDEN. This form details the information needed to list your property.

This is the information about our programs and processes which should be most helpful to you in answering your questions and acclimating yourself with our agency.

Thank you, in advance, for your willingness to work with our clients in support of our efforts to provide safe and sustainable housing. We look forward to working with you!

Sincerely,



Nichole Eubanks  
Community Housing Agent

**HOUSING RESOURCE & DEVELOPMENT AGENCY**  
7812 Madison Avenue, Cleveland, OH 44102 (216)961-9690 FAX (216)651-4066  
Shelter Plus Care FAX (216) 651-6692 [www.edeninc.org](http://www.edeninc.org) [info@edeninc.org](mailto:info@edeninc.org)  
TDD/TTY: 1-800-545-1833, ext. 873

## 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 1<sup>st</sup> 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 1<sup>st</sup> 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 10<sup>th</sup> of the month. **EDEN cannot guarantee moves by the 1<sup>st</sup> of the following month for RFLA's submitted after the 10<sup>th</sup> 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.

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## **MINIMUM INSPECTION REQUIREMENTS**

Listed below are EDEN's minimum requirements for passing the Housing Quality Standards (HQS) Inspection. Units must meet these minimum requirements before Landlords complete the RFLA and before the inspection can pass.

- All utilities: electric, gas and water **MUST** be **ON** in order for unit to pass inspection for any type of HQS inspection. Inspectors must be able to verify that all utilities are in working order.
- If Landlord is supplying appliances, these appliances must be present, installed and working to receive credit for usage
- All ceilings, walls and floors must be strong, sturdy and in their permanent positions.
- All floors must be free of tripping hazards
- A working smoke detector with a live battery **must be installed on every level of the unit** including the basement and outside of sleeping rooms. If any members of the family are hearing impaired, a detector with a visual signal must be installed.
- The entire unit, both inside and outside, including window frames, must be free of cracking, scaling, peeling, chipping and loose paint. This prevents exposure to possible lead based paint hazards.
- Where there are four or more consecutive steps, handrails must be securely attached. This applies to both the interior and exterior of the unit.
- The unit must be free of roaches, rodents, or any other infestations.
- The entire unit, interior and exterior, must be free from electrical hazards. There may be no loose, hanging or exposed wires. All three-prong outlets must be wired correctly. A three-prong circuit tester will be used at the time of inspection to assure safety
- GFI's must be installed in the kitchen and bathroom, four feet from the sink and properly grounded.
- Every room used for living must have either three working outlets or two working outlets and a permanently installed light fixture. At a minimum, each bathroom must have a permanently installed light fixture.
- All light switches and outlets must have undamaged and secured covers installed.
- All windows and doors must be secure when closed and must be weather tight. No broken or cracked windows allowed.
- All windows and doors that are accessible from the outside must have working, sturdy locks.
- All operable windows must have a mechanism to secure them in place when opened, with ropes or window controls. Window hardware must be operable.
- Every room must have at least one operable window for ventilation and safe egress, if the windows are designed to open.
- If the unit has third floor sleeping room (s) or living space and the family is eligible to use this space, the owner must provide a safe method of escape in the case of fire. Example: Fire ladder or existing and accessible fire escape(s).
- If there is a bathroom with a toilet that is not hooked up to water and sewer lines, it must be repaired/removed. If it is removed, the drain must be sealed to prevent rodents and/or sewer gases from escaping into the unit.
- All sinks must have traps except for the laundry tub with flowing and open drains.
- The bathroom must have either an openable window or an exhaust fan for ventilation to the outside.
- The hot water tank's temperature pressure relief valve must have a threaded discharge line extending down to six inches from the floor.
- The flue pipe leading from the furnace and hot water tank must be sealed where they enter the chimney. Also, check to ensure that the flue pipes connecting to the furnace and hot water tank are installed correctly. (At no less than 90 angle)
- Every room used for living must have an adequate heat source. If the source is a separate gas heater, it must be vented to the outside. If the source is electric, it must be permanently installed and controlled by a separate thermostat and be connected to its own breaker or fuse. (No space heaters)
- If the downspouts or gutters are damaged and/or missing, causing interior damage to the unit, they must be replaced or repaired. Any damage to the interior of the unit due to the missing or damaged downspouts or gutters must be repaired.
- The unit must be free from any accumulation of garbage or debris, both inside and outside.
- The owner must provide adequate "refuse disposals" to all dwellings. These facilities include trash cans with covers, garbage chutes, and dumpsters with lids approved by the local Health and Sanitation Department.
- If the unit has a clothes dryer, the dryer must be vented.
- No key-in/key-out deadbolts are allowed. Use thumb-turn locks only.

<p align="center"><b><u>Landlord Contact Information</u></b></p> <p>Name: _____</p> <p>Company: _____</p> <p>*Email: _____</p> <p>Primary Phone Number: _____</p> <p>Alternate Phone Number: _____</p> <p>*Permission to share email with clients? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p align="center"><b><u>PROPERTY LOCATION</u></b></p> <p>Street: _____</p> <p>City: _____</p> <p>State: _____ Zip: _____</p> <p>County: _____</p> <p>Date Available: _____</p>
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<b><u>Rent Amount:</u></b> \$ _____	<b><u>Security Deposit:</u></b> \$ _____ <input type="checkbox"/> Negotiable	<b><u>Bedrooms:</u></b> _____ Full Baths: _____ ½ Baths: _____	<b><u>Square Footage:</u></b> _____	<b><u>Year Built:</u></b> _____	<b><u>Pets Allowed?</u></b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Cats <input type="checkbox"/> Dogs
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**Property Type:**       Single-Family     Double/Duplex     Triplex     4plex     Walk-up     High-rise

<b><u>Indoor:</u></b> <input type="checkbox"/> Ceiling Fans <input type="checkbox"/> Furnished <input type="checkbox"/> Fireplace <input type="checkbox"/> Cable Included <input type="checkbox"/> Security System	<b><u>Outdoor:</u></b> <input type="checkbox"/> Fenced Yard <input type="checkbox"/> Swimming Pool <input type="checkbox"/> Gated Community <input type="checkbox"/> Lawn Care Included <input type="checkbox"/> Trash Removal Included	<b><u>Parking:</u></b> <input type="checkbox"/> 1 Car Carport <input type="checkbox"/> Unassigned <input type="checkbox"/> 2 Car Carport <input type="checkbox"/> Assigned <input type="checkbox"/> 1 Car Garage <input type="checkbox"/> Driveway <input type="checkbox"/> 2 Car Garage <input type="checkbox"/> Street <input type="checkbox"/> 3 Car Garage <input type="checkbox"/> None	<b><u>Laundry Type:</u></b> <input type="checkbox"/> W/D Hook-ups <input type="checkbox"/> Washer <input type="checkbox"/> Dryer <input type="checkbox"/> Onsite Laundry <input type="checkbox"/> Washer/Dryer
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<b><u>Heat Type:</u></b> <input type="checkbox"/> Baseboard <input type="checkbox"/> Boiler <input type="checkbox"/> Furnace <input type="checkbox"/> Radiator <input type="checkbox"/> Heat Pump	<b><u>Utilities:</u></b>			<b><u>Cooking Paid By:</u></b> <input type="checkbox"/> Tenant <input type="checkbox"/> Owner
<b><u>Kitchen:</u></b> <input type="checkbox"/> Dishwasher <input type="checkbox"/> Stove <input type="checkbox"/> Refrigerator <input type="checkbox"/> Microwave <input type="checkbox"/> Garbage Disposal	<ul style="list-style-type: none"> <li>• <b><u>Heating Fuel:</u></b> <input type="checkbox"/> Gas    <input type="checkbox"/> Electric    <input type="checkbox"/> Propane</li> <li>• <b><u>Heating Paid By:</u></b> <input type="checkbox"/> Tenant    <input type="checkbox"/> Owner</li> <li>• <b><u>Electric Paid By:</u></b> <input type="checkbox"/> Tenant    <input type="checkbox"/> Owner</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Water Type:</u></b> <input type="checkbox"/> City Water    <input type="checkbox"/> Well Water</li> <li>• <b><u>Water Paid By:</u></b> <input type="checkbox"/> Tenant    <input type="checkbox"/> Owner</li> <li>• <b><u>Sewer Type:</u></b> <input type="checkbox"/> Public Sewer    <input type="checkbox"/> Septic Tank</li> <li>• <b><u>Sewer Paid By:</u></b> <input type="checkbox"/> Tenant    <input type="checkbox"/> Owner</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Hot Water Type:</u></b> <input type="checkbox"/> Gas    <input type="checkbox"/> Electric    <input type="checkbox"/> Propane</li> <li>• <b><u>Hot Water Paid By:</u></b> <input type="checkbox"/> Tenant    <input type="checkbox"/> Owner</li> <li>• <b><u>Cooking Fuel Type:</u></b> <input type="checkbox"/> Gas    <input type="checkbox"/> Electric</li> </ul>	<ul style="list-style-type: none"> <li>• <b><u>Cooling Type:</u></b> <input type="checkbox"/> Central <input type="checkbox"/> Window/Wall <input type="checkbox"/> None</li> <li>• <b><u>Cooling Paid By:</u></b> <input type="checkbox"/> Tenant <input type="checkbox"/> Owner</li> </ul>

Other: <input type="checkbox"/> Age Restricted <input type="checkbox"/> Pest Control Included <input type="checkbox"/> _____	Handicap Accessible <input type="checkbox"/> Yes <input type="checkbox"/> No Description: _____ _____ _____	Accepts clients with: <input type="checkbox"/> Previous Evictions <input type="checkbox"/> Felonies <input type="checkbox"/> Sex offenses
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**Additional Landlord Questions**

*Will you accept temporary and permanent EDEN programs?
Would you be willing to accept clients without rental history: <input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever rented to an EDEN client? <input type="checkbox"/> Yes <input type="checkbox"/> No
Would you be interested in attending a Landlord forum? <input type="checkbox"/> Yes <input type="checkbox"/> No    If yes, please indicate several times which will work best with your schedule:

\* Please visit the "List Your Properties with EDEN" section of our website and view the Program List for more details about our programs