

Marin Housing Aces Report Card Gets HUD's Highest Rating

Team gains national recognition



Kimberly Carroll, Deputy Director and Dan Nackerman, Executive Director welcome landlords to the Marin Housing offices.

Nackerman, who has led MH since 2008 has earned high marks as an innovator during his work leading the housing authorities of San Bernardino and Richmond, along with work for Oakland and Contra Costa County housing authorities. Nackerman also held senior positions for a major real estate developer and worked at architecture and planning firms, giving him a valuable overview of the entire housing industry.

His leadership style is direct and responsive. During his career he has helped to transform neighborhoods through innovation and has built success by working closely with community stakeholders.

"I'm proud of a *bureaucracy buster* community service award I won early in my career from an industry trade association," Nackerman said. "I like to turn complex ideas into plain language so that things are understandable for our landlords, customers and the community."

"Landlords should know that HUD's Housing Choice Voucher Program, better known as Section 8, is not what people think it is," he added. "At MH, residents are well screened, rent levels are high, and MH is a very service oriented agency. Marin landlords interested in our program should give us a call."

Deputy Director Kimberly Carroll who heads up the MH's Section 8 team said, "The Housing Choice Voucher Program has worked so well for our landlords because it is flexible. Residents choose where they wish to live, landlords can choose who to lease to. Landlords make enough money to keep their properties in good shape. MH payments are on time. It's a very successful program!"

**New landlords,
we want you!**

"At Marin Housing, residents are well screened, rent levels are high, and MH is a very service oriented agency."

Marin Housing (MH) has won top awards from the U.S. Department of Housing and Urban Development (HUD). In HUD's Western Region, encompassing all of Arizona, California and Nevada, no other agency won as many awards.

Dan Nackerman, Executive Director, is proud that the agency won national recognition for the two-year old Phoenix Project for youth. "It is a special achievement in innovation which means it is endorsed as a model for other housing authorities to use throughout the nation," Nackerman said. In addition, MH's Section 8 Housing Choice Voucher program was cited as "Most Improved," and we also won a certificate as a "High Performer" as an agency."



News You Can Use

Carbon Monoxide Poisoning Prevention Act of 2010—new safety law takes effect July 1, 2011



A silent killer, carbon monoxide has no taste, no odor, no color.

You can't see it or smell it, but it can kill a person in minutes as it takes the place of oxygen in the body. A person may not even be aware of the effect of the gas before they become incapacitated, lose consciousness, fall into a coma and die.

Carbon monoxide can seep into residential areas as a byproduct of combustion. The gas has no taste, no odor, no color. It could come from an

undetected problem with a furnace, heater, fireplace, nearby generator or from combustion in an adjacent attached garage and other sources.

To address this silent killer a law now requires that every single family

home or apartment must have a carbon monoxide alarm. The alarms are readily available and can be picked up at your neighborhood hardware store. They must be either battery-powered or plug in with a battery back up. MH requires that they be installed in all properties, and it is suggested that they be placed outside of sleeping areas and on every level of a dwelling, including the basement.

Electrical Outlets—Important Guidelines

Are the electrical outlets in your unit safe and in good working order? HUD has asked its inspectors to make sure that each unit's two pronged outlets are in proper working condition and your three pronged outlets are grounded or protected by GFCI (ground fault circuit interrupter).



Tenants Screened With Live Scan Database

Free service for landlords and tenants



Every landlord participating in the Section 8 program helps low income families by providing affordable housing. Marin Housing (MH) is dedicated to helping landlords and this spring added Live Scan to its tenant screening process.

New Section 8 voucher holders who have gone through MH's preference screenings are now screened through Live Scan, a national fingerprint scanning technology used by the FBI and other law enforcement agencies. This inkless, electronic fingerprinting program processes the prospective tenant's information through the Department of Justice, FBI and other databases. Entirely cost free for both tenants and landlords, Live Scan helps MH support successful tenancies.

"We look for violent criminal behavior and drug-related criminal behavior over the past three

years," said Paul Cummins, Program Manager for Section 8 Housing. "We also use Live Scan to examine the sex offender database, which looks at an applicant's life, to ensure that each family not only qualifies economically for the program, but also has passed these important screens. Landlords are responsible for their standard credit checks on prospective tenants and also for checking the rental history for each prospective tenant."

MH also does a Live Scan if an existing tenant wants to add an adult person to their household. In addition to evaluating the income of the new adult, to determine how this new addition might affect the rent portion the tenant pays, the Live Scan data reveals crucial information on the prospective addition to that household.

"We make sure that MH continues its efforts on behalf of the landlord and we make sure we are not adding person to the household who is criminally violent, involved in selling drugs or has a record of sexual offense," Cummins said.



Listing With Section 8 Made Easy

Live customer service—landlords wanted!

Do you have an available unit? Listing your property with Marin Housing (MH) is easy! MH offers live customer service to a landlord's call about their listing their property and provides answers to their most pressing questions. This program is much easier and more profitable than most landlords realize and MH can help.

Leslie Klor is the Service Coordinator/Housing Advocate for MH. She is dedicated to a personal, fast-response approach to landlord and tenant services and strives to be responsive to their needs and supportive of their housing efforts.

"The staff works hard to help landlords list their residences with the agency and to help clients find housing," Klor said. "MH is appreciative of landlords' efforts to partner with us to provide affordable housing in Marin."

Among her many duties, Klor prepares a weekly alert on rental vacancies that is sent to those who are looking for housing through MH's Section 8 Housing Choice Voucher Program. For those who like computer interaction, the MH website is designed to help landlords with a specific section. The "Rental Owners" area provides fast answers to numerous questions that a prospective landlord might have about the program.

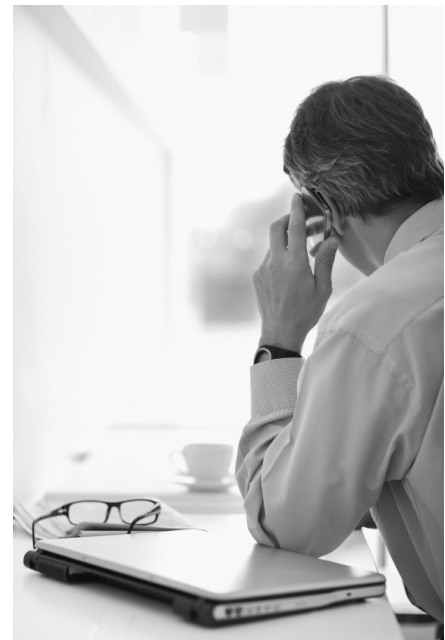
In addition to the regular, reliable rent checks which provide a portion of a Section 8 tenant's rent, landlords who participate in the Section 8

Housing Choice Voucher Program benefit from the educational efforts MH provides to all prospective tenants on the rules and responsibilities of being a renter.

"When a voucher is given out, an in-depth briefing is held with each recipient, outlining their responsibilities to their landlord and the property as well as to Marin Housing," said Klor.

Tenants learn about their reporting requirements, maintenance of their unit, what to do when ready to move, and their obligations as a voucher holder. Tenants are instructed to know and abide by the terms of the lease they sign with the landlord. After this over-view, tenants are assigned a MH eligibility worker who is there to answer questions and who steps in when something is not going smoothly and who helps work through any potential problems. MH's staff is there to mediate difficulties that might arise.

"It's about service," Klor added. "We have a great team." Leslie Klor can be reached directly at 415-491-2594.



Landlords receive personal service.

"The staff works hard to help landlords list their residences with the agency and to help clients find housing."

Free Translation Service for our Clients

Servicio de traducción gratis para nuestros clientes

Dịch vụ thông dịch miễn phí

All those who are clients of Marin Housing (MH) have an equal opportunity to fully access our federally conducted programs and activities as those who speak English fluently. Marin Housing is a participant in the LEP program, (Limited English Proficiency) which is designed to provide equal access to MH services. What this means is that those participating in MH programs will be provided FREE language assistance if needed.

Information about the LEP program is sent with all MH mailings. Upon request, correspondence will be provided in the recipient's primary language if it is Spanish or Vietnamese. If the client speaks another language, correspondence and discussions are conducted through an interpreter. For more information about MH's LEP program, contact the office at 415-491-2525.

Arabic
Armenian
Croatian
English
Farsi
French
Hebrew
Hindi
Italian
Japanese
Mandarin
Portuguese
Russian
Swahili
Spanish
Vietnamese



Meet Your Section 8 Service Team



Shanta Krishnaswamy is our accounting specialist and will answer questions about housing assistance payments.



Jeff Dinh is our program specialist and is the person to contact if you have questions about Section 8 policy or HUD regulations



Michelle Thrasher is our office specialist who can answer questions about needed documentation for owners new to the program.



Leslie Klor is our service coordinator and housing advocate who will help you list your available unit.



Monique Broussard is MH's senior lease negotiator and inspector; call her if you have questions about unit inspections or rental negotiations.



Paul Cummins is the Program Manager for Section 8 Housing and says that he is your resource if, after working with the service team, you still have questions or need resolution.



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415-491-2525

Martin Housing staff photos by Carol Ziss



An invaluable resource for both tenants and landlords, California Tenants is a guide published by California Department of Consumer Affairs. Designed to help tenants and landlords manage their rental housing responsibilities, it's full of practical solutions and up-to-date information. Call to request a complimentary copy.



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