

HAVE YOU JOINED THE RENT CAFÉ PORTAL?

Sign up now for 24/7 access to:

Book a Virtual Appointment
View Housing Assistance Payments

For help signing up, or questions regarding your Rent Café Portal account, e-mail
RentCafePortal@lacda.org.

If you have already signed up, remember to check your e-mail frequently to ensure you don't miss any notifications from the Los Angeles County Development Authority (LACDA).

Click [here](#) to access the Rent Café Portal.

HELPFUL INFORMATION FOR OWNERS

Rent Café Portal

- Review your Housing Assistance Payments (HAP) ledger and payment activity in the Rent Café Portal under the “My Ledger” tile. You can use this tool to ensure your financial records match the housing assistance payments listed in the HAP ledger.
- If you have any housing assistance-related questions, you can find the case manager handling a participant file by selecting the “Case Manager” tile. The case manager's name, phone number, and e-mail address are listed next to the participant.
- You can update your mailing address by selecting the “My Profile” tile through the owner portal, which is especially important now that tax season is here.



PAYMENT STANDARDS

Payment Standards are used to calculate how much rent subsidy the LACDA can pay an owner on behalf of a Section 8 tenant. A Section 8 tenant can select a unit with a rent that is below or above the Payment Standard; however, a tenant is not allowed to pay more than 40% of their income toward rent in the first contract year.

The Housing Choice Voucher Program, Emergency Housing Voucher Program, and the Veterans Affairs Supportive Housing Program Payment Standards have been merged into one Payment Standard schedule which went into effect on November 1, 2022. The Payment Standards are below:



Bedroom Size	SRO	0-bdr	1-bdr	2-bdr	3-bdr	4-bdr	5-bdr	6-bdr	7-bdr	8-bdr
Payment Standards	\$1,380	\$1,840	\$2,096	\$2,666	\$3,465	\$3,804	\$4,374	\$4,945	\$5,515	\$6,086

PROPERTY OWNERS

YOU ARE THE KEY!

TO HOUSING STABILITY

Calling all owners! The LACDA needs your vacant units! Open Doors benefits property owners financially and provides enhanced customer services to increase the number of rental units available to subsidized families in Los Angeles County's highly competitive rental housing market.

Property owner assurances include:

- Sign On Bonus;
- Vacancy Loss Payments;
- Damage Mitigation; and
- Peace Of Mind.

Questions? (626) 586-1984

Opendoors@lacda.org

VIRTUAL OWNER ENGAGEMENT HOUR

We Know You Have Questions.

We're Here to Provide Answers.

The LACDA Owner Engagement Hour occurs twice a month and provides owners the opportunity to ask LACDA staff about general program questions. Expert staff will also be available to provide information on the following topics:

- Request for Tenancy Approval (RTA) Process;
- Housing Quality Standards (HQS);
- Inspections; and
- LACDA Incentives.

For additional information regarding the upcoming event, please contact us at: (626) 586-1984

opendoors@lacda.org

FEBRUARY EVENTS

FEBRUARY 1, 2023

10:00 A.M. - 11:00 A.M.

Zoom Link: bit.ly/3PG4tGC

FEBRUARY 15, 2023

3:00 P.M. - 4:00 P.M.

Zoom Link: bit.ly/3FFJpvk



Unwanted Calls and Text Messages

Here's how they work:



You pick up the phone and hear a recorded message — a robocall — or a live person selling something. Maybe it's not who your caller ID said it was. Or you get an unexpected text message saying you won a prize, have a package waiting, or must contact your bank.

Recorded sales calls are illegal unless you give a business written permission to robocall you. If your number is on the Do Not Call Registry, you're not supposed to get any recorded or live sales calls. But scammers ignore the rules about when and how they can call you.

Scammers use technology to make any name or number show up on your caller ID: the IRS, a business you know, or even your own number. You can't trust caller ID because phone numbers can be faked. Scammers send text messages to trick you into clicking links and giving personal information.

Here's what to do:

- 1. Hang up on unwanted calls and ignore unexpected texts.** Don't press any numbers or click on links. Blocking services might reduce unwanted calls and texts. Ask your phone carrier about call and message blocking. Read expert reviews about your options. Learn more at [ftc.gov/calls](https://www.ftc.gov/calls).
- 2. Pass this information on to a friend.** You may know what to do about unwanted calls and texts, but you probably know someone who doesn't.



Want to know more?
Sign up for Consumer Alerts
at ftc.gov/ConsumerAlerts.

The logo features the text "...PassItON" in a white, cursive-style font on a dark teal speech bubble background. The speech bubble is partially overlapping a larger, lighter teal circle.

...PassItON

Please Report Scams

If you get scam calls, illegal robocalls, or unwanted text messages, please report them to the Federal Trade Commission.

- Go online: **ReportFraud.ftc.gov**
- Call the FTC at 1-877-FTC-HELP (1-877-382-4357) or TTY 1-866-653-4261.

Your report can help protect other people. By reporting fraud, you can help the FTC's investigators identify the scammers and stop them before they can get someone's hard-earned money. It really makes a difference.



**FEDERAL TRADE
COMMISSION**

ftc.gov/PassItOn



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

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County of Los Angeles
Board of Supervisors

Hilda L. Solis, First District
Mark Ridley-Thomas, Second District
Sheila Kuehl, Third District
Janice Hahn, Fourth District
Kathryn Barger, Fifth District

Last Updated 3.1.17



- Wage Enforcement
- Consumer Counseling
- Complaint Investigations
- Small Claims Court Assistance
- Mediation
- Foreclosure Prevention Assistance
- Small Business Assistance
- Consumer Education and Outreach
- Financial Empowerment

Serving Los Angeles County consumers and
businesses since 1976.



OUR MISSION

To promote a fair and vibrant marketplace, we serve consumers, businesses, and communities through education, advocacy, and complaint resolution.



LOS ANGELES COUNTY
**CONSUMER &
BUSINESS AFFAIRS**

Identity Theft

FACTS FOR CONSUMERS



IDENTITY THEFT

Your identity is stolen when someone uses your name, Social Security number, or other personal information to get credit, goods, services or real property without your knowledge or consent.

Get your free credit report

Check for identity theft by reviewing your credit report at least once a year. You can get a free credit report every 12 months by calling (877) 322-8228 or online at www.annualcreditreport.com.

Prevent identity theft

- Review your bank and credit card statements every month. Look for charges and withdrawals you did not make.
- Review your credit report for accounts you did not open and for account balances that are suspiciously high.
- Only carry the credit and identification cards you need. Make copies of the cards you carry and keep them in a safe place. If you lose your wallet, you will have the information you need to report them as lost or stolen.
- Shred documents you don't want before you throw them away.
- Use strong passwords and don't share them.
- Do not respond to email messages or telephone calls asking for personal and financial information.

- Protect your computer with security software, including anti-virus, anti-spyware and firewall protection. Set up software to update automatically.
- Don't use unsecured Wi-Fi hotspots to make payments or pay bills.
- Reduce unwanted credit card offers by registering for the Opt Out Prescreen service at optoutprescreen.com or call (888) 567-8688.

Common warning signs of identity theft

- Your credit card statement has charges you did not make.
- You get bills for accounts you never opened.
- You are denied credit for no obvious reason.
- Money is missing from your bank account.
- Collection agencies are calling you to collect debt you did not incur.

Resolve identity theft problems

1. Immediately report the theft to your creditor.
2. Call DCBA for help in dealing with creditors or credit reporting companies
3. Get a free copy of your credit report. Note accounts you did not open and account balances that are suspiciously high.

4. Contact the three major credit reporting companies. Ask them to place a "Fraud Alert" on your report. This alerts businesses to verify your identity before issuing credit and stops thieves from opening new accounts in your name for 90 days.

Equifax: (800) 525-6285

Experian: (888) 397-3742

TransUnion: (800) 916-8800

5. For a more permanent solution, freeze your credit to stop new accounts from being opened in your name. See our Security Freezes brochure for more information.
6. File a complaint with the Federal Trade Commission. You can do this online at: www.ftc.gov or by phone at 877-ID-THEFT or (877) 438-4338.
7. File an "Identity Theft Police Report" at your local police station. Give them a copy of your FTC report and any statements or proof you have. Keep a copy of the police report.
8. Contact companies that have reported accounts you did not open or charges you didn't make. Send them a copy of your police report and a certified letter disputing the fraudulent charges. Sample letters and an "ID Theft Affidavit" are available at dcba.lacounty.gov.

FOR MORE INFORMATION



(800) 593-8222



dcba.lacounty.gov