

## LACDA RESPONSE TIME

The LACDA strives to provide its participating owners with exceptional customer service, but there are occasions when the agency experiences a high volume of calls and email inquiries. When leaving a message, an LACDA Case Manager will provide a response within 48 hours. Clients are highly encouraged **NOT** to leave more than one voicemail message or email inquiry within the first 48 hours. Clients may escalate inquiries to the Supervisors if they do not receive a response from the Case Manager within 48 hours.

Rest assured that the LACDA will respond to all inquiries in the order they are received within the allotted timeframe. Thank you for your patience and the opportunity to serve you.



## JURISDICTION CHECKER

Do you know if your rental unit is located within the LACDA's service area? You can verify it by using the LACDA's [Jurisdiction Checker](#). The Jurisdiction Checker provides a real-time mapped out location of your rental unit and verifies if it is located within the LACDA's service area.

Owners of rental property seeking to do business with the LACDA should be aware of the following:

**Veterans Affairs Supportive Housing (VASH) Program:** VASH Program vouchers may be used within the LACDA jurisdiction as well as in the Cities of Los Angeles, Pasadena, Inglewood, Baldwin Park, Norwalk, Burbank, Redondo Beach, Long Beach, and Kern County jurisdictions.

**Homeless Incentive Program (HIP):** Owners with available units in the LACDA's jurisdiction as well as in the Cities of Los Angeles, Pasadena, Inglewood, Baldwin Park, Norwalk, Burbank, Redondo Beach, Long Beach, and Kern County jurisdictions may participate in this Program.

**Emergency Housing Voucher Program (EHV):** EHV Program vouchers may be used within the LACDA jurisdiction as well as in the Cities of Los Angeles, Pasadena, Norwalk, Redondo Beach, and Glendale jurisdictions.



# 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](mailto:opendoors@lacda.org)

## JANUARY EVENTS

JANUARY 4, 2023

10:00 a.m. - 11:00 a.m.

Zoom Link: [bit.ly/3PG4tGC](https://bit.ly/3PG4tGC)

JANUARY 18, 2023

3:00 p.m. - 4:00 p.m.

Zoom Link: [bit.ly/3FFJpvk](https://bit.ly/3FFJpvk)

# 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
- PEACE OF MIND

Questions? (626) 586-1984

[Opendoors@lacda.org](mailto:Opendoors@lacda.org)

# GOT UNITS? GET INCENTIVES.

## EHV PROGRAM INCENTIVES

If you rent your unit to an EHV family, you may be eligible to receive the following incentives:

- Up to \$5,000 One-Time Reimbursement for New Contract Inspection Repairs
- \$2,500 Signing Bonus for Each EHV Leased
- Reliable Monthly Payments

Funds are available for EHV families who may be required to pay for utility fees.

*Funds may be available for EHV families that will be responsible under the Lease for a utility but may be in need of a deposit payment to establish service or an arrear payment to re-establish utility service. Payments will be made directly by the LACDA to the utility company.*

For more information, please contact:  
[LACDAincentives@lacda.org](mailto:LACDAincentives@lacda.org).



## 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](mailto:RentCafePortal@lacda.org).

If you have already signed up, remember to check your email 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.