

HAVE YOU JOINED THE RENT CAFÉ PORTAL?

Sign up now for 24/7 access to:

Submit income and family composition changes

Complete your annual re-examination

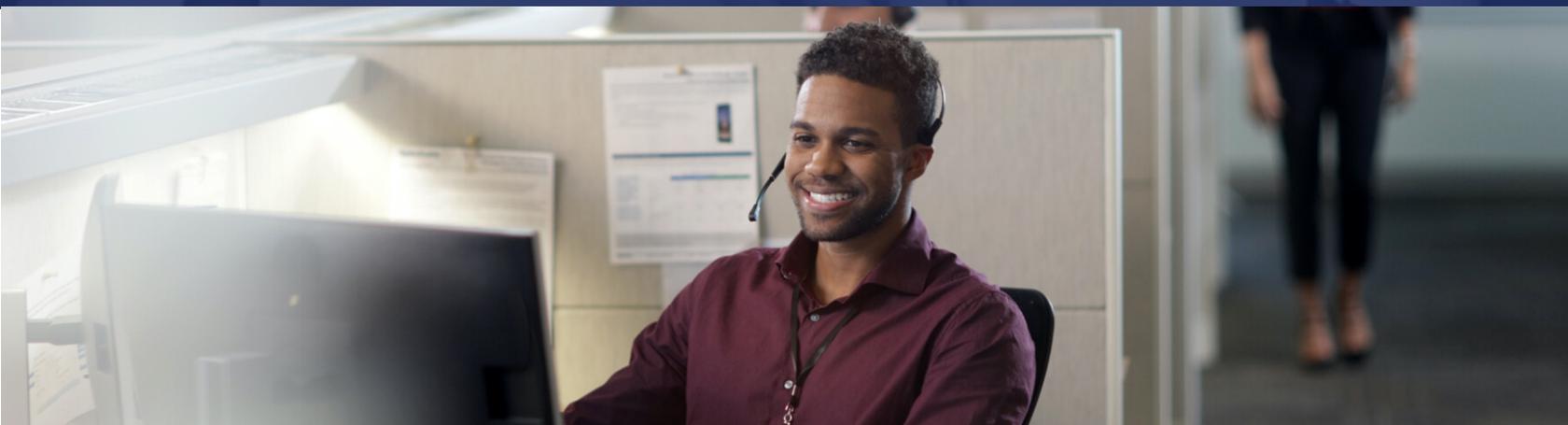
View tenant and owner forms

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 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.

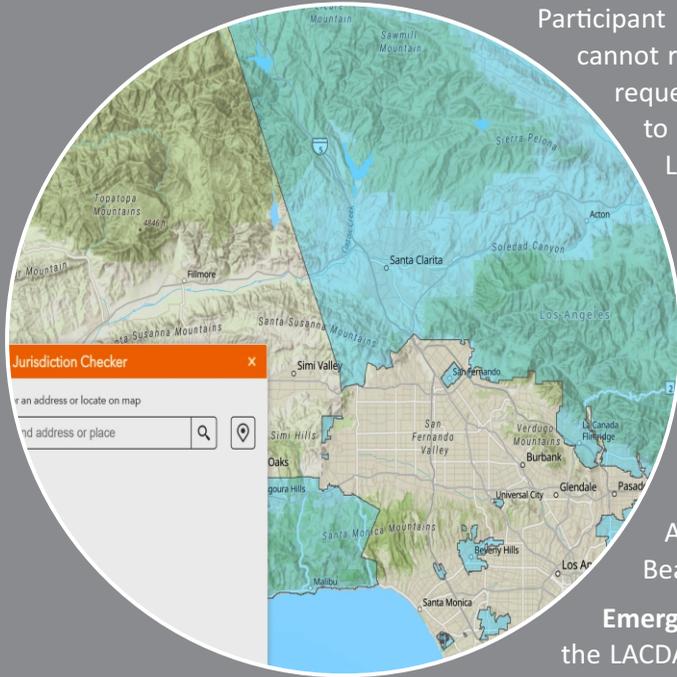


LACDA RESPONSE TIME

The LACDA strives to provide its participating families 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 their 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



Participant families who hold a Housing Choice Voucher Program (HCV) voucher cannot rent units that are located outside of the LACDA's jurisdiction unless you request to port to another Public Housing Agency's jurisdiction (which is subject to LACDA approval). Families wishing to remain in the service area of the LACDA are **highly encouraged** to use the LACDA's [Jurisdiction Checker](#). The Jurisdiction Checker provides a real-time mapped location of the prospective rental unit and verifies if it is located within the LACDA's service area.

Families assisted under the following programs should note the following service area exceptions:

Veterans Affairs Supportive Housing (VASH) Program: VASH 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.

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

TENANT WORKSHOP



Workshops are designed to provide participant families and owners an opportunity to learn about Section 8 Housing Choice Voucher Program requirements that may affect rental assistance.

January Lunch & Learn

Join the LACDA to learn how to complete the annual re-examination process online using the Rent Café Portal.

Thursday, January 19, 2023

11:00 A.M. - 12:30 P.M.

Register in advance for this Zoom meeting at:
Zoom Link: bit.ly/3WBPyzy

After registering, you will receive a confirmation email containing information about how to join the meeting.

Phone: (626) 586-1654 Email: HCVWorkshops@lacda.org