



## CCDH NEWS

### **THE TEAM**

Dave Schneider, Inspector @ EXT. 4  
Kristen Halloran, Specialist @ EXT. 5  
Brandi Fritsche, Specialist @ EXT. 6  
John Baughcum, Specialist @ EXT. 3  
Sarah Collins, Director @ EXT. 7

### **HOW TO REACH US**

Regular business hours are Monday – Friday, 8:30 a.m. - 4:30 p.m. Agency representatives can be reached by calling (859) 261-5200, by fax to (859) 261-0577, or by email to [hgeneral@campbellcountyky.gov](mailto:hgeneral@campbellcountyky.gov). General questions can be directed to Extension 9 or the aforementioned email address. If you wish to reach someone specific when emailing, please identify the agency representative you are trying to reach in order to ensure a timely response. A dropbox is conveniently located directly outside Room 235 for the submission of paperwork.

Our office is located at 1098 Monmouth Street, Room 235, in Newport, Kentucky 41071.  
Our physical address is also our mailing address.

Phone: 859 261 5200 Fax: 859 261 0577 TDD/TTY: 1 800 545 1833 Ext. 947

Website: [www.campbellcountyky.gov](http://www.campbellcountyky.gov) / Departments / Housing Program

**CCDH DOES NOT ALLOW WALK-IN APPOINTMENTS WITH AGENCY REPRESENTATIVES. PAPERWORK CAN BE DROPPED OFF WITHOUT APPOINTMENT DURING REGULAR BUSINESS HOURS, HOWEVER, IF YOU NEED TO MEET WITH YOUR HOUSING SPECIALIST YOU MUST HAVE AN APPOINTMENT.**

**OUR OFFICE WILL BE CLOSED THE FOLLOWING DATES IN OBSERVANCE OF UPCOMING HOLIDAYS:**

CHRISTMAS EVE ON FRIDAY, DECEMBER 24, 2021  
CHRISTMAS DAY OBSERVED ON MONDAY, DECEMBER 27, 2021  
NEW YEAR'S EVE ON FRIDAY, DECEMBER 31, 2021  
NEW YEAR'S DAY OBSERVED ON MONDAY, JANUARY 3, 2022  
DR. MARTIN LUTHER KING, JR. DAY ON MONDAY, JANUARY 17, 2022  
PRESIDENT'S DAY ON MONDAY, FEBRUARY 21, 2022

**OUR OFFICE WILL CLOSE ON THE FOLLOWING DAYS/TIMES FOR TEAM MEETINGS & TRAINING:**

TUESDAY, JANUARY 11, 2022 AT 3:00 P.M.  
TUESDAY, FEBRUARY 8, 2022 AT 3:30 P.M.  
TUESDAY, MARCH 8, 2022 AT 3:30 P.M.

We respectfully request at least 24 hours' written notice if you need copies of records or reprinted documentation. An agency representative may fax, mail, or possibly e-mail you requested information. A charge of ten cents per copy may apply.



**THE WAITLIST FOR OUR PROGRAM IS CLOSED. Existing applicants can call 859 292 8777 to check their waitlist status. CCDH cannot advise as to how long any applicant's wait might be, as waitlist position and selection are based on many variables, including the preferences an applicant selects and the date and time they apply.**

No reopen date for the waitlist is currently scheduled. CCDH will update the agency voicemail and website when a reopen date is set, and will publish the opening date in the Campbell County Recorder and Falmouth Outlook.

**If you are an owner partnering with our agency, you may have questions about your role or responsibilities.** Our Owner Orientation packet, as well as many other forms and sources of information, can be obtained on our webpage at [www.campbellcountyky.gov](http://www.campbellcountyky.gov). Owner responsibilities include:

- ✓ Performing all management and rental functions for the assisted unit, including selecting a voucher-holder to lease the unit and deciding the family is suitable for tenancy of the unit;
- ✓ Collecting from the family. The owner must collect the tenant contribution (the part of rent not covered by the housing assistance payment) and any charges for unit damage by the family;
- ✓ Enforcing tenant obligations under the lease.

Owners should keep in mind that the rental assistance is provided for their tenant, not for the unit. If the tenant vacates the unit the Housing Assistance Payment (HAP) contract is immediately terminated, and no additional rental assistance can be received by the owner. The HAP contract and payments terminate if the owner or family terminate the lease. CCDH does not issue payment for program participants who are deceased, have terminated their program participation, or are no longer living in the unit. CCDH does not pay damage claims for rental units. CCDH only deems applicants as eligible program participants and does not determine suitability for tenancy, as that is the responsibility of the property owner/landlord.



CCDH Program Participants are required to report all changes in income, assets, and allowances within 10 business days of the change. If a household member moves from the unit, that must be reported within 10 business days, and participants must receive approval from CCDH and their Landlord before moving a new person into the home. Our [Policy and Procedure for Reporting Changes](#) form is available in our office or on our website at [www.campbellcountyky.gov](http://www.campbellcountyky.gov). Although our form has examples of types of income, assets, or allowances, your family could have a source that is not shown. Even if it you do not see it listed as an example, you may still be required to report it. CCDH recommends contacting your agency representative if you have questions about what you are required to report.



Our office is working towards implementing software that will allow our customers to report, track, and view information electronically. If we do not have your email address on file please submit it to [hgeneral@campbellcountky.gov](mailto:hgeneral@campbellcountky.gov). Enter “my email” as your subject line and include your name and whether you are a Program Participant or Property Owner in the text. If you are working with a CCDH representative, or have an assigned Housing Specialist with our office, please identify your contact in the e-mail.

Property owners are currently able to view their Housing Assistance Payments and payment history with our LANDLORD ACCESS portal on our website. We anticipate our first payments from our new software to be made in either January or February, 2022. Once this transition occurs owners will not see current or future payments in LANDLORD ACCESS, as it is supported by our existing software company. A new viewing tool will be implemented to allow viewable payment history, but it will not be available for several months following the conversion. During that time, if you would like to obtain a monthly payment history for your assisted tenants, please email our office at [hgeneral@campbellcountky.gov](mailto:hgeneral@campbellcountky.gov), using “Request for HAP report” and the corresponding month of your request as your subject line, and an agency representative will email you the requested information.

CCDH appreciates the cooperation and patience of our customers as we make this switch. Thank you!



There are many agencies that offer assistance to applicants when completing our online pre-application process for rental assistance. **Whether you complete your pre-application yourself or have the assistance of a friend, family member, co-worker, landlord, or social worker, it is very important that whomever completes the application provides complete, thorough, and honest information.**

*Completing forms for the housing authority requires the true and complete disclosure of information such as prior rental history, including whether you have in the past, or are currently, receiving any type of federal rental assistance. You must disclose whether a debt is owed to any public housing authority, what the household composition in the assisted unit will be, and income and assets for all persons in the household. A full and complete criminal history for members of the household must be reported, as well as pending cases or outstanding warrants, when applicable. Failing to provide true and complete information can result in an applicant’s ineligibility for assistance with CCDH, as the information reported will later be verified and falsehoods or omissions regularly cause delays or denials to program admission.*

If questions arise while completing any paperwork for the agency, as an owner, participant, or advocate, please contact an agency representative at 859 261 0577, Ext. 9 or [hgeneral@campbellcountky.gov](mailto:hgeneral@campbellcountky.gov) for clarification and guidance, as failing to give true and complete information can be an eligibility disqualifier.

**DUE TO PRIVACY REGULATIONS, OUR OFFICE WILL NOT PROVIDE ANY INFORMATION REGARDING AN APPLICANT OR PROGRAM PARTICIPANT (CURRENT OR PRIOR) UNLESS THE INDIVIDUAL IS PRESENT OR HAS PROVIDED CCDH WITH A SIGNED AND DATED RELEASE OF INFORMATION.**



## FREQUENTLY ASKED Q's AND A's

- CCDH administers the Housing Choice Voucher Program in all of Campbell and Pendleton Counties except for the City of Newport.
- Rent reasonableness is determined by comparing the prospective/assisted unit against at least three nearby comparable unassisted units.
- Owners can request a rent increase by completing the "Rent Increase Request" form found on our webpage at the Forms/Newsletters/More Information link.
- Changes to rent and utilities must not be made during the initial lease term and regulations require notice of no fewer than 60 days to the Housing Authority from an owner when requesting an increase in rent.
- CCDH is required to review rent reasonableness during the rent increase approval process.
- As a general rule, Program Participants that select a unit with a gross rent that does not exceed the Payment Standard for the unit size they qualify for will pay 30% of their monthly adjusted income in tenant rent and the balance (housing assistance payment) will be paid directly to the Owner's account.
- The agency is not permitted to approve residency in a new unit for a family if the unit is not affordable. If a family's rental share exceeds 40% of their monthly adjusted income, regulations deem the unit unaffordable. The owner may agree to decrease the contract rent, the family may increase their gross annual income, or the family may qualify for a minimum rent exemption in order to pass the affordability test. If none of these options are viable the RTA will be canceled and the family will continue their search for an affordable unit.
- The tenant is responsible to pay their share of rent to the owner and may be issued a notice to vacate from the owner for violating the lease agreement if they fail to pay their tenant rent.
- CCDH inspects prospective units to ensure they comply with Housing Quality Standards prior to executing a Housing Assistance Payment contract with an Owner. A contract may not commence until at least the day following a passed inspection.
- CCDH conducts biennial inspections of assisted units.
- It is the owner's responsibility to manage the property, ensure their tenant and only those persons permitted to live in the unit reside at the property, and to contact the Housing Authority if their tenant vacates the unit.
- All notices issued the tenant by the owner should be submitted to the Housing Authority by the owner (i.e. renewed lease agreements, notice to remedy, notice of lease violation, eviction notice).
- CCDH may only make payments to the owner while the family is residing in the unit. If the family moves out of the unit the Housing Authority may not make any housing assistance payments to the owner for any month after the family moves out. If the sole household member is deceased the HAP contract immediately terminates and the Housing Authority may not make any housing assistance payments to the owner for any subsequent month.
- If the Housing Authority determines that the Owner is not entitled to the housing assistance payment or any part of it, the PHA may, in addition to other remedies, deduct the amount of the overpayment from any amounts due to the owner (including amounts under any other Section 8 assistance contract).
- Our office will keep a list of available units for property owners on our webpage and in our lobby. These properties are not "pre-approved," but are meant to assist our clients in their search for housing. If you are an owner that utilizes this service please remember to contact our office when your property is rented in order that we can remove it from our list.