

## **FREQUENTLY ASKED QUESTIONS**

### **What is Section 8 Rental Assistance?**

MHA's rental assistance program helps families in need by paying a portion of the rent directly to the landlord. We help numerous elderly, disabled, handicapped, working families, families on fixed incomes, single parents, single member households, and any other household classified as a family under HUD to live in safe housing. Rental assistance is based on yearly income and the number of people in the household.

### **How does the program work?**

When funding is available and your name reaches the top of the waiting list, you will be notified by mail to attend a program briefing. Family information will be gathered, program requirements will be addressed, and approval is based on income as well as the ability to pass our background check. If approved, MHA will issue a voucher so you may begin searching for a rental unit.

### **How do I qualify?**

You must submit an application and qualify based on your annual income for your household size as well as pass the required background check.

### **How do I apply?**

Submit your application on-line at <https://muskogeehousing.org>.

### **How long will it take to receive rental assistance?**

The time frame varies depending on how many people are on the waiting list, available funding, and number of vouchers available.

### **Where am I on the waiting list and when will I get a briefing appointment?**

You are placed on the waiting list based on the date and time your application is received in our office. When funding is available and your name reaches the top of the waiting list, you will be notified by mail to attend an appointment.

### **This is an emergency! I'm homeless! What do I do?**

MHA does not have any emergency housing. However, we have a non-elderly disabled homeless preference (verifications required are a letter from the shelter & proof of disability) that helps our non-elderly disabled homeless applicants attend an appointment faster than applicants without these preferences. In addition families in jeopardy of losing custody of their children can obtain a Family Unification Referral through their local Department of Human Services. Also for homeless veterans they can contact the front desk to obtain contact information regarding the VASH Program. In the meantime, consider applying for public housing or checking for availability at Gospel Rescue Mission.

### **Have you received my application?**

All applicants can contact the front desk receptionist by calling (918)687-6301 ext. 5489

### **How do I change my address?**

All applicants must submit a request in writing before an address or phone number can be changed.

### **Where can I live with my voucher?**

Housing Choice Vouchers are only good within the city limits of Muskogee.

**Am I responsible for reporting changes while on the waiting list?**

No, all information will be updated at the Eligibility Interview.

**How do I reschedule my briefing appointment if I need to cancel?**

Provide a written request to our office before the scheduled briefing date. Be sure to include your name, address, phone, number, social security number, and the reason you are requesting to be rescheduled.

**How much will I pay in rent?**

Your portion of the rent is determined by your household's monthly adjusted income, the size of your family, the cost of the rental unit you select, and the cost of tenant based utilities. Tenants generally pay 30% of their monthly adjusted income and the housing authority pays the balance up to the HUD limit.

**How long will it take to receive my voucher now that I've had a briefing appointment?**

Vouchers are given directly to the applicant when they check into their briefing appointment.

**My income has changed. what do I do?**

All changes must be reported to MHA by submitting the required documents which can be obtained by visiting or calling the front desk receptionist. If you are already a Housing Voucher Participant all changes in income must be reported within 30 days of the change occurring. If you are currently in applicant status but have been issued a voucher all income changes must be submitted ASAP.

**What do I do when I want to move?**

Contact your Section 8 caseworker for moving instructions. Oklahoma law requires all tenants to give their landlord a minimum of a 30-day written notice to vacate before moving out of a rental unit. You must have completed a 12-month contract before any new move can be approved.

**I've had my annual review. when will my rent change?**

Most Annual Re-certifications are completed in office so you will know that day. In the event you do not provide all required documentation your file will be completed once you provide our office with the missing documentation and paperwork will be mailed to you at least 30 days prior to the effective date of your Annual.

**What do I need to do if I want someone to move in with me?**

Contact your Section 8 caseworker for instructions. \*\*\*You may not move anyone into an assisted unit until they have been approved by the housing authority.

**I'm a landlord. How do I get my property on Section 8?**

Enter information about your unit on [www.gosection8.com](http://www.gosection8.com) which only takes a few minutes and is FREE. You may also fax your unit information to 918-682-0446 or drop your listing off to our office and we will add your property to the Available Rentals List.

**I'm a landlord but didn't get paid. What do I need to do?**

Contact the Section 8 office and staff will research your payment information.

If you have a question not listed above, please e-mail your question to [tara@mhastaff.org](mailto:tara@mhastaff.org) and it will be forwarded to the staff person best qualified to provide a response.