

Rent Increases and Rent Reviews

How do I submit a rent increase request?

To start the rental increase review, you must serve the tenant with a minimum 60-day notice of change in rental terms. Then, no later than 10 days from the issue date, provide the Housing Authority of the County of San Bernardino (HACSB) with a copy of the notice via mail, fax, or email to processingteam@hacsb.com for review.

Where can I locate the rent increase request form?

This form can be found on our website at <https://hacsb.com/current-landlord-information/>. You can submit the rent increase form with a copy of the notice served to the tenant via mail, fax, or email to processingteam@hacsb.com for review.

If the amount I am requesting is not approved and a lower increase is approved, can I still charge my tenant the original amount I requested?

No, you would only be able to increase the rent to the approved amount.

What happens if I do not submit my rent increase within 10 calendar days from the date of service?

The effective date would be extended by one month. For example, if notice is served to the tenant on 11/1/24 with an effective date of 1/1/25 and a copy of the notice is not received by HACSB by 11/10/24 but is received on 11/20/24, then the effective date of the increase would be 02/01/25.

Do I have to wait until the lease expires to request a rent increase?

No. A rent increase can be submitted before the end of the lease term if the effective date is not before the end of the lease term.

Where can I find the most current payment standards?

Our most current payment standards can be found on our website at <https://hacsb.com/current-landlord-information/>. Please note that our payment standards are usually updated annually, and all updates or changes will be posted on our website.

Is there a maximum amount we can request for a rent increase?

For Moving to Work (MTW) programs, the rent must be the **lower** of:

- The State Rent Cap under AB 1482, if applicable;
- A reasonable rent (comparable units in the neighborhood have the same or lesser rent); and
- HACSB's MTW Local Payment Standards.

For Special Programs (Non-Moving to Work programs) the rent must be the **lower** of:

- The State Rent Cap under AB 1482, if applicable; and
- A reasonable rent (comparable units in the neighborhood have the same or lesser rent).

In some cases, the rent may exceed the payment standard for Special Programs.

How long does a rent increase take?

Once HACSB has received a copy of the rent increase notice served to the tenant, it will be reviewed, and (if approved) you and your tenant will receive a Notice of Change letter with the newly approved contract rent at least 30 days prior to the effective date of the rent increase.

What happens if rents and payment standards go down? How fast might this occur?

If market rents decrease, this can influence the payment standards and HACSB's rent reasonableness screenings. There is no way to determine how quickly market rents may decrease. However, HACSB analyzes market rents to ensure that our MTW Local Payment Standards align with market rents. Payment standards for non-MTW programs are based on the Fair Market Rents published by HUD. If the payment standards go down, the new payment standards would apply for new leases and rent increases on or after the effective date of the new payment standards.

Inspections and Unit Standards

Who do I contact for an inspection?

For a new tenant, you will first complete the Request for Tenancy Approval (RFTA) packet. If the RFTA is approved, the Inspections vendor will call you to schedule the inspection. For current tenants already occupying your unit, please contact the assigned Housing Services Specialist (HSS). The contact information for the HSS is available through our [Landlord Portal](#) or you can email HACSB at landlordinfo@hacsb.com.

How long does it take to get an inspection?

The inspection will take place 7-10 business days after HACSB receives the Request for Tenancy Approval (RFTA).

Where can I send pictures related to the inspection?

Pictures for purposes of inspections can be emailed to the assigned HSS or to landlordinfo@hacsb.com.

What determines the frequency of inspections (annual vs. biennial)?

The frequency of inspection is based on the tenant's rental assistance program. Annual inspections are performed for the Continuum of Care (CoC) and Housing Opportunities for Persons with AIDS (HOPWA) programs. Inspections are performed biennially for all other programs.

If my unit does not pass the annual inspection, do I still get the Housing Assistance Payment (HAP) portion?

If your unit does not pass the inspection, you will be provided with a list of corrections and a time frame to complete the repairs. A second inspection will then be scheduled. If your unit does not pass the second inspection, your unit may go into abatement. HAP will not be paid while the unit is in abatement. Payments will resume when the unit passes inspection. HACSB will provide written notification of any abatement.

If my unit went into abatement will my HAP payments be retroactive once my unit passes inspection?

No. In accordance with HUD regulations and the HAP contract, HACSB cannot pay HAP for any time when the unit did not meet Housing Quality Standards (HQS). Therefore, payments cannot be retroactive.

What is the procedure to handle damage caused by the tenant (broken window, clogged drain, broken door)?

If the tenant has not moved out, the handling of tenant damage should be in accordance with your policy and lease agreement. If the tenant moves out and the cost of repairs exceeds the security deposit, you are welcome to review information about our Damage Mitigation Program on our website at <https://hacsb.com/benefits-of-landlord-participation/>.

Lease and Contract

Does HACSB provide the lease?

HACSB does not provide a lease agreement. All owners/managers are encouraged to use the same lease agreement they would use for any other tenant.

Can my lease be month-to-month?

Most programs require a 1-year lease at the beginning of the assisted tenancy, except for shared housing. If you are renting a shared housing unit, the lease can be less than 1 year.

Where can we get all the documents for the contract/addendums?

The HAP contract and addendums will be sent to you by the assigned Housing Services Specialist after the unit passes inspection and the move-in date for your tenant is confirmed.

If my lease incorporates the required addendums, do I need the HACSB addendums for HACSB purposes?

No, if all the required addendums are already a part of your lease, you do not need to sign the addendums provided by HACSB. The template addendums are only provided for your convenience.

Does the lease end date need to match the HAP contract?

Yes, the lease start and end date must match the HAP contract.

If I am renewing a lease, do the new addendums and HAP contracts apply?

A new HAP contract is only required at lease renewal if there has been a change in utility/appliance responsibility. Your new lease, however, should incorporate all the required local and state addendums.

How much notice am I required to give if I want to sell my property?

You must adhere to California rental law and serve your tenant proper notice. If you have questions regarding this, please contact the Inland Fair Housing and Mediation Board at (800) 321-0911 or email info@ifhmb.com.

What if the cost of repairs exceeds the security deposit?

Please review information about our Damage Mitigation Program to determine if costs are eligible for reimbursement. More information can be found on our website at <https://hacsb.com/benefits-of-landlord-participation/>.

How do I apply for reimbursement through the Damage Mitigation Program?

To apply for reimbursement, please contact the HACSB Housing Services Specialist (HSS) for your tenant. The contact information for the HSS is available through our [Landlord Portal](#) or you can email HACSB at landlordinfo@hacsb.com.

Note: The HACSB Damage Mitigation Program is subject to funding availability, and reimbursement for future claims is not guaranteed. Other terms and restrictions may apply.

Unit Listing and Unit Types

How do I list my unit with HACSB?

Simply complete a Vacancy Listing Request form and submit it by email to vacancylisting@hacsb.com. The form can be found on our website at <https://hacsb.com/becoming-a-landlord/>.

Do you allow shared housing?

Yes, however, please be advised that the payment standard for the unit will be prorated based on the number of bedrooms being leased.

Are private bedrooms in a single-family home eligible for the program?

Yes, if the unit meets our shared housing criteria. Information about shared housing requirements is available through our Housing Services Administrative Plan. The Administrative Plan is available on our website at <https://hacsb.com/current-voucher-program-participants/>.

General Topics

Is the tenant's rent portion based on a percentage of their income or a percentage of the rent?

The tenant's rent portion is based on their monthly income. Tenants typically pay 30% or 36% of their gross monthly income toward the rent.

What are the reasons some voucher holders are unable to find a home?

Voucher holders face the same types of challenges experienced by non-voucher holders. Some examples include: the unit being unaffordable, credit score requirements, rental history requirements, and other rental criteria set by the landlord.

Can tenants utilize their vouchers outside of San Bernardino County?

Yes. However, voucher program participants must lease in San Bernardino County for at least one year before requesting to move to another housing authority's jurisdiction. This process is called portability and the tenant must contact HACSB to initiate the process.

How many voucher extensions can a participant receive before their voucher expires?

Initial voucher search terms are for 90 days with the opportunity to request a 30-day extension. Requests for extensions beyond 120 days of search time are reviewed on a case-by-case basis under our extenuating circumstances and/or reasonable accommodation policies.

I have a tenant who needs a voucher. How can we get them a voucher?

Anyone can apply to any of our open waitlists. Please visit our website www.hacsb.com for more information on how to apply. Please note that our tenant-based voucher program is currently closed.

How do utilities work if the landlord pays?

Utility responsibility is outlined at the RFTA stage. Both the tenant and landlord will agree on which utilities they will each be responsible for paying.

Some housing authorities assist tenants with utilities. Does HACSB do this?

HACSB does provide a utility allowance to some special program participants. This is done through the calculation of the participant's rent portion. However, we do not assist tenants with paying their utility bills.

Can a landlord still screen for income eligibility to ensure an applicant will be able to pay their rent?

Yes. However, landlords must consider all legally verifiable sources of income for an applicant or resident. Any money that will be paid on behalf of the household must be included as part of the applicant's or tenant's annual income when determining whether their income meets the requirements for the rent amount or other financial standards.

What about minimum income requirements?

If a tenant or applicant is using a housing subsidy such as a Housing Choice Voucher (Section 8), the landlord is only permitted to consider the tenant's portion of the rent. If a housing provider uses a financial or income standard that is not solely based on the portion of the rent to be paid by the tenant, then the housing provider has committed an unlawful discriminatory housing practice.

For example, A two-bedroom unit is advertised at a rent of \$2,500 per month. The building has a policy that all households must have an income of at least 2-1/2 times the rent in order to qualify for a unit. A household with a Section 8 voucher applies for the apartment. The tenant's portion of the rent is \$500, and the housing authority will pay an additional \$2,000. The housing provider is permitted to require that the tenant have an income of at least \$1,250 a month (the tenant portion X 2.5). The housing provider cannot require that the tenant make 2-1/2 times the total rent for the unit (\$6,250) as this would include the portion that will be paid by the housing authority. **(Cal Govt. Code 12955 (o))**

Where can I learn more about the Housing Authority's programs?

Free Landlord Workshops are held online on the first Thursday of each month. To register, contact landlordinfo@hacsb.com.

Contact Us

For general inquiries, please send an email to landlordinfo@hacsb.com.