

Housing Authority of the County of San Bernardino Voucher Program Participant Frequently Asked Questions

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- **How do I report fraud or crime anonymously?**

If you suspect program abuse by an HACSB program participant, resident, and/or landlord, please submit your concerns in writing to the appropriate office for investigation. Every complaint of program fraud is taken seriously and staff will investigate all allegations to the fullest extent possible. Information received is kept confidential and anonymous.

- Reports of program fraud for all housing programs and/or landlords can be mailed to the HACSB Attn: Compliance Dept. | 672 S. Waterman Avenue | San Bernardino, CA 92408
- Program abuse pertaining to vendors can be mailed to the Procurement Department at: HACSB Attn: Procurement Dept. | 715 E. Brier Drive | San Bernardino, CA 92408

Other Ways to Report Program Fraud

The U.S. Department of Housing and Urban Development (HUD) Office of Inspector General (OIG) accepts reports of fraud, serious waste, abuse or gross mismanagement in HUD or HUD-funded programs from HUD employees, contractors, and the public. Visit <https://www.hudoig.gov/hotline> to access the OIG Hotline.

You may also contact We-TIP anonymously to report program abuse by calling 1-800-78-CRIME (800-782-7463) or visit www.wetip.com to access the We-TIP website.

- **Can my landlord request extra rent or side payments?**

Housing Choice Voucher participants must pay only the amount of rent authorized by HACSB. Any additional amount of rent other than what is authorized by HACSB is considered a “side payment.” Unauthorized side payments are grounds for program termination. Contact your Housing Services Specialist if you have any questions about your portion of the rent.

- **How do I register for the Resident Portal?**

If this is your first time registering, please visit <https://yvportal.hacsb.com/> to access the resident portal. You will need to enter your registration code. If you do not have your registration code, please contact your assigned Housing Services Specialist.

- **How can I find out who my caseworker is?**

If you are registered for the Resident Portal, you can find your caseworker by logging in and clicking on the Basic Information icon. This page will also provide their phone number and email address. If you are not registered, you may contact any Housing Authority office for your assigned caseworker’s name and contact. To access the resident portal, visit <https://yvportal.hacsb.com/>.

- **How do I request an extension on my voucher?**

Participants may be eligible for a 30 day extension on their voucher. In order to request an extension, please complete the “Record of Contacts and Request for Extension” form provided during your voucher briefing. Request must be submitted prior to expiration date of the voucher to avoid termination.

- **My unit needs repairs, what do I do?**

To request repairs to your unit, please submit a written request to your landlord. It is important to keep a copy of the request for your records and send a copy to the Housing Authority.

- **My owner is not making repairs to the unit, what do I do?**

You must provide written notification to your owner/landlord indicating the repairs needed and provide a reasonable due date. Request acknowledgement of receipt from the owner/landlord. If repairs are incomplete by due date you can submit a compliance inspection request to your Housing Services Specialist along with a copy of your request to the owner/landlord and their acknowledgment of receipt. Your Housing Services Specialist will review and provide written notification verifying whether a complaint inspection has been ordered or if additional information is needed.

- **How do I submit documents after hours?**

You can place them in the drop box located outside of our offices anytime between 7:00 a.m. and 5:30 p.m. Monday through Thursday or 7:00 a.m. and 4:30 p.m. every other Friday.

- **I believe that I have been a victim of housing discrimination. What can I do?**

If you think your rights have been violated, please visit the Department of Housing and Urban Development’s Fair Housing website at:

https://www.hud.gov/program_offices/fair_housing_equal_opp

or the California Civil Rights Department at:

<https://calcivilrights.ca.gov/>

If you suspect housing discrimination, you may also contact:

Inland Fair Housing and Mediation Board

(909) 984-2254 ext. 175 or email fairhousing@ifhmb.com

- **I would like to move. What is the process?**

Participants must complete a Move Request form to inform the Housing Authority of their desire to move with continued assistance. You can obtain a Move Request form from your assigned Housing Services Specialist or one of our program offices. After receipt of the Move Request, the Housing Authority will determine if the family is eligible to move. Eligibility to move varies based on the Housing Services program in which the family participates.

- **Can I get a list of units accepting Section 8 housing?**
Yes, HACSB does keep a listing of housing units available. However, participants are encouraged to also refer to rental listing websites such as GoSection8.com, Craigslist.org, ForRent.com or any other rental website. Participants may also look in local newspapers
- **I would like to transfer (port) my voucher to another Housing Authority. What is the process?**
Once approved to move, participants may request to have their assistance transferred to another Public Housing Authority (PHA) by completing an Outgoing Portability Request Form and submitting it to your caseworker. Your caseworker will then forward documents to the PHA of your choice and you will be contacted by them directly to receive an appointment to obtain a voucher from that Agency. For more information on portability, visit the HACSB portability page on our website.
- **How do I respond to an Eviction Notice/Unlawful Detainer?**
The Housing Authority of the County of San Bernardino is unable to provide legal advice on landlord / tenant laws regarding Evictions. Participants must provide HACSB with a copy of any Eviction or legal notices. Participants are encouraged to visit the San Bernardino Court location listed on the Eviction documents to receive more information from a court clerk. You may also contact the following services for assistance:
 - Inland Fair Housing and Mediation Board
(909) 984-2254
 - Inland Counties Legal Services
(888) 245-4257
- **My landlord is now requesting that I pay for water, which is the owner's responsibility under the lease, what should I do?**
Changes to the utility responsibilities must be approved by the Housing Authority and require an amendment to the lease and a new Housing Assistance Payments Contract. Please contact your Housing Services Specialist for more information.