

HACSB FACTSHEET

Property Management Innovation | RESIDENTS

The Housing Authority of the County of San Bernardino (HACSB) provides affordable housing to approximately 30,000 individuals from all income ranges; 67% of which are seniors, children, and individuals with disabilities.

Unfortunately, the affordable housing units available are not enough to meet the increasing demand. The waiting lists have approximately 50,000 applicants and it can take up to 10 years to be housed in any of the various housing programs.

Affordable housing programs are meant to provide families a stepping stone through difficult economic times. Given this, our Mission is to empower all individuals and families in need to achieve an enriched quality of life by providing housing opportunities and resources throughout San Bernardino County.

We provide more than just housing to our clients. In conjunction with an extensive list of community partners, government agencies, employment service providers, and institutions of higher education we provide family/individual case management and counseling, assist with career training and job placement; and ensure program integrity.

As an innovative and proactive agency, HACSB is one of only 35 Housing Authorities of 3,200 nationally, designated as a Moving to Work demonstration site by Congress. The purpose of this special designation is to implement new business practices and program services with three goals in mind: 1) develop economic independent clients; 2) ensure freedom of housing choice; and 3) save tax payer dollars through operational efficiencies.

This designation better enhances our ability to fulfill our mission and better serve our program participants and residents. In an attempt to move forward with our mission and service philosophy,

effective January 1, 2012, HACSB will implement in its Public Housing Communities the Property Management Innovation Activity, which mirrors private sector property management principles. This will improve the quality of the housing units, help residents familiarize themselves with private sector property management practices, and increase management efficiency. Through the new policies changes with this activity, residents will be knowledgeable and better equipped for the private sector rental market.

WHAT DOES THIS MEAN FOR RESIDENTS?

The residential lease was revised to reflect the changes of this activity. Updated leases will be signed before the new policies become effective. Below are some of the major changes effective January 1, 2012 for all residents:

Flat rent option:

- **Previous Policy:** The residents had the option of choosing between the 30% income rent and flat rent.
- **New Policy:** HACSB will choose the lower of the flat rent or the 30% income rent for the resident.



Grievance procedure:

- **Previous Policy:** Residents would first request an on-site informal settlement of grievance and then could ask for a formal hearing.
- **New Policy:** The two-step process will be replaced with a single on-site final settlement conference with HACSB staff.

Late fees:

- **Previous Policy:** Late fees for rents not paid on time were \$20.00.
- **New Policy:** Late fees for rents not paid on time will be \$50.00



Non-sufficient funds (NSF) fee:

- **Previous Policy:** The NSF fee for all returned items was \$25.00.
- **New Policy:** The NSF fee for the first returned item will be \$25.00 and \$35.00 for all additional items.

Pay or quit notice:

- **Previous Policy:** Households were served a 14-day pay or quit notice when the rent due was not paid on time.
- **New Policy:** A 3-day pay or quit notice will be served when the rent due is not paid on time.

Pet policy:

- **Previous Policy:** The pet deposit was \$100.00 per pet.
- **New Policy:** The pet deposit has increased to \$300.00 per new pet. A maximum of two pets are allowed per household.



Rent statement:

- **Previous Policy:** Monthly rent statements with rent amount and due date were issued to residents.
- **New Policy:** Monthly rent statements will no longer be issued. Residents are responsible to pay their rent in accordance with the lease agreement.

In addition, the following policies will apply to all new families leased on or after January 1, 2012:

Holding deposit:

- **Previous Policy:** No holding deposit was charged.
- **New Policy:** A holding deposit of \$200.00 will be charged when a new applicant accepts the unit.

Security deposits:

- **Previous Policy:** The security deposit charged was \$500.00 for non-elderly households and \$300 for senior and disabled households.
- **New Policy:** The security deposit will be one month's market rent (minimum of \$500 and maximum of \$1,000).



For more information on this or any other MTW activity, please visit our website at www.hacsb.com.



HOUSING AUTHORITY OF THE COUNTY OF SAN BERNARDINO

OUR MISSION

The Housing Authority of the County of San Bernardino empowers all individuals and families in need to achieve an enriched quality of life by providing housing opportunities and resources throughout San Bernardino County.

OUR CORE VALUES

Respect | We believe that all people should have a stable and enriched quality of life and should be afforded the opportunity to not only survive, but to thrive in environments that are sensitive to and encourage respect and empathy for individual circumstances.

Safety | We believe that all residents deserve a safe and secure living environment that is crime and distraction free and where families can feel good about raising their children.

Integrity | We believe that there is a strong, mutually-reinforcing connection between the integrity of our staff/programs and the success of our clients. Integrity-building within our organization is key toward fulfilling our mission statement.

Service | We believe that in order to be successful we must serve the public by being effective stewards of its financial resources and by developing a customer service business model based on benchmarks and measurements.

