



OWNER/LANDLORD FREQUENTLY ASKED QUESTIONS (FAQs)

Quick Links:

[Fair Market Rents \(FMRs\)](#)

[Small Area Fair Market Rents \(SAFMRs\)](#)

[New NSPIRE Regulations](#)

[Owner/Landlord Portal](#)

[Rent Affordability Calculator](#)

Owner Services (559) 443-8414

ownerservices@fresnohousing.org

Inspections (559) 443-8416

Hcvinspections@fresnohousing.org

Rent Adjustments

hcvrentadjustments@fresnohousing.org



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DAMAGE CLAIMS

Q: Does Fresno Housing (FH) help pay for damages to a unit when the participant moves out?

A: No. Unfortunately, FH does not have funds for damage claims.

Q: Why are the Tenants not held more responsible for damages and housekeeping?

A: Landlords are strongly encouraged to enforce lease agreements and house rules consistently and equally for all residents. When issuing a lease violation notice, landlords should forward a copy to the resident's caseworker. The caseworker can then meet with the family to help educate them on their responsibilities under the lease. It is the landlord's responsibility to both enforce the lease terms and ensure residents understand the lease requirements and house rules. At the inspection, there may be times when the owner and resident will be responsible for the same repair. In the case of pest control, the tenant must allow the owner access to address the infestation. However, the owner may pass the cost onto the tenant when it is tenant-caused or the tenant's responsibility as stated in the lease.

Q: What happens to a renter if they damage a property beyond the security deposit amount? Does HA ever revoke a voucher?

A: The landlord can submit documentation, including photos, to FH for follow-up. You can send it directly to the assigned caseworker. The caseworker's information can be located in the landlord portal, or you can send it to: ownerservices@fresnohousing.org. The family will be contacted and scheduled for a counseling appointment to review the information. Based on the information, a termination of assistance may be initiated. Cases are handled on a case-by-case basis.



GENERAL INFORMATION

Q: Is FH federally funded?

A: The Housing Choice Voucher program is 100% federally funded.

Q: With the funding cuts from the current administration, what is the future of FH, and how will it affect the funding for the program?

A: At this time, funding is unknown. We are hopeful we will be able to keep our funding at the same level. As soon as we know, we will let you know.

Q: Do participants need to pay their move-in funds and the HAP portion upon move-in?

A: That is up to the owner's discretion. FH recommends the participant/tenant pay their portion.

Q: How can we find out what the rent portion is prior to a participant moving in?

A: 1. You will need to access the Rent Affordability Calculator. <https://fresnohousing.org/?s=calculator>

Once you know the participants 30%, and you have all the specific information pertaining to the unit, you just answer the questions, and it is calculated for you, to let you know if that participant would pre-qualify for the unit.

2. Internally, we do a rent reasonable test, and we reconfirm the affordability before moving forward.

3. You will receive a proposed contract rent letter before an inspection is scheduled.

Q: When we use the Rent Affordability Calculator and it advises us that the participant would not be approved, what should we tell them?

A: 1. If you are not willing to lower the rent amount to the actual rent amount the participant qualifies for, then you will make the decision whether or not you want to proceed with that application.

2. The Rent Affordability Calculator will let you know what the maximum proposed contract rent can be if they do not qualify. The calculator will indicate they are not eligible and will calculate the amount for the Maximum Affordable Proposed Rent.



Q: I picked up a rental house. The tenant is an existing Section 8 tenant. I am the property manager. What paperwork do I need to complete?

A: If you are a new property manager for an existing owner, or if there is a change in ownership, or a change in management, or a change of payee, there are forms that must be completed. Please email:

ownerservices@fresnohousing.org.

Q: As a landlord, can you help a tenant fill out forms to sign up for the Housing Choice Voucher (formerly Section 8) program?

A: Once applications open up for the Housing Choice Voucher program, owners/landlords are welcome to help a tenant apply.



HAP CONTRACT/HAP PAYMENTS

Q: How long does it take from a Tenant's move-in date to receive payment?

A: 1. The process takes 4-6 weeks. Once the unit passes inspection and your lease is submitted, our data entry team will gather all your documents and provide you with the HAP Contract and Lease Rider. Once the HAP Contract and the Lease Rider are returned and completed, we can release payment.

2. We process payments twice a month.

3. We are looking at shortening the time frame from 4-6 weeks to 30 days, to 2 weeks. This is where we need your help to provide the lease at the time the inspection passes. Please email the lease to: ownerservices@fresnohousing.org.

Q: How can I obtain a copy of the HAP Assistance Payment (HAP) Contract – Amendment letter?

A: 1. The Housing Assistance Payment (HAP) Contract – Amendments letter is not available through the online portal. Please email: ownerservices@fresnohousing.org with your request.

2. You can send an email to ownerservices@fresnohousing.org or call (559) 443-8414. After we verify the information, we will mail or email a copy of the letter to the address/email we have on file.



INSPECTIONS

Q: Are annual inspections mandatory?

A: Yes.

Q: How long is the initial inspection after the Request for Tenancy Approval (RFTA) packet is received?

A: When the RFTA is received, it is reviewed within 24-48 business hours for completion and to determine whether or not the family is eligible for the unit. The process is the same whether the RFTA is submitted online or via email. If additional information is needed and/or if the family is not eligible for the proposed rent amount, a letter will be sent to the landlord. Once the RFTA is approved/accepted, we will schedule the initial inspection within 7-10 business days. In order to avoid delays, please ensure all of the paperwork is completed and signed. Examples of missing documentation can include voided checks, W-9s, Statement of Unit Ownership/Authorization, voided check, new owner verification & Unit Quality/Condition and Amenities Checklist, etc.

Q: How often do you conduct annual inspections?

A: We conduct annual inspections every year and schedule them at least 60 days in advance of the due date. For example, if your annual inspection passes on 6/15/25, your next annual inspection will be due 6/14/26, but we could schedule it as early as April or even as early as 120 days before the due date. You can log into your Landlord Portal to review your inspection history. Eligible units will go to biennial inspections.

Q: What are the new Smoke Alarm Requirements?

A: Smoke alarm requirements were required as of December 23rd, 2024:

Must be hardwired (permanently connected to the home's electrical system) OR a 10-year sealed battery.

- Smoke alarm should be installed high on walls or ceilings.
 - If mounted on the ceiling, then it must be greater than 4 inches from the wall.
 - If mounted on the wall, then the top edge of the smoke alarm cannot be closer than 4 inches or greater than 12 inches from the ceiling.
- Smoke alarm should be installed at least 10 feet from a cooking appliance.
- Smoke alarm should not:
 - Be installed near windows, doors, or ducts where drafts might interfere with their operation.
 - Be painted or have decorative stickers or other decorations present.



- The unit must include at least one 10-year battery-operated or hard-wired smoke detector, in proper working condition, in the following locations:
 - On each level of the unit;
 - Inside each bedroom;
 - Within 21 feet of any door to a bedroom measured along a path of travel; and
 - Where a smoke detector is installed outside a bedroom is separated from an adjacent living area by a door, a smoke detector must also be installed on the living area side of the door.

Q: What are the Carbon Monoxide requirements:

A: In conformance with California law, Carbon monoxide alarms are required to be mounted on the wall or ceiling or other location as specified in the manufacturer's installation instructions and located as specified below.

- If retrofitted, alarms may be battery-operated where an existing building was built prior to January 1st, 2011, and exempted per (CRC § R315.4, T315.6). In most cases, where no construction occurs or where walls and ceiling finishes are not exposed, or where access cannot be provided via attic, basement, or crawl space to hardwire the power sources and interconnect units.
- Outside of each separate sleeping area in the immediate vicinity of the bedrooms
- On every occupiable level of the dwelling unit, including basements
- Where a fuel-burning appliance is located within a bedroom or its attached bathroom, a carbon monoxide alarm shall be installed within the bedroom

Q: Where do you get a ten-year battery for smoke alarms?

A: 10-year battery smoke alarms can be purchased at many places, such as Home Depot, Lowe's, HD Supply, etc. They must be 10-year or wired in.

Q: When the first inspection for a tenant move-in fails, is it possible to schedule the next inspection within a week?

A: If the repairs have been completed, you will need to contact us so we can get it rescheduled within the week.

Q: Does FH accept photos of repairs when they are completed?

A: Yes. Only for Initials. There are some exceptions for items regarding electrical boxes. You can email your photos to hcvinspections@fresnohousing.org. For annual inspections, we do not accept photos.

Q: What is the phone number to call to get inspections scheduled after the initial fail?

A: (559) 443-8416.



Q: How do we qualify for a bi-annual inspection?

A: Your unit would have to pass one year, and then again the following year.

Q: What is the time frame for conducting annual inspections?

A: We are currently scheduling inspections **90 days in advance** of your Annual Inspection month. If your inspection is due in **November**, you can expect to receive your **appointment letter in August**. **Appointment Letters** are typically mailed **2–3 weeks prior** to your scheduled inspection date. Please keep an eye out by checking your Landlord Portal.

Q: One of my units has not had an inspection scheduled yet. It has been more than a year since the previous inspection. Should I be expecting an inspection soon? Or will it be skipped for this year?

A: Please look in your online portal to confirm if your unit qualifies for a biannual inspection. If you cannot locate it or see it in your portal, please email hcvinspections@fresnohousing.org, and we will look at it for you.

Q: What is the major change with respect to NSPIRE inspections?

A: There are a lot more yes and no, black and white, types of deficiencies. Less subjectivity in what an inspector will identify as a deficiency. One example is a smoke alarm, which is now required in every sleeping room and every hallway and must be hard-wired or have a 10-year battery life. All HUD required deficiencies can be found here:

<https://www.hud.gov/reac/npire-standards>

Q: Will the inspector be looking for battery-operated smoke alarms?

A: Yes. If a tenant turns the switch off on an alarm, they have completely disabled the alarm.

Q: Are there pictures on where smoke alarms and CO2 alarms can be placed?

A: FH does not provide photos of where you can place your alarms. In general, if a smoke alarm is on the ceiling, it must be 4 inches away from the wall. The rectangular CO2 alarms are generally placed 4 feet from the floor.

Q: What is the website where I can go to for the updates/changes for NSPIRE inspections?

A: <https://www.hud.gov/reac/npire-standards>



Q: Do GFI outlets need to be installed in existing rentals, or do they need to be upgraded for inspection?

A: Yes. GFI outlets need to be installed in current rentals. If a GFI outlet is not installed in your current rental, a deficiency will be noted in the inspection.

Q: Can you provide more clarification on the GFI plug that is supposed to be 6 feet from a water source?

A: If an outlet is more than 6 feet away from a water source, it does not require a GFI.

Q: With regards to GFI, does that count for all outlets on a circuit?

A: No, as long as any outlet present within six feet of any water source is GFCI protected.

Q: Can you request a pre-inspection if you know you are going to have a tenant move in within 30 days?

A: Yes. If it is a new property to the program and it will be good for 30 days.

Q: Is there a full list of upgrades needed for inspections?

A: Yes. Click here <https://www.hud.gov/reac/nspire-standard> for the NSPIRE Standards, which will direct you to the HUD Webpage.

Q: Will tenants/participants have inspection requirements as well?

A: Yes. NSPIRE provides new clarifications regarding tenant responsibilities as well. However, these will not be effective until October 1, 2025.

Q: We don't often receive communication and notification of inspections.

A: 1. If you are referring to Initial Inspections, we do place phone calls and send emails because we have such a short time frame to schedule these within the 7-10 days. Please ensure that your contact information is current on the RFTA forms.

2. Annual inspections are scheduled, and notifications are sent out at least 2-3 weeks in advance. You can always check your landlord portal to see when annual inspections are scheduled (as soon as they have been scheduled) and any failed items (as soon as the inspector downloads the results).

3. There are special circumstances if we have to adjust a schedule or cancel an inspection. Inspection letters should match the online portal. If you experience anything different, please reach out to us.



Q: Why are inspections done before participants move in but not after participants move out?

- A:**
1. FH does not conduct move-out inspections unless the annual inspection coincides with the participant moving out.
 2. If the tenant does leave the unit with damages that exceed your security deposit, for example, you can send this information over to their caseworker. (The caseworker's name and email address can be found on the Rent Change Letter, which is the HAP Contract Amendment Letter). If you need assistance confirming who your tenant's caseworker is, you can email info@fresnohousing.org. FH looks into these matters, and we want to ensure that the participant(s) are educated on how they should be leaving a property.
 3. FH recommends that both the owner/participant do move-in and move-out, walk-in inspections (including photos), ensuring participants are doing their part.
 4. It is very important for the owner to submit paperwork and photos if any participant left damages because we will conference the family and hold them accountable.

Q: What happens when an inspector does not show up for an inspection, and we get a notice stating that it failed? Are inspectors held accountable?

- A:** FH inspectors do not control their schedule. Inspections are scheduled for them.
1. If an inspector arrives at a unit and no one is there, they will wait 5 minutes and attempt to call the tenant. The inspector will leave a pink notice on the door and take a photo. This will be considered a no-entry.
 2. If an inspector is tight on scheduling due to one inspection taking longer than anticipated, they will reach out to the team, and another inspector or the supervisor will conduct the inspection.
 3. If FH needs to cancel the inspection, we will reach out to the tenant and owner. We hold everyone accountable, including our tenants and owners.
 4. If you see a recurring pattern, please reach out to: Brenda Smith, Assistant Manager, Inspections & Owner Services: bsmith@fresnohousing.org.
 5. An email was sent out requesting gate codes because one of our main challenges was, we could not access the complex.



LEASE VIOLATIONS

Q: We have a tenant who consistently has lease violations (BBQ grills, pools, trash outside the unit, and multiple 3-day notices have been served). The tenant also has a suspected unauthorized occupant (boyfriend) who is always present when management and maintenance are on site. When asked, the tenant claims the boyfriend does not live there. What resources are available for landlords with these types of problems?

A: FH recommends that you contact legal counsel, as we cannot provide any legal advice. However, we can address participant concerns. If you are serving 3-day notices, you should be sending them to FH. We do counsel the families/participants. If you are serving any lease violations for an unauthorized resident, please notify us so we can address the issue.



MOVES

Q: Do you have a list of tenants who are looking for properties?

A: FH does not provide a list of tenants. However, you can list your property on: <https://www.affordablehousing.com/>. You can simply create an account and add your property. Many of our families use this website to search for housing.



LANDLORD/PARTICIPANT PORTAL

It is important for owners/landlords/managers to become familiar with the landlord portal. You can update your contact information, view HAP payments, upcoming inspections, detailed inspection reports, holds and abatements, EFT setup, and Caseworker. Click here to access the landlord portal: <https://www.rentcafe.com/landlord/fresno-live/login.aspx>

Q: Is the portal accessed through RentCafe.com?

A: Yes. <https://www.rentcafe.com/landlord/fresno-live/login.aspx>

Q: Can one owner/agent have all of their units on their portals?

A:

Rent Café Owner Setup

The entity that will need to be set up in the Rent Café will depend on how you complete Sections 1 – 3 of the Statement of Unit Ownership. A Rent Café account will need to be completed for each legal owner if they are indicated as the HAP Recipient on the form. However, only one Rent Café account will be needed if the Third Party is indicated as the HAP Recipient.

Multiple Units on One Property

All units listed under the same HAP Recipient name/tax ID combination will be located on one Rent Café account. If you notice units that should be listed under the same entity, but are not, please contact our Owner Services Department to review the matter. Documentation may be required to make a change/correction.

Units Added to Rent Café

There is nothing that needs to be done by a Rent Café account holder to add a unit to their profile. A unit will be added automatically upon finalization of a new HAP Contract or completion of an ownership/management change. Please reach out to our Owner Services Department if you have received confirmation that a process has been completed, but the unit/tenant is not showing up on your Rent Café account, so we can review the account.

Q: Why don't all Housing Choice Voucher applicants get access to the online portal for the RFTA?

A: All applicants/tenants have access to the online RFTA process so long as they have a Resident Portal account. If you are receiving a paper packet, the housing authority has received a request from the family due to various reasons, which may include a request for reasonable accommodation.



Q: If I am a new manager for a property, how do I gain the portal?

A: 1. First, see if your predecessor left the access information. If not, you will need to reach out to Owner Services @ ownerservices@fresnohousing.org regarding portal accounts. They will require proof of management or ownership to show that you are the replacement.

2. Please click here to create an account: <https://www.rentcafe.com/landlord/fresno-live/login.aspx>. Our Owner Services team will be able to finish the process for you.

Q: Will current participants have access to their portal?

A: 1. All applicants/participants who have a voucher have access to the online portal. If they are not able to access their portal, they will need to contact their caseworker or come into the office.

2. It is not required that a participant have portal access. However, when submitting increases or changes with a unit, as long as the landlord has their own portal, you can request increases.



RENT ADJUSTMENTS/RENT INCREASES

Q: How do I request a rent increase?

A: You can submit a rent increase by sending the request to hcvrentadjustments@fresnohousing.org. Please ensure you are using the most current version of the request form, which can be pulled from our website at: <https://fresnohousing.org/wp-content/uploads/2025/05/Request-for-Rent-Adjustment.pdf>. We are also in the process of finalizing our new online Rent Adjustment process. You can log into your Landlord Portal and submit the request by clicking on the new "Rent Adjustment" tile. A valid notice along with the proof of service must be included when sending either way. Please keep in mind, in some cases, the increased portion may only impact the tenant's portion. Note: Submit requests using one method only. Submitting requests through email and online creates additional work for staff to research duplicates and will cause delays.

Q: Can a tenant request a rent increase?

A: No. A rent increase must be submitted by the owner/landlord or management company/manager.

Q: How do you determine the rent increase amount?

A: We use a third-party software, Affordablehousing.com, to run the rent reasonableness validations. The website, RentWatch software, helps compare a unit's proposed rent with the rents of similar units in the same area, ensuring the rent is within a reasonable range compared to the local market.

Q: What is the maximum rental increase cap the Housing Authority will approve? I've been told there is a 10% cap for properties that are exempt from AB 1482.

A: Assembly Bill 1482, also known as the California Tenant Protection Act, establishes statewide rent caps and just cause eviction protections for many residential rental properties. The guidance below outlines the limitations on how much landlords may increase rent annually for non-exempt units.

Under AB 1482, within a 12-month period, landlords may increase rent by no more than the lower of:

5% of the current rent plus the local Consumer Price Index (CPI), or 10% of the current rent, whichever is lower.

Therefore, rent increases under AB1482 are designed not to exceed 10% even during periods of higher inflation, providing tenants with a degree of stability and protection against excessive rent hikes.

The exemptions include newly constructed properties (within the last 15 years), single-family homes and condos not owned by a corporation or certain LLCs, owner-occupied duplexes, and government-subsidized or deed-restricted housing. Additionally, some types of housing, like hotels, dormitories, and those in healthcare or religious facilities, are also exempt.



Q: If I am exempt from AB 1482, is there a cap on how much I can request to increase the rent?

A: If a property is exempt from AB 1482, there is no statewide limit. HOWEVER, owners must provide legally required notices (i.e., 90-day notice) and should seek legal counsel on how to properly serve.

Q: Why doesn't FH pay the same amount for all properties, regardless of the zip code?

A: Small Area Fair Market Rents (SAFMRs):

SAFMRs are average rent amounts based on the size of the rental unit (e.g., one-bedroom, two-bedroom) in specific zip codes. They help determine the amount of rental assistance families can receive, ensuring that the assistance better matches the actual rent costs in different neighborhoods. Fresno Housing uses SAFMRs to set Payment Standards for 15 zip codes within Fresno County (see chart below). For all other zip codes, the Agency uses traditional FMRs.

PAYMENT STANDARDS EFFECTIVE 1/1/2025						
ZIP CODE	CITY	VOUCHER SIZE				
		0	1	2	3	4
93210	Coalinga	\$ 1,899	\$ 1,926	\$ 2,340	\$ 3,240	\$ 3,564
93611	Clovis	\$ 1,668	\$ 1,668	\$ 2,112	\$ 2,976	\$ 3,408
93612	Clovis	\$ 1,284	\$ 1,296	\$ 1,632	\$ 2,304	\$ 2,628
93619	Clovis	\$ 1,788	\$ 1,800	\$ 2,268	\$ 3,192	\$ 3,660
93625	Fowler	\$ 1,272	\$ 1,272	\$ 1,608	\$ 2,268	\$ 2,592
93626	Friant	\$ 1,776	\$ 1,788	\$ 2,268	\$ 3,204	\$ 3,636
93651	Prather	\$ 1,584	\$ 1,584	\$ 2,004	\$ 2,820	\$ 3,228
93667	Tollhouse	\$ 1,308	\$ 1,320	\$ 1,668	\$ 2,352	\$ 2,688
93704	Fresno	\$ 1,308	\$ 1,308	\$ 1,656	\$ 2,328	\$ 2,676
93711	Fresno	\$ 1,476	\$ 1,488	\$ 1,872	\$ 2,640	\$ 3,024
93720	Fresno	\$ 1,776	\$ 1,788	\$ 2,256	\$ 3,180	\$ 3,636
93722	Fresno	\$ 1,272	\$ 1,284	\$ 1,620	\$ 2,280	\$ 2,616
93723	Fresno	\$ 1,788	\$ 1,800	\$ 2,268	\$ 3,192	\$ 3,660
93730	Fresno	\$ 1,788	\$ 1,800	\$ 2,268	\$ 3,192	\$ 3,660
93737	Fresno	\$ 1,449	\$ 1,458	\$ 1,800	\$ 2,520	\$ 2,889

Q: How do I calculate the resident portion?

A: Refer to the Rent Affordability Calculator on our website at <https://fresnohousing.org/?s=calculator>. You will need the family's 30% and specific information for your rental unit. You can obtain the 30% from the family's RFTA Supplemental form located in their Searching Packet.



Q: How do I obtain a copy of the HAP contract?

A: You can send an email to ownerservices@fresnohousing.org and provide the owner's information, the tenant's name and address. Once we verify, we will send the copy to the email address we have on file.

Q: On a rent increase notice, if the tenant does not cooperate and agree to sign it, what can be done?

A: Clarifying the owner is serving the tenant notice. FH does not require a tenant signature. You are only required to provide legal proof of serving the tenant.

Q: How many days' notice do we give tenants for a rental increase?

A: FH requires a 60-day notice. Please seek your legal counsel, because in some cases, you may be required to submit a 90-day notice.

Q: What type of proof would you need for notification of a rent increase?

A: Please seek legal counsel for proof of service notification.

Q: Can you serve a 60-day notice mid-month?

A: Please consult legal counsel.

Q: Does proof of service need to be through a notarized service, or can the signature from the tenant serve as an acknowledgement?

A: A signature can serve as an acknowledgement, but as far as a legal proof of service, you need to consult your legal entity.

Q: You said rent increase requests online are limited to only one at a time - is that start to finish, or can I submit one today and then another tomorrow?

A: 1. When submitting through the online process, you have to click the unit, where your units populate. This is where you input the increased rent amount, upload your documents (notice and proof of service), and then submit. This process is not limited to one per day. You do have to complete this process for each unit.

2. If you prefer to send your rent increase via email: hcvrentadjustments@fresnohousing.org, you can submit more than one attachment, all in one email.



Q: When should I submit my rent increase?

A: FH allows rent increases to be submitted once within a 12-month period.

Q: For rent increases submitted through the online portal, does the system automatically enforce state and county-specific rent cap regulations, or do we need to manually account for those limits to avoid having those requests denied?

A: 1. Yes. We are in a live process at this time, so please allow us some grace.

2. Yes. You also need to make sure you are up to par, and the requests do not exceed those rent caps.

3. There are some exemptions to the rent cap. We recommend that you seek legal counsel or contact the California Apartment Association.

Q: Is the 7.7% Cap on rent increases also required for non-Housing Authority tenants?

A: Again, please reach out to your legal counsel regarding your property type.

Q: If I increased my rent in May 2025 and I did not cap out at the CPI, can I send out another rent increase?

A: Unfortunately, No. HUD only allows one increase within the last 12 months. So, you could not submit your next rent increase until May 2026. When submitting a rent increase and you want to do a utility change, you need to submit them both at the same time.

Q: Where do you source the CPI to calculate the 7.7% rent increase cap?

A: This information is released annually.

Q: Are rent caps still by county?

A: Please check with your legal entity.

Q: If I have had a participant in my property since 2008, and they are moving, can I request a rent increase?

A: You would still need to check with your legal entity.



Q: If you manage individual homes for different owners, do you register each individual owner in the portal?

A: Yes. Each home is registered by property. If it is an apartment complex, you would register that property and be able to view all your associated units. If you need assistance in registering a property, please email ownerservices@fresnohousing.org.

Q: If we have multiple addresses at one property, do we create a portal for each address?

A: No. If it is the same property, you will have access to the complex name and be able to see all the associated properties listed.

Q: Are proof of service for rent increase notices required? How do we provide proof of service if they were already mailed and posted?

A: A proof of service is required for all rent increase notices. You will need to provide FH with a copy of the notice. FH is not a legal expert. We recommend you reach out to legal counsel regarding how to properly serve a notice. We do require proof of service once you submit your rent increase.

Q: How many days' notice do I have to give a tenant/participant for a rent increase?

A: FH requires a 60-day notice, and proof of service must be uploaded if using the portal.

Q: Rent rates listed per zip code, or small area FMRs, on the FH website, specific to zip codes. Why are they often denied when requesting a unit within that zip code?

A: 1. There is a two-prong test when a participant is moving into a unit: 1) Participant would need to qualify for the unit based on rent (where the small area FMRs would come into play), and 2) Rent Reasonableness.

2. The unit may qualify for the rent you are requesting, but we may ultimately deny the participant from moving in based on affordability.

Q: How are the rates determined for a particular zip code?

A: The fair market rents and the small area FMRs are provided by HUD geographically.

Fair Market Rents (FMRs): <https://www.huduser.gov/portal/datasets/fmr.html>

Small Area Fair Market Rents (SAFMRs): <https://www.huduser.gov/portal/datasets/fmr/smallarea/index.html>



RFTA (Request for Tenancy Approval)

MODIFICATIONS: Please be aware that when an RFTA is submitted, we ask very specific questions. If any information you submitted is different from what the inspector finds, for example, if the tenant provides the refrigerator, when you stated you provided the refrigerator, it makes a significant difference, and we have to return to the office and restart the process. So, please be sure your paperwork is complete, and you answer/provide the following:

- Voided Check
- W-9
- Owner Authorization From
- New Owner Verification
- Unit Condition and Amenities Checklist (we cannot run rent reasonableness without this information. If this information is missing, it will delay the process).

Q: For Owners who do not have access to technology, how can we complete an RFTA packet?

A: Applicants/Participants have access to request an RFTA packet. We will email them so they can print it, or you can come into the office and we can print one for you. The same process: The owner will need to complete their section, and the applicant/participant will need to complete their section. You can also scan the completed document and email it to: hcvleasing@fresnohousing.org.

Q: Will both the owner/landlord and the manager have access to the online RFTA link?

A: The link will be sent to the email address provided on the RFTA packet.

Q: How is rent determined on a new RFTA? We have a complex with a long-term tenant who is on housing and paying below market value. Does that affect the determination of rent to a new tenant in a different unit, but same complex?

A: It depends. If you have a 4-unit or more complex, we are going to look at your market rate tenants, not your Housing Choice Voucher tenants.



Q: How do you determine the prorated rent portion?

A: Prorated rent is based on the number of days in the month.

Q: Some landlord/owners are slow to sign the authorization form. How long can we wait for them? Or what options does the property manager have at that point?

A: If this is for an RFTA, our market specialist will provide a deadline of 5 days. Again, this is sent to the email address on file. If we do not hear back, we will follow up to ensure you send it in to us; otherwise, it will be disapproved.

Q: Do applicants/participants have access to Owner Information in the RFTA packet, such as Social Security Numbers?

A: No. The applicant/participant will not have access to an Owner's Social Security Number.

Q: Could an applicant not have access to an online portal and come to an owner with a paper RFTA?

A: Yes. An applicant could not have access to an online portal if they are coming to you from one of our referred programs and did not come from our interest list. The applicant can come to us to assist them with setting up their online portal.

Q: Can the landlord obtain a copy of an applicant/participant RFTA?

A: Yes. If you have the applicant/participant in your office, they can request that we email the RFTA to you, where you both can complete the packet and submit it back to us via email. All instructions are available in the packet.

Q: Do we have to submit a voided check when submitting an RFTA online?

A: 1. If you are a current, active landlord and have a current property with FH, you just have to complete the W-9 and we will link it to that account.

2. If you have not been an active landlord for a while or are a new landlord, our Owner Services team will reach out to you.

Q: Is there a time limit for applicants (tenants) to receive a voucher?

A: 1. We are not issuing new vouchers at this time.

2. If you are referring to a time limit on the program, no, there is no time limit for the Housing Choice Voucher program (Section 8).



3. When a participant is issued a voucher during the moves process, they are given a time limit of 120 days to search for new housing. They may be eligible to receive a 30-day extension, depending on funding.

Q: The RFTA process seems to take a long time, and the time period to receive a payment can take up to two months.

A: We appreciate your patience, and we are aware of the delays in getting payments out.



TENANT HOUSEKEEPING

Q: Tenant did not notify the owner that they had a pet service. How do we handle?

A: The landlord needs to seek legal advice; we are not legal experts.

Q: Do you offer classes on how to fill out the paperwork or review the workflows?

A: We do not offer classes at this time. However, we plan to hold these types of Landlord Webinars quarterly and will speak about popular requests. We are also in the process of creating “How To” videos and creating workflow charts to post on our website on some of our general processes.

Q: What is the best practice if an inspection includes items that are required but too expensive for the landlord to have completed (Example: cracked cement to be replaced)?

A: Landlords can request an extension to request additional time to make the repairs. To request an extension, please email: hcvinspections@fresnohousing.org. All requests will be reviewed for approval.

Q: Why aren't the tenants required to keep the home clutter-free so that we can walk through the unit?

A: Tenants are responsible for good housekeeping, and the unit will fail if we cannot walk through the unit safely.