



# Housing Choice Voucher Program (HCVP) Introduction for Landlords

October 23, 2025

# Agenda

## Topics & Presenters:

- ✓ **HCVP Overview**

Jennifer Smith/Director HCV

- ✓ **RFTA Process**

- ✓ **HQS Inspections**

Tara Emery/Inspections Supervisor

- ✓ **Myth Busting**

Charlotte Washington/Housing Stability Coordinator  
& LMH Customer Service Manager

- ✓ **Landlord Support**

Amy Gerber/Senior Vice President HCV



Up Next

# Program Overview

Jennifer Smith  
*Director of HCVP*

## What is the Housing Choice Voucher Program?



- ✓ AKA Section 8
- ✓ Creates housing choice
- ✓ Federal rental assistance program
- ✓ Funded by US Department of Housing and Urban Development
- ✓ Assists low income, elderly & disabled families
- ✓ Administered by a Public Housing Authority (PHA)
- ✓ Ensures healthy, safe and decent housing

# HCV Overview

## Service Areas



Lucas County



Wood County except  
Bowling Green, OH



Fulton County



Monroe County  
Michigan

# Program Overview

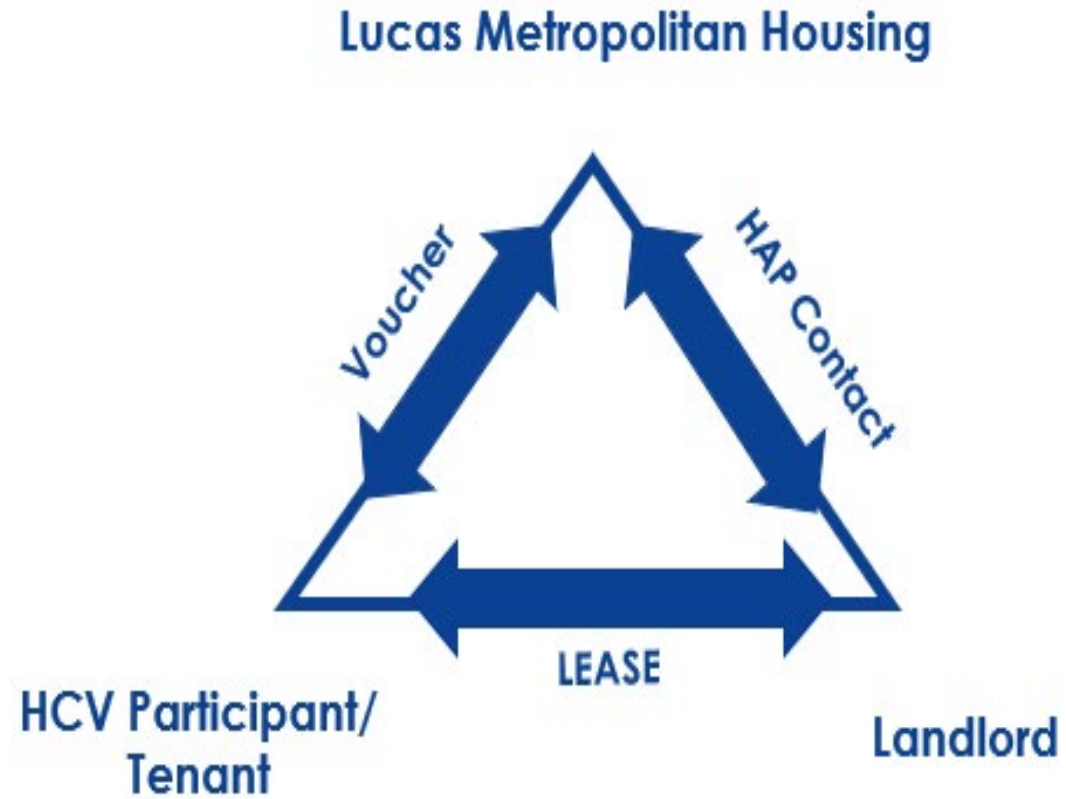
## Who are HCV Participants?



- ✓ Neighbors
- ✓ Friends
- ✓ Co-workers
- ✓ Family Members
- ✓ Older individuals/Elderly
- ✓ Individuals with disabilities
- ✓ Individuals experiencing homelessness

# Program Overview

## Contractual Relationship



## Contractual Agreements

### HAP Contract HUD Form 52641

<https://www.hud.gov/sites/dfiles/OCHCO/documents/52641.pdf>

### Tenancy Addendum HUD Form 52641A

<https://www.hud.gov/sites/dfiles/OCHCO/documents/52641A.pdf>

### Voucher HUD Form 52646

<https://www.hud.gov/sites/dfiles/OCHCO/documents/52646.pdf>



# Roles & Responsibilities

## LMH's Role



- ✓ Administer the program in accordance with HUD regulations and LMH's Administrative Plan
- ✓ Issue voucher and determine continued eligibility of families
- ✓ Execute & enforce the HAP contract
- ✓ Provide Housing Assistance Payment (HAP) for assisted families in eligible units
- ✓ Reexamine family's income and inspect units at least annually
- ✓ Ensure compliance with HUD, Fair Housing, Federal, State and local laws and regulations

# Roles & Responsibilities

## The Landlord's Role



- ✓ Tenant selection and background screening
- ✓ Compliance with the Housing Assistance Payments Contract (HAPc)
- ✓ Maintain the unit in accordance with the federal Housing Quality Standards (HQS/NSPIRE)
- ✓ Collect the tenant portion of the rent
- ✓ Enforce the lease and take action when there are lease violations
- ✓ Cannot collect from tenant any amounts owed by the PHA

## The Family's Role



- ✓ Pay rent on time
- ✓ Sign voucher and abide by program requirements
- ✓ Abide by the requirements of the lease
- ✓ Not damage the unit beyond normal wear and tear
- ✓ Provide income and family information to LMH and report changes in income within 10 days
- ✓ Cooperate with LMH regarding inspections and reexaminations
- ✓ Secure permission of the landlord and LMH before adding household members

# HCV Landlord Benefits



Timely, reliable rent payments with the opportunity to request regular rent increases.



Long term tenancy potential



Direct Deposit of HAP Payments



Helping to fight the housing crisis for the elderly, disabled and low-income families

Up Next

# Inspection Overview

Tara Emery  
*LMH/ Inspection Supervisor*

# Request for Tenancy Approval (RFTA)

## NEW ADMISSION

### Request for Tenancy Approval

Housing Choice Voucher Program

U.S. Department of Housing and Urban Development

Office of Public and Indian Housing

OMB Approval No. 2577-0169

exp. 7/31/2022

The public reporting burden for this information collection is estimated to be 30 minutes, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The Department of Housing and Urban Development (HUD) is authorized to collect the information on this form by Section 8 of the U.S. Housing Act (42 U.S.C. 1437f). Form is only valid if it includes an OMB Control Number. HUD is committed to protecting the privacy of individuals' information stored electronically or in paper form, in accordance with federal privacy laws, guidance, and best practices. HUD expects its third-party business partners, including Public Housing Authorities, who collect, use maintain, or disseminate HUD information to protect the privacy of that information in accordance with applicable law.

When the participant selects a unit, the owner of the unit completes this form to provide the PHA with information about the unit. The information is used to determine if the unit is eligible for rental assistance. HUD will not disclose this information except when required by law for civil, criminal, or regulatory investigations and prosecutions.

1. Name of Public Housing Agency (PHA) Lucas Metropolitan Housing Authority			2. Address of Unit (street address, unit #, city, state, zip code) Example: 1000 Ohio St Apt #23 Toledo OH 43615		
3. Requested Lease Start Date 6/01/2021	4. Number of Bedrooms 2	5. Year Constructed 1979	6. Proposed Rent \$525	7. Security Deposit Amt \$525	8. Date Unit Available for Inspection 5/15/2021
9. Structure Type  <input type="checkbox"/> Single Family Detached (one family under one roof) <input checked="" type="checkbox"/> Semi-Detached (duplex, attached on one side) <input type="checkbox"/> Rowhouse/Townhouse (attached on two sides) <input type="checkbox"/> Low-rise apartment building (4 stories or fewer) <input type="checkbox"/> High-rise apartment building (5+ stories) <input type="checkbox"/> Manufactured Home (mobile home)			10. If this unit is subsidized, indicate type of subsidy:  <input type="checkbox"/> Section 202 <input type="checkbox"/> Section 221(d)(3)(BMIR) <input type="checkbox"/> Tax Credit <input type="checkbox"/> HOME <input type="checkbox"/> Section 236 (insured or uninsured) <input type="checkbox"/> Section 515 Rural Development <input type="checkbox"/> Other (Describe Other Subsidy, including any state or local subsidy)		
11. Utilities and Appliances The owner shall provide or pay for the utilities/appliances indicated below by an "O". The tenant shall provide or pay for the utilities/appliances indicated below by a "T". Unless otherwise specified below, the owner shall pay for all utilities and provide the refrigerator and range/microwave.					
Item	Specify fuel type				Paid by
Heating	<input checked="" type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Heat Pump <input type="checkbox"/> Oil <input type="checkbox"/> Other				T
Cooking	<input type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input checked="" type="checkbox"/> Electric <input type="checkbox"/> Other				T
Water Heating	<input checked="" type="checkbox"/> Natural gas <input type="checkbox"/> Bottled gas <input type="checkbox"/> Electric <input type="checkbox"/> Oil <input type="checkbox"/> Other				T
Other Electric	PLEASE READ CAREFULLY AND COMPLETE SECTION 11 FAILURE TO DO SO WILL RESULT IN FORM BEING RETURNED FOR COMPLETION Please indicate who will pay for <u>each</u> utility service: - Heating - Cooking - Water Heating - Other Electric (lights and appliances) Please indicate who will PROVIDE the refrigerator and stove/range: - T=Tenant will provide and maintain their own appliance(s) - O=Owner will provide and maintain the stated appliance(s)				T
Water					O
Sewer					O
Trash Collection					O
Air Conditioning					
Other (specify)					
Refrigerator					Provided by
Range/Microwave					O

Previous editions are obsolete



# Request for Tenancy Approval (RFTA)

## 12. Owner's Certifications

- a. The program regulation requires the PHA to certify that the rent charged to the housing choice voucher tenant is not more than the rent charged for other unassisted comparable units. Owners of projects with more than 4 units must complete the following section for most recently leased comparable unassisted units within the premises.

Address and unit number	Date Rented	Rental Amount
1. <b>FILL IN IF APPLICABLE</b>		
2. <b>FILL IN IF APPLICABLE</b>		
3. <b>FILL IN IF APPLICABLE</b>		

- b. The owner (including a principal or other interested party) is not the parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving leasing of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities.

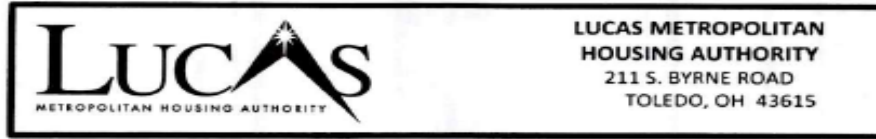
- c. Check one of the following:

- ☐ Lead-based paint disclosure requirements do not apply because this property was built on or after January 1, 1978.
- ☐ The unit, common areas servicing the unit, and exterior painted surfaces associated with such unit or common areas have been found to be lead-based paint free by a lead-based paint inspector certified under the Federal certification program or under a federally accredited State certification program.
- ☐ A completed statement is attached containing disclosure of known information on lead-based paint and/or lead-based paint hazards in the unit, common areas or exterior painted surfaces, including a statement that the owner has provided the lead hazard information pamphlet to the family.
13. The PHA has not screened the family's behavior or suitability for tenancy. Such screening is the owner's responsibility.
14. The owner's lease must include word-for-word all provisions of the HUD tenancy addendum.
15. The PHA will arrange for inspection of the unit and will notify the owner and family if the unit is not approved.

**SAMPLE**

Print or Type Name of Owner/Owner Representative <b>Landlord Name</b>		Print or Type Name of Household Head <b>Tenant Name</b>	
Owner/Owner Representative Signature <b>Landlord Signature</b>		Head of Household Signature <b>Tenant Signature</b>	
Business Address <b>Landlord Complete Address</b>		Present Address <b>Current Tenant Address</b>	
Telephone Number <b>(419) 555-5555</b>	Date (mm/dd/yyyy) <b>5/15/2021</b>	Telephone Number <b>(419) 555-5555</b>	Date (mm/dd/yyyy) <b>5/15/2021</b>

# Forms for Landlords



## Request for Tenancy Approval – Addendum

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Property address: \_\_\_\_\_

Property Parcel Number: \_\_\_\_\_

Census tract number: \_\_\_\_\_

Square Footage: \_\_\_\_\_

Number of bathrooms: \_\_\_\_ Full \_\_\_\_ Half

**This information can be obtained from the following:**

- [www.maps.co.lucas.oh.us/Areis/Aries.asp](http://www.maps.co.lucas.oh.us/Areis/Aries.asp)
- Call tax department at 419-213-4305
- Parcel number is on tax bill (past or current)

**Cooling System:**

Central  
None  
Other \_\_\_\_\_  
Swamp Cooler  
Window/Wall

**Heating System:**

Baseboard  
Boiler  
Central  
Furnace  
Heat Pump  
Other \_\_\_\_\_  
Radiator  
Space Heater  
Window/Wall

**Owner Provided amenities (included in rent):**

**Indoor:**

Cable included  
Ceiling Fans  
Dryer  
Washer  
W/D Hookups  
Onsite Laundry

**Kitchen:**

Dishwasher  
Garbage Disposal  
Microwave  
Refrigerator  
Stove

**Outdoor:**

Balcony  
Pool

**Other:**

Gated Community

**Parking:**

1 Car Garage  
2 Car Garage  
3 Car Garage

Covered Space(s)

1 \_\_, 2 \_\_ (please check one)

Driveway

☐ Street

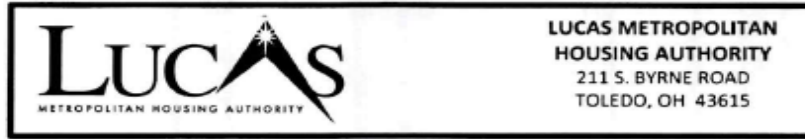
**Maintenance:**

Lawn  
Pest Control  
Trash

**Please fill out form completely for accurate rent determination**



# Forms for Landlords



## DISCLOSURE OF INFORMATION AND ACKNOWLEDGMENT LEAD-BASED PAINT AND/OR LEAD-BASED PAINT HAZARDS

### Lead Warning Statement

Every Tenant of any interest in residential real property on which a residential dwelling was built prior to 1978 is notified that such property may present exposure to lead from lead-based paint that may place young children at risk of developing lead poisoning. Lead poisoning in young children may produce permanent neurological damage, including learning disabilities, reduced intelligence quotient, behavioral problems, and impaired memory. Lead poisoning also poses a particular risk to pregnant women. The Owner of any interest in residential real property is required to provide the Tenant with any information on lead-based paint hazards from risk assessments or inspections in the Owner's possession and notify the Tenant of any known lead-based paint hazards. A risk assessment or inspection for possible lead-based paint hazards is recommended prior to purchase.

### Owner's Disclosure

(a) Presence of lead-based paint and/or lead-based paint hazards (check below):

\_\_\_\_\_ Known lead-based paint and/or lead-based paint hazards are present in the housing. Explain: \_\_\_\_\_

\_\_\_\_\_ Owner has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(b) Records and reports available to the Owner (check below):

\_\_\_\_\_ Owner has provided the purchaser with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents): \_\_\_\_\_

\_\_\_\_\_ Owner has no reports or records pertaining to lead-based paint and/or

Lead-based paint hazards in the housing

### Lessee's Acknowledgment (initial)

(c) \_\_\_\_\_ Tenant has received copies of all information listed above

(d) \_\_\_\_\_ Tenant has received the pamphlet *Protect Your Family from Lead in Your Home*.

(e) Tenant has (check below):

\_\_\_\_\_ received a 10-day opportunity (or mutually agreed upon period) to conduct a risk assessment or inspection for the presence of lead-based paint and/or lead-based paint hazards; or

\_\_\_\_\_ waived the opportunity to conduct a risk assessment or inspection for the presence of lead-based paint and/or lead-based paint hazards.

### Agent's Acknowledgment (initial)

(f) \_\_\_\_\_ Agent has informed the Owner of the Owner's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

\_\_\_\_\_  
Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Co-Tenant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agent Signature

\_\_\_\_\_  
Date

# Forms for Landlords



Lucas Metropolitan Housing  
211 S. Byrne Road  
Toledo, OH 43615  
419-259-9448 Fax 419-259-9495  
TRS: Dial 711  
[www.lucasmha.org](http://www.lucasmha.org)

Dear Landlord:

Lucas Metropolitan Housing pays Housing Assistance Payments (HAP) by direct deposit only. Once the Request for Tenancy Approval (RFTA) Packet has been submitted, LMH may contact you if additional information is needed.

## Landlord Contact Information (Please Print)

Owner Name

Owner Mailing Address

City, State, Zip

Preferred Daytime Phone

Email Address

## Contact Information to Schedule Inspection, Request Documentation (if other than Owner)

Contact Name

Preferred Daytime Phone Number

Email Address

**Attention Landlord: Please attach a completed and signed W9 to this form.**

Completed RFTA packets may be emailed to [hcvpcsr@lucasmha.org](mailto:hcvpcsr@lucasmha.org)



# Avoiding Delays



- ✓ Forms must be legible and properly completed by Landlord and Participant
- ✓ Email RFTA packet to LMH Customer Service at [hcvpcsr@lucasmha.org](mailto:hcvpcsr@lucasmha.org)
- ✓ Submit all missing information immediately

# What Happens Next?

An (initial inspection) is scheduled when the RFTA is approved

LMH Inspector conducts an HQS inspection

If unit fails, LMH Clerical Specialist provides the deficiency list to the landlord

Inspections will be **stopped** if unit not ready for inspection

Once the unit is ready for reinspection, LL contacts LMH to reschedule

When the unit passes, the HAPc will be created. The tenant portion and PHA portion will be determined.



# Housing Quality Standard (HQS) Inspection Transitioning to NSPIRE



- ✓ LMH inspects up to 5000 units annually
- ✓ 15 – 20 inspections a day per inspector
- ✓ Types of inspections:
  - Initial
  - Annual
  - Complaint
  - 24-Hour Inspections

# What is an HQS/NSPIRE inspection?

## 13 key aspects of housing quality criteria

1. Sanitary facilities
2. Food preparation and refuse disposal
3. Space and security
4. Thermal environment
5. Illumination and electricity
6. Structure and materials
7. Interior air quality
8. Water supply
9. Lead-based paint
10. Access
11. Site and neighborhood
12. Sanitary condition
13. Smoke Detectors



# Annual HQS/NSPIRE (Mandatory)



- ✓ Scheduled annually
- ✓ Once scheduled, the landlord should receive an email seven (7) days before the inspection as a reminder
- ✓ Notices are currently sent out via USPS mail
- ✓ The Landlord Portal also includes inspection dates for the unit

# Complaint HQS/NSPIRE Inspection

- ✓ Complaint inspections are for health and safety issues in a unit.
- ✓ A Participant or Landlord can email or call/email HCVP Customer Service to request inspection.
- ✓ Item(s) must fall within the perimeters of the LMH complaint form.
- ✓ Depending on the hazard determines whether it must be repaired in 24 hours or up to 30 days.



# Other inspection Types



## 24-hr

Inspector identified a “life-threatening” defect. Must be corrected by the next business day

## Special

Something additional was identified

## QA

Conducted by supervisor and is a sampling of random inspections used to verify consistency and accuracy of inspectors

# Recent Public Notice from HUD



ASSISTANT SECRETARY FOR  
PUBLIC AND INDIAN HOUSING

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
WASHINGTON, DC 20410-5000

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## SPECIAL ATTENTION OF:

Regional Administrators; Directors of HUD  
Regional and Field Offices of Public  
Housing; Public Housing Agencies;  
Property Owners participating in any  
Housing Choice Voucher program.

## NOTICE PIH 2024-26, REV-1

**Issued:** August 9, 2024

**Originally Issued:** September 29, 2023

**Expires:** This notice remains in effect until  
amended, superseded, or rescinded.

## Cross References:

24 CFR Parts 5, 35, 882, 982, 983

Notice PIH 2023-16

Notice PIH 2022-01

Notice PIH 2020-31

Notice PIH 2017-20

Notice PIH 2016-05

Notice PIH 2013-17

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**SUBJECT:** Implementation of National Standards for the Physical Inspection of Real Estate (NSPIRE) Administrative Procedures for the Housing Choice Voucher (HCV) Programs, REVISION 1

Protection Association (NFPA) Standards, currently NFPA 72. Additional changes will take effect on December 29, 2024<sup>5</sup>, requiring all smoke alarms be either hard wired or sealed, 10-year battery devices. The [NSPIRE Smoke Alarm standard](#) reflects current NFPA 72 and will be updated with the additional mandates by the statutory compliance date. PHAs may find it helpful to inform landlords of the upcoming changes and requirements as soon as possible.

# Useful Information

## **LMH Landlord Portal**

<https://www.lucasmha.org/landlords>

## **Inspection**

<https://www.hud.gov/reac/nspire>

## **A Good Place to Live:**

[https://www.hud.gov/sites/documents/DOC\\_11735.PDF](https://www.hud.gov/sites/documents/DOC_11735.PDF)

## **52580 Form:**

<https://www.hud.gov/sites/dfiles/OCHCO/documents/52580.PDF>

LMH Customer Service Representative may be reached  
at **[hcvpcsr@lucasmha.org](mailto:hcvpcsr@lucasmha.org)** and/or phone **419-246-3183**.

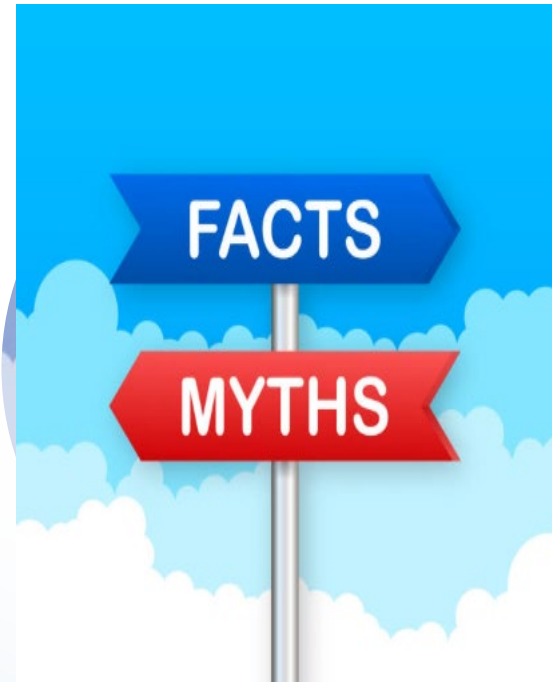
Up Next

# Myth Busting

Charlotte Washington

*Housing Stability Case Manager & Customer Service Supervisor*

# Myth vs Reality



**Myth:** The Housing Authority guarantees the tenant's full rent.

**Reality:** The PHA only pays a portion based on tenant income. Tenants are still responsible for their share and can face lease enforcement if they do not pay.

**Myth:** Tenants can't be evicted if they have a voucher.

**Reality:** Voucher holders are subject to the same lease terms and eviction processes as any other tenant.

**Myth:** The program covers damages or unpaid rent.

**Reality:** Landlords must pursue any damages or unpaid tenant rent portions directly through lease enforcement and local legal remedies.

# Myth vs Reality



**Myth:** The Housing Authority will fix tenant behavior.

**Reality:** The landlord manages the lease. The PHA can assist with guidance, but lease enforcement is the landlord's responsibility.

**Myth:** Voucher holders will damage or neglect the property.

**Reality:** There is no evidence to suggest that HCV tenants are more likely to damage property than market-rate tenants. Property condition issues often reflect broader challenges that can affect any renter. Screening tenants, setting expectations, and conducting regular inspections are best practices for all landlords regardless of the tenant's funding source.

**Bottom Line:** Understanding the facts behind the program helps build better partnerships between landlords, tenants, and the Housing Authority.

# Strategies to Avoid Common Landlord Pitfalls

## Establish and Follow Consistent Screening Standards

**Pitfall:** Accepting tenants based on feelings instead of facts.

**Strategy:**

- Set clear, objective criteria (income, credit, rental history).
- Apply the same standards to every applicant.
- Document your screening process to demonstrate fairness.

## Communicate Early — and Often

**Pitfall:** Misunderstandings leading to unnecessary conflict.

**Strategy:**

- Clearly explain lease expectations upfront (payment dates, rules, maintenance requests).
- Respond promptly to tenant communications.
- Keep written records of important discussions

# Strategies to Avoid Common Landlord Pitfalls

## Know the Program

**Pitfall:** Violating HUD or LMH rules without realizing it.

**Strategy:**

- Take time to learn the basics of the Housing Choice Voucher (HCV) program.
- Understand what LMH requires for inspections, leases, and ongoing compliance.
- Reach out to LMH for help — they are your partner, not just your regulator!

## Treat All Tenants Equally

**Pitfall:** Inconsistent enforcement or perceived favoritism.

**Strategy:**

- Enforce the lease terms consistently for all tenants.
- Avoid different rules or special arrangements for different people.
- This protects you legally and keeps your management fair and professional.



# Strategies to Avoid Common Landlord Pitfalls

## Stay Proactive with Property Care

**Pitfall:** Small problems becoming big, expensive problems.

**Strategy:**

- Perform regular property inspections (with proper notice).
- Handle repair requests quickly and professionally.
- Remember: Well-maintained properties keep tenants happier — and stay in compliance with HUD and NSPIRE standards.

## Closing Thought:

Good landlords don't just avoid problems — they build partnerships with their tenants and with LMH.

Clear standards, strong communication, and consistent action protect your business and your peace of mind.

# Up Next

## Landlord Support & Resources

Amy Gerber  
*Senior Vice President HCV*

## Role & Responsibility

- ✓ Acts as your **dedicated point of contact** for any landlord-related issues.
- ✓ Bridges communication between landlords, tenants, and LMH staff.
- ✓ Helps **resolve concerns quickly** before they become bigger problems.
- ✓ Provides **technical assistance for the Landlord Portal**.
- ✓ Assists voucher holders with **finding and securing housing**, which helps landlords **fill units faster**.

## Services Provided

- ✓ **One-on-One Support:** Personalized help for landlords.
- ✓ **Housing Match Assistance:** Connects landlords to pre-screened tenants looking for housing.
- ✓ **Problem Solving:** Early intervention on tenant/landlord issues before they escalate.
- ✓ **Resource Guidance:** Helping landlords and tenants successfully move through the leasing process.
- ✓ **Portal Troubleshooting:** Ensuring landlords can fully access LMH's systems.

## Why LMH Created This Role

- ✓ To strengthen partnerships with private landlords.
- ✓ To **improve lease-up success** — faster move-ins, fewer delays.
- ✓ To ensure landlords feel **supported, connected, and valued** in the HCV Program.
- ✓ LMH is committed to **real relationship-building**
- ✓ **Communication and responsiveness** are a priority

# Where to Advertise Your Properties



## **Affordablehousing.com**

<https://www.affordablehousing.com/>

## **Zillow**

<https://www.zillow.com/toledo-oh/rent-houses/>

## **ForRent.com**

<https://www.forrent.com/>

## **Realtor.com**

<https://www.realtor.com/rentals>

## **Rentals.com**

<https://www.rentals.com/Ohio/Toledo/>

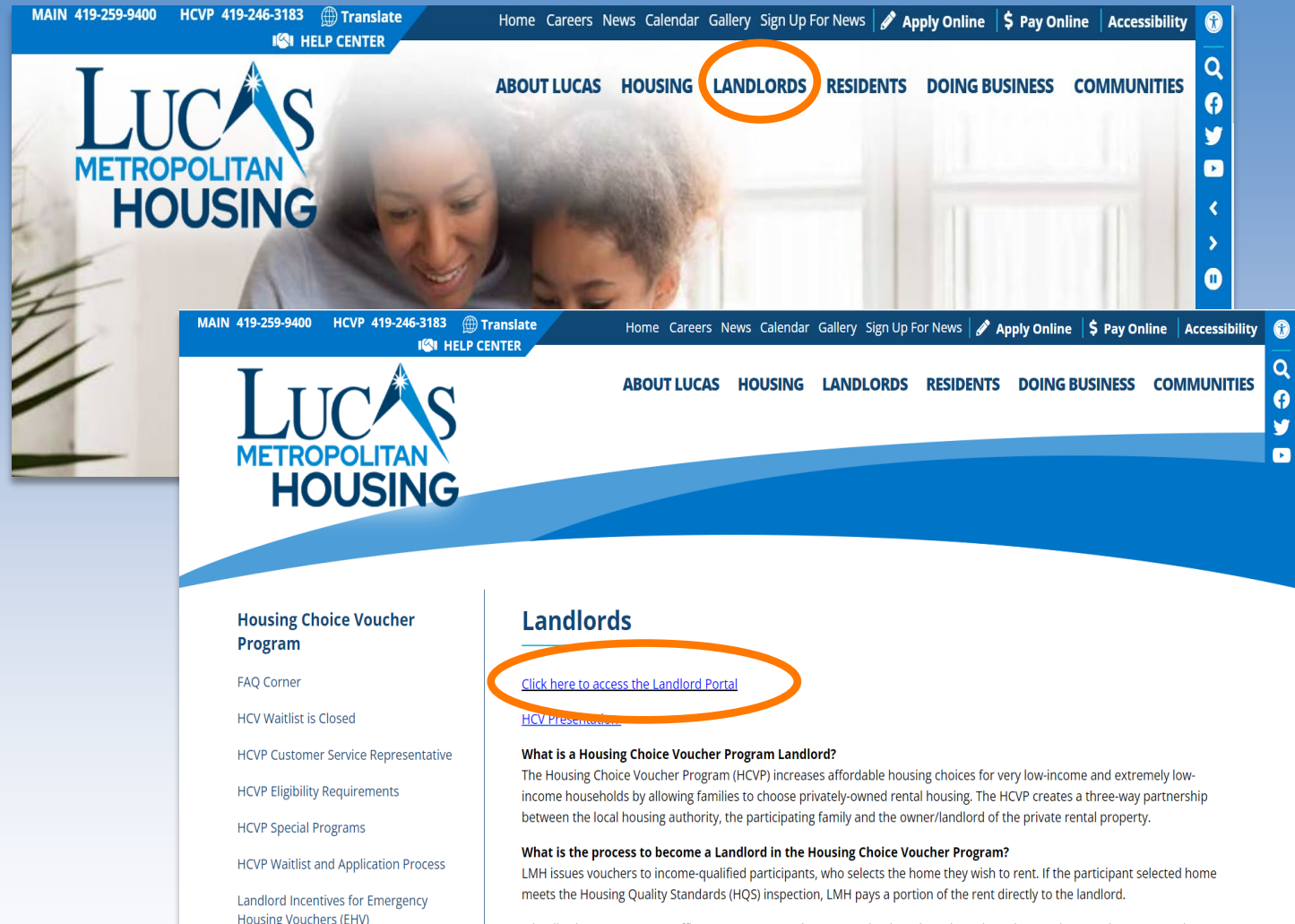
## **Apartmentguide**

<https://www.apartmentguide.com/>

# LMH Landlord Portal

Where to find  
Landlord Portal?

[www.lucasmha.org](http://www.lucasmha.org)



# Benefits of LMH's Landlord Portal

**An information tool  
to enhance the landlord  
and property manager  
experience with the  
Housing Choice  
Voucher Program**

- ✓ HAP/Direct Deposit
- ✓ Participants and Units
- ✓ Current HAP Amount
- ✓ Inspection Information
- ✓ Status of Abatements/  
Payment Holds



# How to Get in Touch

**Shawn Kellerbauer**

Office: 419-259-9425

Cell: 419-973-5850

Email: [skellerbauer@lucasmha.org](mailto:skellerbauer@lucasmha.org)

Landlord Liaison/Housing Navigator

# Stay Connected

## Where to Find LMH

### Landlord Forms

Visit our website at **Lucasmha.org** and click on the 'Landlords' tab to access:

- ✓ Direct Deposit Form
- ✓ Rent Increase Request Form

**Tip:** The best way to get **fast answers** is by email. Include the tenant's name and address to help us serve you quicker.

## Best Ways to Contact Us:

For general support, contact:

Phone: 419-246-3183

Email: [HCVPCSR@Lucasmha.org](mailto:HCVPCSR@Lucasmha.org)

Business Hours:

Monday – Friday, 8:30 AM – 4:30 PM



# Questions?