



**To:** Section 8 Property Owners/Managers  
**From:** Section 8 Management Staff  
**Date:** April 1, 2015  
**Subject:** Section 8 Updates and Reminders

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We hope this update finds you all doing well as you prepare for the summer rental season. We wanted to take this opportunity to update and remind of you a few things as we enter this busy time of year.

1. We are excited to introduce biennial inspections for qualifying units! Starting with annual inspections in May, if your unit passes on the **first scheduled inspection**, an annual inspection will not be required for that unit the following year (as long as the same tenant is still in the unit). The unit is also eligible if it passes after the owner/manager and tenant certify that minor deficiencies cited in the annual inspection have been corrected, without a return visit by the inspector. Please note any intervening failed inspections (tenant requested inspections or quality control inspections) would lead to annual inspections thereafter. See your annual inspection letters for more information, and please call Kimberly Henry at (651) 298-5081 with any questions.
2. We now have a FAX line devoted to Inspections submissions, at (651)292-6423. Please find that, along with updated caseworker information, in the attached staff assignment sheet.
3. A reminder that we now offer DIRECT DEPOSIT, which you can access by signing up for our Landlord Portal! There is no charge for either service. You can find information on the reverse side of this page.
4. Please continue to keep your Section 8 caseworkers posted on any lease violations or criminal activity that occurs in the unit, particularly any unauthorized guests or visitors. There are a lot of people who need and are waiting for Section 8 assistance, and we need your help in ensuring that those who are currently receiving assistance are obeying the law and following the program's rules.
5. Check out any of these items on the "Owner Information" section of our website, at [www.stpha.org/s8\\_ownerinfo.html](http://www.stpha.org/s8_ownerinfo.html).

Thank you for all you do to make Section 8 a great partnership! Please contact us if there is anything we can do for you.

Sincerely,

*Kimberly Ingram*  
*Kimberly Ingram* *Marie Kopeck*



## ARE YOU USING THE “PARTNER PORTAL” AND “DIRECT DEPOSIT”?

### New PHA Services for Property Owners Participating in the Housing Choice Voucher Program (Section 8) – NOW AT NO COST TO OWNERS!

The St. Paul Public Housing Agency (PHA) has two new tools for property owners who participate in the Housing Choice Voucher Program (Section 8), that provide better communications and easier financial transactions. After an initial test period, the PHA is now making both the Partner Portal and Direct Deposit available to property owners at no charge. To encourage as many owners and managers as possible to utilize these time-saving tools, the PHA is waiving the enrollment fee stated in the original announcements.

(Owners who already agreed to pay the enrollment fee will not be assessed.)

#### WHAT?

- The online **Partner Portal** gives participating owners 24/7 access to information about their payments from the PHA (past and upcoming), inspections, program news, etc.
- **Direct Deposit** of PHA payments is available to all owners who enroll in the Partner Portal.
- You can access the **Partner Portal** at [www.stpha.org/partnerportal.html](http://www.stpha.org/partnerportal.html) to read the User Agreement and enroll. Property owners/landlords and management companies that are now registered with the PHA can then access the pages of the website with their data (owner and tenant information, unit addresses, etc.).
- When enrolling in the **Partner Portal**, users accept the User Agreement that appears during the log-in process. **Direct Deposit** may begin after the owner/manager enrolls online to use the Partner Portal, executes the direct deposit user agreement, submits the necessary information to the PHA (by fax, email or U.S. Mail) and is approved.

#### WHAT DOES IT COST?

- There is no fee for using the Partner Portal or Direct Deposit.

#### WHAT CHOICES DO I HAVE?

- Enroll in the Partner Portal online and sign up for Direct Deposit; *OR*
- Enroll in the Partner Portal online, but keep getting paper checks instead of using Direct Deposit; *OR*
- Do nothing - Continue to rely on paper checks and communications. (But why would you want to do that?)

For more information, please go to [www.stpha.org/partnerportal.html](http://www.stpha.org/partnerportal.html) or call or Ying Moua at 651-298-5105 or email her at [ying.moua@stpha.org](mailto:ying.moua@stpha.org). Ying's fax is 651-292-6649.



## SECTION 8 STAFF ASSIGNMENTS

March 2015

The following staff persons are responsible for Section 8 participants whose last names begin with the corresponding letters:

### HOUSING CHOICE VOUCHER PROGRAM PARTICIPANTS:

A - BROWN R	JEAN HAUSLADEN (651-298-5098) - Occupancy Technician <a href="mailto:jean.hausladen@stpha.org">jean.hausladen@stpha.org</a>
BROWN S - EDWARDS R	TAMMY BAILEY (651-298-5100) - Occupancy Technician <a href="mailto:tammy.bailey@stpha.org">tammy.bailey@stpha.org</a>
EDWARDS S - HINES M	TERRI GINDORFF (651-298-5096) - Occupancy Technician <a href="mailto:terri.gindorff@stpha.org">terri.gindorff@stpha.org</a>
HINES N - LAMB L	VACANT – Call 651-298-5158 for assistance.
LAMB M - MOS	CINDY COOK (651-298-5092) - Occupancy Technician <a href="mailto:cindy.cook@stpha.org">cindy.cook@stpha.org</a>
MOT - ROSS K	KARA YOUNG (651-298-5102) - Occupancy Technician <a href="mailto:kara.young@stpha.org">kara.young@stpha.org</a>
ROSS L - T	PAT TEPLY (651-298-5097) - Occupancy Technician <a href="mailto:pat.tepley@stpha.org">pat.tepley@stpha.org</a>
U - Z	JONATHAN TURNER-BARGEN (651-298-5103) - Occupancy Technician <a href="mailto:jonathan.turner-bargen@stpha.org">jonathan.turner-bargen@stpha.org</a>

### CASELOAD FOR SPECIAL PROGRAMS

(PROJECT BASED; FUP; VASH; MARY HALL; BOOTH BROWN; PRESERVATION; SHELTER + CARE)

A - LARM	CAROL JERDE (651-298-5094) - Occupancy Technician <a href="mailto:carol.jerde@stpha.org">carol.jerde@stpha.org</a>
LARN - Z	JO MURPHY (651-298-5101) - Occupancy Technician <a href="mailto:jo.murphy@stpha.org">jo.murphy@stpha.org</a>
Portability Intake	651-298-5090 – Portability Fax # 651-292-6411 <a href="mailto:portability@stpha.org">portability@stpha.org</a>

TONY OLSON (651-298-5265) - Rental Technician – [anthony.olson@stpha.org](mailto:anthony.olson@stpha.org) - Manages Waiting List, Project-Based, and Portability applicants from the intake process through their initial lease-up on the Program. Also works with FUP, VASH & Shelter + Care.

VACANT Rental Technician - Leave a message at 651-292-6095 and your call will be returned. Manages Waiting List, Project-Based, and Portability applicants from the intake process through their initial lease-up on the Program. Also works with Mary Hall & Booth Brown.

YING MOUA (651-298-5105) - Control Technician – [ying.moua@stpha.org](mailto:ying.moua@stpha.org) - Handles property ownership, owner address changes, and Section 8 check processing.

Inspections General Fax #: (651-292-6423)      Inspections General E-mail: [Section8.Inspections@stpha.org](mailto:Section8.Inspections@stpha.org)

MAREK KOPEC (651-298-5083) - Interim Assistant Section 8 Programs Manager (Inspections) & Inspector - [marek.kopec@stpha.org](mailto:marek.kopec@stpha.org) – Works specifically with Section 8 inspection issues, questions, and concerns.

KATIE ASHTON (651-298-5087) - Inspection Scheduler – [katherine.ashton@stpha.org](mailto:katherine.ashton@stpha.org)

PAT CONNOLLY (651-298-5268) - Housing Inspector – [pat.connolly@stpha.org](mailto:pat.connolly@stpha.org)

GINO NITTI (651-298-5084) - Housing Inspector – [gino.nitti@stpha.org](mailto:gino.nitti@stpha.org)

SANDY CROSBY (651-298-5228) - Administrative Support Technician – [sandy.crosby@stpha.org](mailto:sandy.crosby@stpha.org) - provides clerical support for Section 8 Program and assists the Inspection team as needed.

DOMINIC MITCHELL (651-292-6191) - Section 8 Programs Manager – [dominic.mitchell@stpha.org](mailto:dominic.mitchell@stpha.org) - Oversees the Section 8 Program and its staff. Liaisons with PHA's legal team.

SANDY BORNDAL (651-298-5080) - Assistant Section 8 Programs Manager – [sandy.borndale@stpha.org](mailto:sandy.borndale@stpha.org) - Supervises the Occupancy Technicians and oversees the ongoing management of the caseload assignments.

KIMBERLY HENRY (651-298-5081) - Assistant Section 8 Programs Manager (Inspections) – [kimberly.henry@stpha.org](mailto:kimberly.henry@stpha.org) – FSS Coordinator; works with FSS participants and supervises the Inspection team members.

CYNTHIA YUEN (651-292-6034) - Assistant Section 8 Programs Manager (Intake) – [cynthia.yuen@stpha.org](mailto:cynthia.yuen@stpha.org) - Supervises the Intake team for all applicants to the program.

General Office Number for the Rental and Re-Exam Office is 651-298-5158; FAX 651-292-7917      SECT8/STAFFASSIGNMENTS 3/2015

**SECTION 8 HOUSING QUALITY STANDARDS  
MOST COMMON DEFICIENCIES**

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- WINDOWS THAT ARE CRACKED, BROKEN, NOT FITTING OR NOT OPERATING (OPENING, HOLDING OPEN OR CLOSING) PROPERLY
- BENT, TORN, MISSING OR NOT FITTING WINDOW SCREENS (SCREEN TEARS NO LARGER THAN 2 INCHES AND NO HOLES CAN BE LARGER THAN ¼ INCH)
- ALL APPLIANCES PRESENT AND FULLY OPERATING, ALL RANGE BURNERS MUST IGNITE
- REFRIGERATOR GASKETS MUST SEAL PROPERLY
- MISSING OR BROKEN DOORS INCLUDING DOORS LOOSE FROM THE HINGES, MISSING DOORKNOBS OR CLOSET DOORS OFF THE TRACK
- NO BATHROOM WINDOW OR VENTILATION
- LEAKY, NOT SECURELY MOUNTED PLUMBING DRAINLINES, FAUCETS AND TOILETS
- MISSING OR CRACKED ELECTRIC COVER PLATES, OPEN SLOTS IN ELECTRICAL JUNCTION BOXES
- EXPOSED OR BROKEN WIRING, FIXTURE OR GFCI OUTLETS NOT WORKING AND/OR NOT GROUNDED
- NO SMOKE DETECTOR, SMOKE DETECTORS WITHOUT BATTERIES OR COVERS, OR SMOKE DETECTORS NOT SECURELY MOUNTED OR NOT OPERATING PROPERLY
- PEELING, CHIPPING, OR LOOSE PAINT ON ANY INTERIOR OR EXTERIOR SURFACES WHEN THERE WILL BE A CHILD UNDER THE AGE OF 6 RESIDING IN UNIT
- TRIP HAZARDS FROM LOOSE CARPET, LINOLEUM, TILE
- MOLD ACCUMULATION
- INSECT/RODENT INFESTATION
- NO HANDRAILS OR GUARDRAILS ON ALL STAIRWAYS WITH 4 OR MORE CONSECUTIVE STEPS
- UNPROTECTED HEIGHTS OF MORE THAN 30 INCHES
- INSIDE KEYED LOCKS ON UNIT EGRESS (EXIT) DOORS, HASP LOCKS ON BEDROOM DOORS
- EXCESSIVE OR HAZARDOUS DEBRIS IN BASEMENT, RENTAL UNIT, OR EXTERIOR OF BUILDING, INCLUDING DISCARDED APPLIANCES AND ABANDON VEHICLES
- NO DISCHARGE PIPE ON WATER HEATER - PIPE MUST EXTEND TO WITHIN 4 TO 18 INCHES OF FLOOR
- OPEN SPACES IN ELECTRICAL SERVICE PANELS OR INCORRECT FUSES BEING USED
- MISSING BASEMENT FLOOR DRAIN CLEAN-OUT COVERS, UNCAPPED GAS LINES
- METAL PULL CHAINS NEAR WATER
- ABSENCE OF TRASH CANS AND/OR WITHOUT TIGHT-FITTING LIDS, TOO FEW OR NOT LARGE ENOUGH TO ACCOMMODATE NUMBER OF TENANTS
- MISSING STOVE/OVEN KNOBS AND/OR KNOB WRITING THAT IS NOT LEGIBLE
- OPEN LIGHT SOCKETS THAT ARE WITHIN REACH (missing light bulbs)
- LESS THAN 30" CLEARANCE AROUND MECHANICAL EQUIPMENT
- LACK OF OR INSUFFICIENT HEAT (LIVABLE AREAS MUST BE MAINTAINED AT 68°F OR ABOVE)
- INSPECTOR NOT GIVEN COMPLETE ACCESS OF ALL AREAS
- LACK OF HOT WATER (110°F - 130°F)