

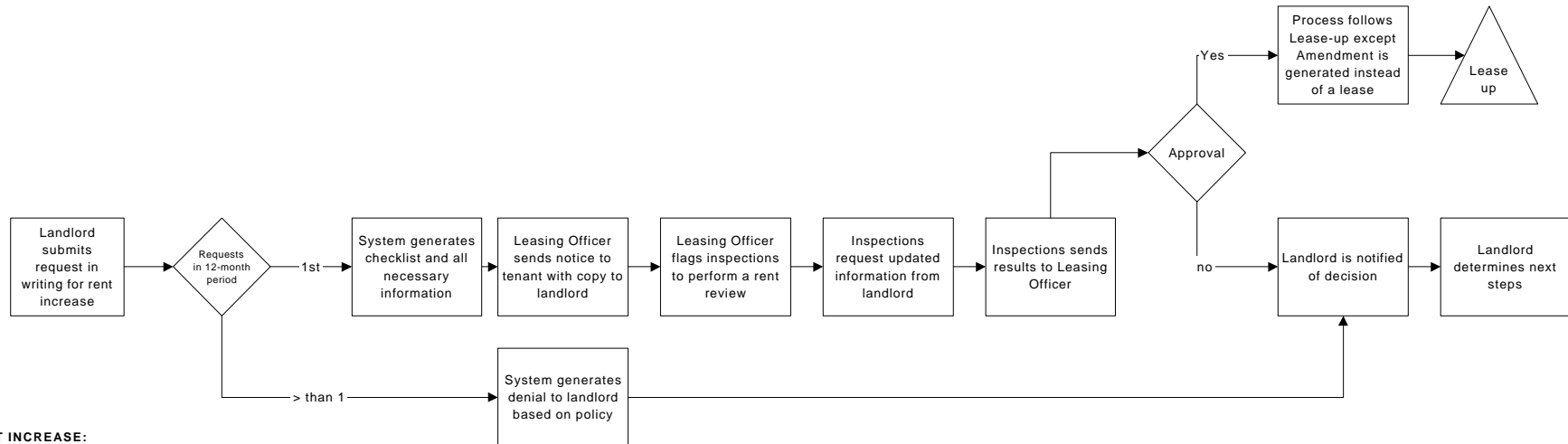
Leased Housing – Rent Increases:

Overview

The BHA's Leased Housing Division currently receives 3,000+ rent increase requests annually. Because a centralized tracking system has not been implemented and because there is currently no electronic interface between Leased Housing Program Control and Leased Housing Inspection units, this process is currently labor-intensive. Our proposal would streamline the tracking and processing of these requests, allowing the BHA to respond more efficiently and more timely to landlord requests.

Future Workflow Process Maps:

RENT INCREASES:



RENT INCREASE:

- System should automatically deny multiple increase requests within a 12-month period
- System should automatically inform Leasing Officer when request for increase is received
- System should maintain number of increase requests per 12-month period
- System should maintain number of increase requests for the life of the tenancy
- System should maintain number of requests for rent increase by landlord
- System should automatically generate proposed tenant share increase notice to tenant with copy to the landlord
- System should schedule appointment with client to review increase and send appointment letter
- System should automatically flag the Inspections Department to perform a rent review
- System should automatically calculate proposed new HAP amount, contract rent and tenant share
- System should not allow proposed HAP, contract rent and tenant share to increase until the new contract has been executed
- System should automatically generate all necessary documents
- System should track the status of the rent increase process from request to decision
- System should maintain rent review results on the unit
- System should maintain a checklist of all information required to complete the rent review

No.	Process	Requirement Description	P*	Comments
1.	Rent Increase:	System should automatically deny multiple increase requests within a 12-month period	2	
2.	Rent Increase:	System should automatically inform Leasing Officer when request for increase is received	3	
3.	Rent Increase:	System should maintain number of increase requests per 12-month period	3	
4.	Rent Increase:	System should maintain number of increase requests for the life of the tenancy	3	
5.	Rent Increase:	System should maintain number of requests for rent increase by landlord	3	
6.	Rent Increase:	System should automatically generate proposed tenant share increase notice to tenant with copy to the landlord	2	
7.	Rent Increase:	System should schedule appointment with client to review increase and send appointment letter	2	
8.	Rent Increase:	System should automatically flag the Inspections Department to perform a rent review	2	
9.	Rent Increase:	System should automatically calculate proposed new HAP amount, contract rent and tenant share	1	
10.	Rent Increase:	System should not allow proposed HAP, contract rent and tenant share to increase until the new contract has been executed	1	
11.	Rent Increase:	System should automatically generate all necessary documents	2	
12.	Rent Increase:	System should track the status of the rent increase process from request to decision	2	
13.	Rent Increase:	System should maintain rent review results on the unit	3	
14.	Rent Increase:	System should maintain a checklist of all information required to complete the rent review	3	

Legend:

P*riority	1 = Mandatory	2 = Important	3 = Nice to Have
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