



Frequently Asked Questions

For Property Managers about the Section 811 Project Rental Assistance (PRA) Program

How will I know an applicant is with the 811 program?

You will receive e-mails from the 811 PRA program office at the Louisiana Department of Health that notify you who will be sent over to view the unit. Your point of contact for these e-mails will be laura.hasenstein@la.gov. Most likely applicants who have been referred from 811 will be able to reference the program and will be with a case manager when they arrive.

Is the application process any different for 811 PRA applicants?

Yes, but just slightly. You can run the application the same way you would for anyone else, but note that application fees are not permitted under the 811 PRA program. If the application is denied, the applicant and his or her case manager may want to appeal the decision, so please be prepared to explain the appeal process to them.

Is the move-in process different for 811 PRA tenants?

Please conduct a move-in inspection with the tenant and his or her service provider prior to the move-in date.

811 tenants will sign the 811 PRA lease instead of your property's lease. However, if you have any additional community guidelines you would like them to sign as well, this is allowed.

Properties are not permitted to charge late fees to 811 PRA tenants. However, if you notice that an 811 PRA tenant is late with their portion of the rent, please let the service provider know so that they can make sure their services address this.

What happens if they are requesting security deposit assistance from the 811 program?

All families requiring deposit assistance will need to have their units inspected prior to move in. The unit must meet Housing Quality Standards (HQS). If you are unsure about whether someone is requesting security deposit assistance, the service provider will be able to tell you.

Once someone is "accepted" at a property, the service provider will be submitting a *new admission packet* to the Louisiana Housing Authority. They should work with you to schedule the move-in date no fewer than 15 days from the submission of this packet. This will allow time to schedule inspections if necessary and clear the packet and income information.

When will I start receiving rental payments?

Requests for rental assistance payments are to be submitted via TRACS vouchers by the 10th of the month prior to the month rental assistance is being requested for. Tenant certifications are also required to have been received by TRACS, prior to vouchering. See LHC's Section 811 Voucher Processing Procedures document for further details, and/or email S811PRADemo@lhc.la.gov with any questions regarding the TRACS vouchering or tenant certification processes. Security deposit payment requests may be submitted at time of submission of new admit packet and will be processed as swiftly as possible.

