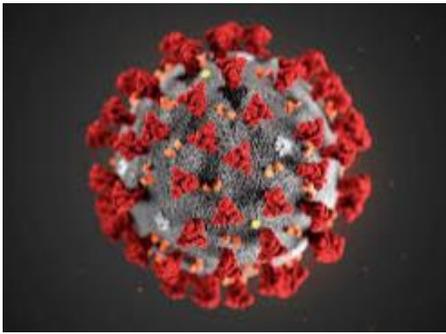




HOUSING AUTHORITY
of the City of Long Beach

COVID-19 Prompts Changes



As we welcomed in 2020, we also welcomed in new unprecedented changes in our routines. We are faced with a global pandemic that is forcing us to adapt to a new normal. Because of COVID-19, the HACLB is closed to the public and staff telecommutes to work. As of the writing of this article (July 1, 2020), the City of Long Beach has 4,265 total positive results and 133 fatalities. Bars and restaurants were opened and reclosed, and beaches are banned for the 4th of July weekend. Fortunately, no Housing Authority staff has been afflicted with the virus, and we hope the same can be said for you.

We have some service modifications about which you should know. We have centralized operations in a continued effort to provide excellent customer service. Under this new business model, participants and partners can access a central phone number and/or email account,

where your message will be routed to the appropriate staff who can assist you. We estimate a 24 hour turnaround time for you to hear back from someone. Also, we encourage you to submit your documents digitally, either via email or fax.

Below are the pertinent details regarding the new phone and email system. *Note: all numbers use a 562 are code.

- **Phone:** 570-5242
Fax: 368-4534
Email: haclb@longbeach.gov

Move inquiries, rent increase questions, questions/concerns about your tenant, special inspection requests, and contract follow up.

- **Phone:** 570-5656
Fax: 368-4522
Email: haclb-portability@longbeach.gov

Follow up on portability requests, files, and clients.

- **Phone:** 570-5242
Fax: 368-4524
Email: LBHARentInquiries@longbeach.gov

To submit new rent increase requests, and to follow up on previously submitted rent increase requests.

- **Phone:**570-5303
Fax:368-4544
Email:

Inspections@longbeach.gov

Follow up on request for inspection, inquiries regarding an inspection, and to submit any inspection-related documentation.

- **Phone:**570-6897
Fax:499-1039
Email: HACLB-OwnerServices@longbeach.gov

Ownership customer service, follow up on submitted RFTA's, inquire about missed HAP deposits, change any owner information, i.e., address, bank account, new ownership, etc.

We also have some important staff changes. Many of you are used to Saulo Amezcua as the Inspections Supervisor. He is now a Housing Assistance Coordinator in our Special Projects Division, and Joi Dailey is the new Inspections Supervisor. Congratulations to them both!

Speaking of inspections: we have modifications in that procedure, as well. We are conducting biennial inspections virtually, where possible. We will do initial inspections on new units if they are **vacant**, and we will continue to do special inspections if it is determined to be a threat to health and safety of the participant family. Based on the nature of the special inspection, it may be a physical inspection, a virtual inspection, or confirmation

with a third party for items such as disruption to utilities, etc.

Lastly, please note our new business hours.

**Monday – Friday
7:30 a.m. – 4:30 pm.**

We are available for phone calls and/or emails during this time. When necessary, in person appointments will be made as a reasonable accommodation. Also, if you are unable to submit paperwork digitally, you may drop off any documents in our mail slot during these hours **only**. Please be advised that there is no reception staff to assist you, as the front door will be locked.

Whew! We know that was a lot of information. Please bear with us as we navigate through these unusual times. Information is constantly being disseminated and policies change on a constant basis. We promise to keep you informed as best as possible. Monitor our website at www.haclb.org for the latest updates. We are committed to our mission to provide high quality housing assistance for Long Beach’s low income households through effective and efficient utilization of resources, promoting a positive image through excellent customer service and clear and open communication, and continually educating staff and clients.

Again, it is our sincere hope that you and yours are staying safe during this crisis. We remain available to help, even if it is not face-to-face. As always, thank you

for your continued partnership. Stay safe!

Framework for Reconciliation



In response to the recent national Black Lives Matter protests, the Long Beach City Council approved the “Framework for Reconciliation in Long Beach,” which includes the following four steps:

1. Acknowledge the existence and longstanding impacts of systemic racism in our America and in Long Beach.
2. Listen to community members’ accounts and experiences of inequity and harm caused by racial injustice.
3. Convene stakeholders to evaluate the feedback from the listening process and shape policy, budgetary, charter, and programmatic reform ideas.
4. Catalyze action by presenting immediate, short-term, medium-term, and long-term recommendations for the City Council to consider. *

*<http://www.longbeach.gov/health/healthy-living/office-of-equity/reconciliation/>

The HACLB is working closely with City leaders to support the balancing of racial equity in Long Beach. As a Bureau in the City’s Department of Health and Human Services (DHHS), we are

committed and actively involved in contributing resources to assist in the Framework for Reconciliation process.

Again, please see the City’s website for more information regarding the schedule of listening sessions, a historical timeline of racial inequities in Long Beach, opportunities for involvement, and more.

<http://www.longbeach.gov/health/healthy-living/office-of-equity/reconciliation/>

AB 1482 and You



By now, you all have heard about state law AB1482. This law bans no-cause evictions and rent increases over a 5 percent base, plus current Consumer Price Index (CPI). As of the writing of this article (August 2020), the current CPI is .7 percent, which means that a rent increase cannot exceed 5.7 percent.

It is the City of Long Beach’s position that HUD subsidies administered by the HACLB are not exempt from this law, which means that all Housing Choice Voucher (HCV) participants are covered under AB1482. What does this mean for you? The Housing Authority will not accept

any rent increases that exceed 5.7 percent of the current contract rent, and we will not accept any 60-day notices without cause. Following are some brief bullet points pertaining to the HACLB implementation of AB1482:

Rent Increases

- You may raise the rent to 5% plus CPI at any time during the 12 months prior to the effective date of the increase.
- For renters who have lived in the unit for more than 12 months, the landlord may raise the rent up to two times within that period if the total increase does not exceed the state’s rent cap.
- AB1482 does not restrict the landlord’s right to raise rent to market once a tenant vacates the unit.

Evictions

- All evictions must be based on “just cause,” meaning the owner must have a valid and legal reason for the eviction.
- The landlord may no longer just issue a 30- or 60-day notice of termination of tenancy.

Relocation Assistance

When a no-fault notice of termination is served on the renter, the renter must also be informed of their right to relocation assistance or a rent waiver. In a rent waiver, the written notice should provide the amount of the rent waiver and that no rent is due for the last month of tenancy.

Relocation assistance shall be provided within 15 calendar days of service of the notice to quit.

Exemptions from AB1482

- Deed restricted affordable housing
- Single family homes, except those owned by corporations, REI’s or LLC with at least one corporate member
- Owner occupied duplexes (includes accessory dwelling units (ADU))
- New construction for 15 years

We understand that this development may hinder your business model, and we apologize in advance for any discrepancies or confusion that may arise.

Owner Orientations



All Owner Orientations are now virtual on a WebEx platform, a free app downloadable on any device. Please see dates below:

- **Wednesday, 8/19, 12pm**
- **Tuesday, 9/15, 12pm**
- **Wednesday, 10/21, 4pm**
- **Tuesday, 11/17, 4pm**
- **Wednesday, 12/16, 12pm**

Please email your RSVP to Community Liaison Kari Faithful at kari.faithful@longbeach.gov and she will send you an email invitation to the orientation.

Important Numbers

Bureau Manager

Alison King 570-6153

Ombudsman/Community Liaison

Kari Faithful 570-6033

Housing Assistance Coordinator

Saulo Amezquita 570-5301

Housing Assistance Coordinator

Mechell Roberts 570-6285

Special Programs Coordinator

Antoinette Davis 570-6404

Program Integrity Coordinator

Gerlanda Larry 570-6089

Inspections Coordinator

Joi Dailey 570-6365

Inspections Scheduler

Sophy Chhoy 570-5303

Rent Reasonableness

Debbi Brown 570-6897

Move Specialist

Luisa Monserrat 570-6355

Owner Specialist

Victoria Moon Fry 570-6145

We are Moving!



We are still moving! COVID-19 may have delayed our move-in date, but the plan is still in motion. We will keep you updated as details develop.