

## **Chicago Rents EHI FAQ for Property Partners**

### **Will the lease be in the tenant's name or All Chicago's?**

The lease will be between the property partner and tenant. All Chicago provides a Rental Assistance Agreement to lay out the terms of the rental assistance to the property partner. A proof of subsidy letter can be provided upon request.

### **If I don't feel the prospective tenant is a good fit for the building, may I decline their application?**

A property partner may not refuse to rent or lease an apartment or house to potential tenants or have different rental terms on the grounds of race, color, religion, national origin, ancestry, sex and marital status, or disability. Under the Federal Fair Housing Act, it is illegal to discriminate against families with children when leasing a rental unit. Complaints about discrimination may be filed with the Illinois Department of Human Rights.

### **I'm missing my application fee, who do I contact?**

Please contact your Landlord Engagement Coordinator to resolve.

### **How much notice do I have to give a tenant if and/or when I need to enter the unit?**

You must notify in writing to the tenant and Case Manager 48 hours in advance.

### **I have current tenants that are behind on their rent, can they be a part of the Chicago Rents Program?**

Chicago Rents funding may only be used for tenants experiencing housing instability. Someone currently housed will not qualify. If you have current tenants with rental assistance need, [CLICK HERE](#).

### **What is the most I can charge for a move-in fee or security deposit? Does All Chicago have any rules about that?**

The Move-In Fee cannot be more than half the rent, One Month Security Deposit based on rent. Move-In Fees and Security Deposits must be discussed with your Landlord Engagement Coordinator.

### **I have a no pet policy in my building. I just approved the applicant and learned they have a service animal, am I obligated to proceed with a lease signing?**

Chicago Rents and our Accelerated Moving Event staff does our due diligence to ensure we capture a complete household including pets. If tenant has a *service animal* or *emotional support animal* and can provide verification in accordance with the law [CLICK HERE](#) for additional information.

### **What is the Landlord Risk Mitigation Fund and if I have damages what is required to be reimbursed?**

The Landlord Risk Mitigation Fund is program funds set aside for any unforeseen tenant related issues. The fund is capped at \$1,000 per tenant. To be reimbursed Chicago Rents would need an official invoice and photos of the damage.

### **The tenant is smoking in the unit, can All Chicago ask them to stop?**

This is a tenancy issue that should be relayed to the Case Manager of the tenant to help mitigate the situation. If you are unsure who the Case Manager is, please reach out to your Landlord Engagement Coordinator.

### **When tenants ask about adding occupants to the lease, what does All Chicago recommend?**

We recommend that the property partner decide on their comfort level with the situation and with occupancy limits in mind. Chicago Rents and Case Management must be notified of this change.

**I am experiencing tenancy issues, who can I contact at All Chicago?**

All tenancy issues must be brought to the tenant's Case Manager, if needed Chicago Rents staff can assist with Case Manager information and assignment.

**I have available units, who can I contact at All Chicago?**

For new property partners, please fill out this [survey](#). For property partners who are onboarded, please reach out to a Landlord Engagement Coordinator.

**How can I set up Direct Deposit?**

As of April 5th, all property partner payments have moved to our third-party accounts payable vendor AvidXchange. Your first payment defaults to check and is mailed to the w9 address on file. Once the first payment is processed through AvidXchange you may change your payment method by contacting Avid at [supplier@avidxchange.com](mailto:supplier@avidxchange.com) or 704-971-8170 ext. 2.

**I've approved an applicant, what are the next steps?**

Once an applicant is approved the Chicago Rents staff will coordinate all leasing materials with you, the housing liaison, and the tenant. Chicago Rents utilizes SignRequest to sign and complete all leasing materials. Chicago Rents must also ensure all inspections and documentation are complete before lease signing, the movement into housing step should take less than 2 weeks pending these items.

**Can I contact the applicant directly during the application process?**

All applicants have a Housing Liaison to assist with their movement into housing. The Housing Liaison acts as a mediator between the applicant, Chicago Rents, and the property partner. When needing additional information on the applicant, please reach out to your Chicago Rents staff member to assist with connecting with the Housing Liaison and applicant.

**Does the tenant living in my unit have a rent contribution?**

Case Managers will determine if a tenant must pay a portion of their income to the property partner, a tenant portion would begin month 3 of the subsidy and reported to you via the Case Manager.

**I have not been paid the full subsidy payment and it's almost the end of the month, what can I do to be paid in full?**

If you find you have not been paid in full, contact Chicago Rents and the Case Manager assigned to the tenant to file the additional payment before the month is over. Chicago Rents can offer a one-time arrears payment (up to 6 months) if there are any lapses in payment.

**I see that the applicant has a record of past justice involvement. What are the next steps?**

Following the [Just Housing Amendment \(JHA\)](#), only justice involvement within (3) years may be used when approving or denying an applicant. See Additional JHA Training [CLICK HERE](#).

If you have additional questions on Chicago Rents processes, please reach out to your Landlord Engagement Coordinator