# **High Impact Landlord Initiative**

# **Tenant Based Rental Assistance**

# **Frequently Asked Questions**

1. **What is TBRA High Impact Landlord Initiative program ( HILI-TBRA)?**

The HILI-TBRA program is a City of Dallas rental assistance program for impacted tenants and displaced families of select single family rental properties. A list of qualifying properties can be viewed here:

Choose an item.

1. **Who is eligible to participate in HILI-TBRA?**

* Current tenants with eviction notices and displaced households with eviction documentation from qualifying HILI properties.
* Households earning 80 percent or less of the Dallas Area Median Income as defined by the U.S. Department of Housing and Urban Development (HUD).

1. **How do I apply for HILI-TBRA rental assistance?**

* Call 214 -671-9950 or email [HILI-TBRA@Dallascityhall.com](mailto:HILI-TBRA@Dallascityhall.com). Applications can also be downloaded at: dallascityhall.com/departments/community-care

1. **What do I need to complete a HILI-TBRA application?**

* Texas State Identification
* City of Dallas Residency Documentation (ie: utility bill)
* Income Documentation
* Eviction Notice for a qualifying property

1. **What can I expect after my application is submitted?**

* A City of Dallas case manager will review your application submission for completeness and inform you if additional information is needed.
* If complete, the case manager will inform you if you qualify for HILI-TBRA rental assistance.
* If you qualify, a consultation will be scheduled with a HILI-TBRA case manger.

1. **What expenses are included in the HILI-TBRA rental assistance program?**

* Move-in deposit and monthly rental assistance payments that are paid directly to a qualifying landlord.
* Utility allowance for reasonable utility costs determined by the City of Dallas.
* Maximum assistance provided is 24 months based on an annual renewal qualification review.

1. **Where can a HILI TBRA voucher be used?**
   * The City of Dallas only.
2. **Are there any restrictions on who can live in the HILI-TBRA assisted housing unit?**
   * Yes, HILI-TBRA assisted housing units are limited to serving legal residents and U.S. citizens with residency and income documentation. All members of a household must provide residency documentation and those household members 18 years and older must provide income documentation.
   * Other restrictions may be applied based on property guidelines and requirements of selected property.
3. **How does the HILI-TBRA program determine how much rental assistance I receive?**

* The case manager calculates how much the family can afford with a maximum set at 30% of the family’s monthly-adjusted income.
* The HILI-TBRA program will pay the difference between the approved rental payment and the family’s contribution as calculated by the case manager.

1. **Does the HILI-TBRA program pay pet fees?**
   * No, it does not pay pet fees. If you have pets, you are responsible for all pet fees.
2. **How do I find a HILI-TBRA qualifying housing unit?**

* Once you are approved to participate in the program, the case manager will assist you in finding an apartment or single-family home in the City of Dallas.
* The landlord must be an approved City of Dallas vendor.
* If the landlord is not an approved vendor, the case manager can offer guidance in becoming an approved vendor.

1. **How do I pay the deposit to secure the housing unit?**

* Once the case manager has approved the housing unit, a City of Dallas housing inspector will inspect the home for compliance with City of Dallas housing codes.
* The case manager will submit a recommendation to approve payment of the security deposit to City of Dallas management.
* If the security deposit is approved, the City of Dallas will make payment directly to the landlord.

1. **How will I know when the housing unit has passed inspection?**
   * Once the single-family home or apartment has passed inspection, the case manager will contact you and the landlord/property manager to set a time to meet and sign the lease and (RAP) Rental Assistance Payment agreement.
2. **Can I move in once the housing unit has passed inspection?**
   * No, a move in date will be provided by the case manager once the housing inspection is approved and payment to the landlord has been made.
3. **Can I find a landlord on my own and what is the process if I do not use a current city vendor?**
   * Yes, you can find a housing unit on your own, but the landlord will need to become an approved vendor with the City of Dallas to participate in the HILI-TBRA rental assistance program.

1. **What is my rent portion?**
   * You are responsible for paying approximately 30% of your monthly adjusted income directly to the landlord. The landlord will receive the remaining rental payment directly from the City of Dallas.
2. **If the voucher does not cover the rent can I pay the difference?**
   * No, you cannot pay more than 30% of your monthly adjusted income for a rental housing unit.
3. **Can the Program pay for other costs associated with moving into my rental property?**

* No, TBRA funds can only be used to pay for rental assistance and a utility allowance.