

# Missoula Housing Authority

MHA works with more than 300 landlords to provide housing for approximately 1,200 families. We rely heavily on community landlords to be able to achieve such success. Without landlords, we would not be able to do our jobs. We greatly appreciate each partnership we have.



## FAQ'S AND COMMONLY USED FORMS

Be sure to check out our our website for commonly used forms, questions, and contact information at: [missoulahousing.org/landlords](https://missoulahousing.org/landlords)

## WELCOME, ANITA!

Anita joined MHA in early June, bringing more than a decade of experience assisting people to become housed and stay housed. Originally from Whitefish, she has traveled extensively. A few of Anita's stops include Portland, where she worked with homeless youth at Outside In; Taos, NM, to help open a women's and family shelter; Maui, HI, with Rapid Rehousing grants and back to Montana, where she worked as a Tenancy Support Specialist.

As Anita says, "My journey with MHA has been fun and a full circle." She started her journey with MHA as young, single mom and a recipient of a housing program and later working as a case manager assisting clients with access to MHA programs. Now she works on the inside as Missoula Housing Authority's Landlord Liaison.

Anita has lived experience with challenges voucher recipients may face as they transition into housing. She is here to assist landlords and leasing agents as a partner to help make the Voucher system work for everyone as smoothly as possible.



Anita Maddux  
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# RENT INCREASE

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Things to keep in mind when increasing rent for a tenant with a voucher from Missoula House Authority (MHA):

- Rent increase requests require 60 days written notice prior to the effective date of the change. MHA needs 30 days to process and provide a 30-day notice to the participant if the increase raises the participant's rental portion.
- When asking for a rent increase from a tenant utilizing a voucher, it is important to remember that all rents must be considered reasonable and comparable to other rents of similar properties in the neighborhood. MHA is required to check and verify the comparable rent values.
- MHA will notify you via email or a letter when the rent increase has been approved. A lease addendum detailing the new payment will arrive with the first check.

If you are ever uncertain if a rent increase has been approved, or if you have further questions please do reach out to Anita Maddux at [amaddux@missoulahousing.org](mailto:amaddux@missoulahousing.org).



# RENT + FEES + UTILITIES

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Each voucher recipient receives a payment standard. Payment standards consider household income, out-of-pocket medical expenses, the number of minor children, and what rent payments are typically in the area. HUD sets payment standards for units with different bedroom sizes annually.

MHA program specialists will look at the base rent, fees, and utilities that the tenant pays. Fees include insurance, maintenance, utility, and any fees charged to everyone and are separate from the base rent. Utilities do not include utility fees but are utilities the tenant is responsible for paying on their own. These categories are combined to determine affordability for households.

It is common for a landlord to submit a Request for Tenancy only to find out the rent is over by a minimal amount. This is often due to fees or utility costs. MHA is happy to work with you to find a solution that may include a minor rent decrease rather than deny a unit to a household. Please reach out if you have questions about current payment standards for the Missoula area or any other questions you have regarding how we determine what is affordable rent for our participants.



# LEASE VIOLATIONS

Voucher households are, in most ways, just like any other tenant entering into a lease agreement. However, because MHA pays rental assistance on their behalf, MHA must also approve the unit and lease, be copied on correspondence, such as rent increases or lease violations, and enter into a contract with the landlord on behalf of the tenant.

One of the best ways for a landlord or leasing agency to partner well with MHA is to include us in lease violations. MHA will also address the issue with the tenant and ensure the landlord is aware of any actions taken by MHA. It can be helpful to contact MHA when you see problematic behavior, even before you send a formal lease violation letter.

If you are unsure who to send lease violation letters to, contact Anita Maddux: [amaddux@missoulahousing.org](mailto:amaddux@missoulahousing.org) 406-549-4113 x264



## DIRECT DEPOSIT

Monthly Housing Assistance Payment (HAP) checks are planned to arrive on the first day of each month from Missoula Housing Authority. Landlords may choose to receive payment by direct deposit.

## SIGN UP

To sign up for direct deposit, please complete the Direct Deposit Form located on the website in the documents listed under "New Landlord Information Packet" at [missoulahousing.org/landlords](http://missoulahousing.org/landlords)

It is easy to work with MHA.

I appreciate that the rent is always on time.

MHA staff is courteous, and knows the answers to my questions regarding MHA policies.

## SPOTLIGHT

In 2021, we sent a survey to all landlords and leasing agent partners to help improve our partnerships. We received feedback that has helped us improve our internal process and positive feedback regarding working with MHA.

One of the policy changes initiated by this survey was in response to feedback about the notification process for rent increases. MHA's policy has changed to notifying landlords and leasing agents when the rent increase has been approved by email.

Always feel free to contact us directly with questions, comments, or concerns. You can email us at: [landlord@missoulahousing.org](mailto:landlord@missoulahousing.org) or Anita directly at [amaddux@missoulahousing.org](mailto:amaddux@missoulahousing.org).