

2nd Quarter 2025



Hours of Operation:

Monday: 8:00am—5:00pm*

Tuesday: 8:00am—5:00pm*

Wednesday: 8:00am—5:00pm*

Thursday: 8:00am—5:00pm*

Friday: Closed

Saturday: Closed

Sunday: Closed

*Office closed from 12:30pm—1:30pm



LANDLORD NEWSLETTER



NSPIRE

Effective October 1, 2025, the Housing Choice Voucher Program will be transitioning from Housing Quality Standards (HQS) to the National Standards for the Physical Inspection of Real Estate (NSPIRE). This change aims to improve housing quality and provide clear compliance guidelines.

Organizations will need to ensure their properties meet the new inspection standards. The focus on objective, consistent, and accurate inspections may lead to more rigorous assessments, potentially resulting in a higher number of deficiencies identified and a greater need for timely repairs and maintenance.

Landlords are encouraged to familiarize themselves with NSPIRE standards and prepare for the upcoming inspections. Included with this letter is a flyer from HUD and an example inspection checklist. We have provided links to additional information about NSPIRE below.

<https://www.hud.gov/reac/nspire-notice>

<https://www.hudexchange.info/programs/public-housing/nspire-inspections-landlord-resources/>

<https://www.hudexchange.info/trainings/nspire-inspector-training/>

<https://www.hud.gov/reac/nspire-reading-standards>

Contact Us

CLEARWATER HOUSING AUTHORITY

Street Address

28050 US Hwy 19 N, Suite 103

City, ST Zip Code

Clearwater, FL 33761

Phone

727-461-5777 ext. 201

TTY: 800-955-8771

TTD: 800-955-8770

Email

INFO@clearwaterhousingauth.org

Website

www.clearwaterhousingauth.org



Frequently Asked Questions

Q. How do I Access important resources for landlords?

A. Landlords can access important information and forms in the landlord services section of the CHA Website:

<https://www.clearwaterhousingauth.org/landlord-services/>.

Q. How do I update my contact information or change my banking?

A. Landlords are encouraged to update this information in the landlord portal; however, they can also complete the appropriate form and email it to

INFO@clearwaterhousingauth.org.

- Landlords can update their address by completing a new W9, with the new address.
- Landlords can complete a new Direct Deposit Authorization form and submit it with a voided check or letter from the bank confirming name on account, bank account #, and routing #.

Q. How do I access the landlord portal?

A. You will need to request a registration code by emailing INFO@clearwaterhousingauth.org.

You will then be able to register for an account on the portal. The link to register/login to the landlord portal is

<https://portals-clearwaterhousingauth.securecafe.com/landlord/clearwater-housing-authority/login.aspx?>

You can also access the landlord portal from the home page of the CHA website

www.clearwaterhousingauth.org

Q. How do I list an available unit for CHA participants to lease?

A. Complete a Unit Referral Form and email to INFO@clearwaterhousingauth.org.

Q. How do I view my unit referral listing?

A. <https://www.clearwaterhousingauth.org/properties/>

ABATEMENTS

***Definition:** Abate-(verb) to deduct or subtract; to reduce in amount, degree, intensity; lessen.

In accordance with the Federal Regulation, 24 CFR 982.404: "The PHA must not make any housing assistance payments for a dwelling unit that fails to meet the Housing Quality Standards (HQS), unless the owner corrects the defect within the period specified by the PHA and the PHA verifies the correction. If a defect is life threatening, the owner must correct the defect within no more than 24 hours. For other defects, the owner must correct the defect within no more than 30 calendar days (or any PHA-approved extension).

For each day over the thirty (30) days a unit remains on a failed HQS inspection due to owner/landlord charges, CHA must calculate how much HAP must be abated. This HAP will be recouped or withheld from future payments. Once the unit passes inspection, CHA will calculate the abatement and issue a letter to the owner/landlord to inform him/her of the amount of HAP being abated and for which month(s). The owner/landlord may request an appeal of the abatement and provide invoices and/or receipts to document when all of the repairs were completed.

Please note: The owner/landlord may not charge the tenant for any HAP withheld by CHA due to failed inspections.

FIRST INSPECTION	SECOND INSPECTION	RESULT
Fail	Pass	No Abatement
Fail (Owner Charges)	Fail (Owner Charges)	Abate
Fail (Owner Charges)	Inconclusive	Abate
Fail (Tenant Charges)	Fail (Tenant Charges)	Terminate Tenant
Fail (Tenant Charges)	Inconclusive	Terminate Tenant
Fail (Owner & Tenant Charges)	Fail (Owner & Tenant Charges)	Abate & Terminate Tenant
Fail (Owner & Tenant Charges)	Inconclusive	Abate & Terminate Tenant
Inconclusive	Inconclusive	Terminate Tenant

LANDLORD FEEDBACK

WE WANT TO HEAR FROM YOU!

Landlords are encouraged to reach out to CHA and provide insight and feedback concerning our program and how it relates to your business.

Please feel free to reach out to
LINFO@clearwaterhousingauth.org

Benefits of Housing Choice Voucher Program for Landlord

- You will get timely and dependable payments from the public housing authority (PHA). Participating, compliant landlords will receive timely and dependable housing assistance payments (HAP) each month once the HAP contract and lease are signed.⁴
- You will get your full rental payment. When a HCV tenant's income permanently changes, the portion of rent paid by the PHA and the tenant is adjusted to reflect this change. This provides financial protection to landlords in that if a HCV tenant's income decreases, there is a process for the PHA to pay a larger portion of the rent to the landlord so the landlord continues to receive a full rental payment.
- You will receive regular inspections. Some landlords appreciate the routine inspections because they provide an opportunity to check on the condition of the unit. This can result in identifying maintenance needs that may have otherwise gone unnoticed for some time. Landlords that own or manage properties across wide geographies in particular tend to appreciate the value in having a routine, objective inspection of their rental units.
- You may request annual reasonable rent increases. Compliant landlords may request a rent increase at the annual anniversary of the HAP contract by written notice to the PHA.
- You have the opportunity to help low-income elderly, disabled, and veteran households, as well as families with children by providing affordable housing. More than 50 percent of vouchers serve elderly or non-elderly disabled families. About 45 percent of vouchers assist single-parent families.

[PIH HCV Landlord Resources](#) | [HUD.gov](#) / [U.S.](#)