



HOUSING DEPARTMENT BROCHURE

City of Phoenix Housing Department
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www.phoenix.gov/housing

 @PHXHousing

City of Phoenix Housing Department

PHX HOUSING
Quality Affordable Housing and a Pathway to Self-Sufficiency





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WELCOME

Welcome to the City of Phoenix Housing Department. Our housing services provide assistance to more than 35,000 residents, as well as numerous non-profit organizations and private businesses in the Phoenix community.

Through support and guidance from City Council, we have been able to improve the lives of countless Phoenicians. In addition, our housing partnerships have led to the development of many housing and homeownership opportunities. The enthusiasm and dedication of our Housing Department staff make it possible to deliver critical services in a timely and efficient manner.

This brochure lists the programs and services the Housing Department offers. We hope the information is helpful to you. For additional information, please visit our website at phoenix.gov/housing.

Titus Mathew

Housing Director



OUR MISSION

To provide quality affordable housing and a pathway to self-sufficiency.



AFFORDABLE RENTAL OPPORTUNITIES

The City of Phoenix offers various housing programs to serve people with low-to-limited incomes including families, singles, seniors, and people with special needs such as disabilities, veterans, homeless, victims of domestic violence and persons living with HIV/AIDS.

PUBLIC HOUSING

The City of Phoenix owns and operates Public Housing apartment communities throughout the Phoenix area. Apartments range in size from one to five bedrooms with electric and water utilities included. Up to 30 percent of a participant's monthly income goes toward rent. If other utilities are required such as gas, participants receive an allowance. Families in this program also have access to a wide range of job training programs, educational assistance and case management to help participants achieve financial independence and personal growth. Public Housing is subsidized by the U.S. Department of Housing and Urban Development (HUD).

AFFORDABLE HOUSING

All affordable rental properties owned by the City of Phoenix are managed by professional management companies. Housing units are equipped with well-designed kitchens and energy efficient heating and cooling systems. Features and amenities include laundry facilities, playgrounds, parking, community rooms, and swimming pools (select properties). All communities are conveniently located near jobs, public transportation, grocery stores, schools, hospitals and businesses.

SCATTERED SITES

The City of Phoenix owns and manages numerous single-family homes "scattered" throughout Phoenix. Applicants must be a family of two or more, meet the minimum income requirements, and pay up to 30 percent of their monthly income towards rent. Similar to multi-family housing, participants receive utility allowances but are required to pay the utility companies directly.

This is also an excellent opportunity for low-to-moderate income families who want to become first-time homebuyers. Families can work to become qualified for a home mortgage while leasing a home from the City. As an incentive, the City will provide up to \$6,000 in down payment and closing cost assistance to help families purchase a Scattered Sites home. The annual household income for eligible homebuyers may be up to 80 percent of the Area Median Income.



The City of Phoenix offers different types of housing throughout the community. To participate, all adult family members must meet income requirements and occupancy guidelines, pass a criminal background check, and have an acceptable rental history.

To learn more about these housing programs, visit phoenix.gov/housing, or call 602-262-6794.

AFFORDABLE RENTAL OPPORTUNITIES

SENIORS AND PERSONS WITH DISABILITIES

The City of Phoenix recognizes the importance of independent living for seniors and disabled persons. ADA-compliant apartment communities are located throughout Phoenix. Participants pay up to 30 percent of their monthly income towards rent. Added benefits include:

- Onsite service coordinator, computer labs, independent living programs, and social activities
- All properties are members of the Crime-free Multi-housing Program
- Pets are permitted in all senior housing communities (some restrictions apply)



SECTION 8 HOUSING CHOICE VOUCHERS

The Section 8 Housing Choice Voucher Program is the largest federal housing program in the United States with the City of Phoenix providing more than 7,000 local, low-income families with assisted housing. Eligible participants pay up to 30 percent of their monthly income towards rent. The program then pays the landlord the difference between what a family can afford and the approved rent for the housing unit. This allows voucher recipients to select rental housing of their choice in the private rental market. The Section 8 wait list is closed until further notice.



VASH VOUCHERS FOR VETERANS

The Veterans Affairs Supportive Housing (VASH) Program provides housing to homeless veterans. Veterans receive case management and clinical services from the Veteran Affairs Medical Center (VAMC), while residing in participating rental housing of their choice. For more information, veterans should call 1-877-424-3838.

PERSONS LIVING WITH HIV/AIDS

The City of Phoenix is the administrator of the federal Housing Opportunities for Persons with AIDS (HOPWA) Program. The goal is to help persons living with HIV/AIDS and their families maintain a stable living environment that will allow access to healthcare and supportive services. Documentation of diagnosis is required in order to receive housing assistance. Referrals are provided to the City of Phoenix from HIV Care Directions, located at 1366 E. Thomas Road. To learn more, call 602-264-2273.



AEROTERRA SENIOR APARTMENTS
16th and Villa Streets

HOMEOWNERSHIP

PHOENIX.GOV/HOUSING/HOMEOWNERSHIP

To help make homeownership a reality, the City of Phoenix Housing Department offers eligible homebuyers interest-free loans to assist with down payment and closing costs. These loans are designed to help bridge the gap between the purchase price of a home and the maximum amount the homebuyer can afford to pay.



SECTION 32 PROGRAM

The Section 32 Homeownership Program offers eligible homebuyers the opportunity to purchase two- to four-bedroom homes owned by the City of Phoenix. This program has a two-fold benefit that includes a 20 percent discount on the appraised price of the home to ensure affordability for low-income families, with the discount in the form of a loan and forgiven over a 10-year period of residency.

OPEN DOORS PROGRAM

The Open Doors Program provides up to \$15,000 in down payment and closing cost assistance to eligible first-time homebuyers. The annual household income for eligible homebuyers cannot exceed 80 percent Area Median Income. Funding is secured as a second mortgage and forgiven after a 15-year period of residency. The Open Doors Program can also be combined with other housing assistance programs.

ELIGIBILITY REQUIREMENTS

These homeownership programs provide an excellent opportunity for public housing participants and City residents who earn up to 80 percent of the Area Median Income and want to become homeowners. To be eligible, homebuyers:

- cannot be on the title of any residential property (or have owned a home in the last 36 months)
- must be permanent legal residents of the U.S.
- must occupy the home as their principal residence
- must attend an eight-hour homebuyer education class, including a one-on-one household budget/credit assessment session conducted by a HUD-Certified housing counseling agency



Bloom where
you are planted



SUPPORTIVE SERVICES

FAMILY SELF-SUFFICIENCY

The Family Self-Sufficiency (FSS) program supports assisted-housing residents as they transition from dependence on government assistance to financial independence. During the five-year program, participants agree to actively engage with case managers to improve their financial status through job training and employment goals. The FSS program also offers an opportunity to build assets through an escrow savings account that is awarded upon successful completion of the program.

iWORK

The iWORK Program (Improving Work Opportunities and Resident Knowledge), promotes training and employment for residents living at Marcos de Niza Public Housing community. iWORK is an affiliate ARIZONA@WORK site. The iWORK team partners with community agencies to provide a job-driven approach to increase resident skills and match residents to better paying jobs. The program focuses on work readiness, employer connections, job placement and educational opportunities. The iWORK program is available to all residents, ages 18 to 61, residing at the Marcos de Niza Public Housing community, and includes a program for youth.

PROJECT S.O.A.R.

The ROSS for Education program (also known as Project SOAR (Students + Opportunities + Achievements = Results) reflects HUD's commitment to expand educational services to youth living in HUD-assisted housing. The ROSS for Education program provides education navigators who assist by providing individualized assistance to public housing youth between the ages of 15 to 20 and their families in FAFSA completion, financial literacy and college readiness, post-secondary program applications and post-acceptance assistance. While this grant has ended, the program has continued at all family housing sites.



The City of Phoenix Housing Department offers an array of services and programs designed to help residents and their families achieve their highest level of economic and social independence.



SUPPORTIVE SERVICES CON'T

SENIOR SERVICES

The Senior Service Coordinator Program provides Service Coordinators that are located at housing sites, designated for the elderly and persons with disabilities. The Service Coordinator plays a critical role to support HUD-assisted housing as a platform for financial and physical security; health and nutritional services; social connections; and the delivery of community based supportive services. Service Coordinators provide residents with varying levels of assistance from information and referral for supportive services to providing more involvement assisting residents to access services that will allow them to remain independent, age in place, reduce social isolation and achieve a quality of life.



ROSS SERVICE COORDINATION

The Community and Supportive Services (CSS) program is designed to help residents living at the HOPE VI communities achieve self-sufficiency. The program partners with more than 80 social service, education and healthcare providers. Through these partnerships, residents are offered a variety of supportive services which include education services such as GED, English as a Second Language, and referrals to post-secondary education or trade schools; employment services which include resume writing, job search and job retention; health services; youth services and referrals to homeownership services.



CHOICE NEIGHBORHOODS SUPPORTIVE SERVICES (CSS)

The Choice Neighborhoods (CN) Supportive Services program is designed to help residents living within the CN boundaries to achieve self-sufficiency. Service Coordinators and Caseworkers assist residents who live in the target housing to improve outcomes related to economic empowerment, health, and children's education. The program partners with more than 80 social service, education and healthcare providers. Services are provided at the Aeroterra Community Center which is an affiliate ARIZONA@WORK site.



HOUSING DEVELOPMENT



ENCANTO POINTE APARTMENTS
A Housing First project supporting the homeless
9th Street and Indian School Road

The Housing Development team implements programs for the creation and preservation of sustainable affordable housing and housing-related services by:

- Partnering with the community, nonprofit agencies, private sector companies and other organizations.
- Planning targeted area housing construction, rehabilitation and neighborhood area development.
- Coordinating proposals with city, state and federal funding agencies to incorporate multiple financial structures for funding.
- Delivering project management services from initial planning through final construction.
- Ensuring projects are in compliance with city, state, federal and investor requirements including quarterly reports, updates and closeouts.

Two of the largest federal block grants provided to the City of Phoenix include the Community Development Block Grant (CDBG) and HOME Investment Partnerships Program (HOME).

As a grantee, the City's primary objective for use of the funding is to work with community partners to develop and implement programs designed to assist low- to moderate-income families by providing quality, affordable housing, expanded economic opportunities, rehabilitation of structures, new construction, and homeownership assistance. Through its annual Notice of Funding Availability (NOFA) or Call For Interest (CFI), the Housing Department ensures funds are made available as loans to for-profit and non-profit partners who develop affordable housing units. Loans are made according to the City Council approved Underwriting Guidelines. Funding notices are published on the City's website at phoenix.gov/rfp.



DEVELOPMENT PROGRAMS

CHOICE NEIGHBORHOODS

In July 2018, the U.S. Department of Housing and Urban Development (HUD) awarded the City of Phoenix Housing Department a \$30 million Choice Neighborhoods Implementation Grant for the Edison-Eastlake Community. The Choice Neighborhoods program is designed to transform distressed neighborhoods and public housing into mixed-income neighborhoods that link housing improvements with appropriate services, schools, public assets, transportation and access to jobs.

With this grant, Phoenix Housing will be converting 577 units of obsolete housing into over 1,000 units of modern mixed-income rental housing.

RENTAL ASSISTANCE DEMONSTRATION (RAD)

The RAD program enables the Housing Department to convert units from public housing operating subsidy to long-term, renewable, project-based Section 8 rental assistance. Participation in RAD will: (1) increase the self-sufficiency of property operations through more stable Section 8 funding; (2) provide for property reserves to address ongoing capital needs; and (3) allow for the use of Low Income Housing Tax Credits, as well as private sources of funding to make capital improvements. The RAD program will help revitalize aging public housing properties and address maintenance and capital improvements, as well as provide future financial sustainability and continued affordability.

Phoenix Housing has received a RAD Award and is proceeding to convert public housing properties.



CREATE OR PRESERVE 50,000 HOMES BY 2030

HOUSING PHOENIX PLAN

In June 2020, Phoenix Mayor and City Council unanimously approved the first-ever Housing Phoenix Plan, which establishes a goal of creating or preserving 50,000 units by 2030 to address the housing shortage in Phoenix.

The vision of the Housing Phoenix Plan is to create a stronger, more vibrant Phoenix through increased housing options for residents at all income levels and family sizes. This vision will be achieved through one goal that has nine policy initiatives.

1. Prioritize New Housing in Areas of Opportunity
2. Amend Current Zoning Ordinance to Facilitate More Housing Options
3. Redevelop City-Owned Land with Mixed-Income Housing
4. Enhance Public-Private Partnerships and Increase Public, Private and Philanthropic Financing
5. Building Innovations and Cost Saving Practices
6. Increase Affordable Housing Developer Representation
7. Expand Efforts to Preserve Existing Housing Stock
8. Support Affordable Housing Legislation
9. Education Campaign





CONTACT THE HOUSING DEPARTMENT

MANAGEMENT

Titus Mathew
Housing Director

Aubrey Gonzalez
Assistant Housing Director

Leah Ray
Housing Deputy Director
Management Services

Angela Duncan
Housing Deputy Director
Development

Marla Tannenbaum
Housing Deputy Director
Property Management

Wendell Hill
Housing Deputy Director
Asset Management

Samantha Keating
Housing Deputy Director
Affordable Housing/Housing Phoenix Plan

Elenia Sotelo
Housing Manager
Section 8 Program

Zona Pacheco
Housing Manager
Supportive Services

OFFICES

Housing Administration
251 W. Washington St., 4th Floor, Phoenix, AZ 85003
602-262-6794

Section 8 Housing Choice Voucher Program
830 E. Jefferson St., Phoenix, AZ 85034
602-534-1974

Homeownership Assistance Programs
251 W. Washington St., 4th Floor, Phoenix, AZ 85003
602-534-4584

HOPE VI Community Training and Education Center
1150 S. Seventh Ave., Phoenix, AZ 85007
602-534-2043

Family Self-Sufficiency (FSS) Program
810 S. Seventh Ave., #16, Phoenix, AZ 85007
602-495-0781

Office Hours:

- 8:00 a.m. to 5:00 p.m.
Monday through Friday
- City of Phoenix offices are closed
on official City holidays.

