

# How Threshold Supports You



The Threshold team is fully dedicated to supporting our owners and operators. We'll remain responsive to your needs, mitigate any risk to you where possible, and do all we can to create a positive experience for you when renting to tenants transitioning off the streets.

While owners and operators will always be subject to market conditions, Threshold was designed to make it as easy as possible for you to lease your units in whatever state the market is in.

As a member of the Threshold network, you have access to:










- **Padmission, our exclusive internet-based listing system (ILS) for Threshold partners and voucher-holders. Padmission makes it easy, convenient, and fast to list your units, add their details, and update their availability as often as you'd like.**
- **A Padmission Specialist on-hand 24/7 to help you quickly get into Padmission and lease up your units fast.**

You always have access to our team of rental property experts, who can provide any support needed and answer any questions or concerns you might have.

Feel free to call the 24-hour hotline at 602.507.6737 to speak to a Threshold team member at any time of day.

# Reference Guide



Process Step	Instructions & Tips	Find it at:	Submit or Reach Out to:
<b>LIST</b>			
 List Vacancies on Admission	Build and keep your properties updated with the most recent vacancies	ThresholdAZ.com /Admission	Padmission@hominc.com
 Approve a Tenancy	Use your company's standard application and approval process		
<b>APPROVE</b>			
 Request for Tenancy Approval (RFTA)	Completed RFTA includes lease and payment info: <ul style="list-style-type: none"> <li>- Lease Details &amp; Rent Reasonableness</li> <li>- Request for Taxpayer ID</li> <li>- Direct Deposit (ACH) Authorization</li> <li><b>Don't forget to include a <u>Voided Check</u></b></li> <li>- Lead Warning Statement</li> </ul>	/RFTA  /TaxID /DirectDeposit  /Lead	RFTA@hominc.com  OwnershipChange@hominc.com
 HQS Inspection	Scheduled by the Housing Specialist <b>Expedite this by using the checklist</b>	/HQS-Checklist	InspectionDepartment@hominc.com
<b>MOVE IN</b>			
 Incentive Payment	Threshold takes care of incentive processing to make sure you get paid!	/HowItWorks	Threshold@hominc.com
 Rental Assistance	<ul style="list-style-type: none"> <li>- Paid on the 1st of the month via ACH</li> <li>- Tenant Portion dependent on income &amp; program</li> </ul>		
<b>SUPPORTED TENANCY</b>			
 Tenant Support	Housing Specialist works with Service Providers, Case Managers, and Clinics to support the tenant	Staff Directory: hominc.com/team	Not sure who to contact? hominc.com/find
 Owner/Operator Support Team	A team dedicated to: <ul style="list-style-type: none"> <li>• Damage Claims</li> <li>• Rent Reasonableness</li> <li>• Lease Renewals</li> <li>• Ownership/Management &amp; Payment Changes</li> </ul>	/Team	LeaseRenewals@hominc.com for when you're renewing a lease  LandlordSupport@hominc.com for when you need support for anything other than lease renewals
<b>MOVE OUT</b>			
 Risk Mitigation Funds	Fill out the Damage Claim Worksheet within 30 days of move-out inspection	/DamageClaims	DamageClaims@hominc.com