



Owner Frequently Asked Questions

Q: How does my tenant qualify for security deposit assistance from OHA?

A: OHA subsidized families who are eligible for OHA's security deposit assistance must fill out a request form. Families can access the request form at www.oakha.org, by calling 510-587-2100, or by emailing ownerservices2@oakha.org.

Q: How do I receive the security deposit assistance payment from OHA?

A: Payment will be issued after owners complete a request form, and the HAP contract is activated. This form is automatically provided with HAP contract activation documents.

Q: When will I get the security deposit from OHA?

A: OHA will pay the eligible amount on behalf of the family after contract activation.

Q: The security deposit for the unit is more than OHA's assistance, who pays the rest?

A: The family is responsible for the difference between the total security deposit and the amount of assistance paid by OHA.

Q: A tenant of mine is transferring from one unit to another. Are they eligible for security deposit assistance?

A: No, families who already live in the building or portfolio will not be eligible for security deposit assistance. Their existing deposit should transfer with them.

Q: When the tenant moves out, what do I do with the security deposit paid by OHA?

A: Treat the security deposit assistance from OHA as if you received it from the family. Upon move out, follow California governance on security deposit returns.