

Jackie had been living in a large apartment complex full of violence and illicit drug use, and was thrilled to receive her voucher. She spent weeks looking at units and finally settled upon one she really liked. Transportation to and from rental units was one of her greatest barriers. Her budget was so tight that adding one extra bus ride would put her in the red. She was also concerned about meeting with landlords, something that stemmed from her previous history with bad landlords, and she wanted someone to accompany her while she looked at units. Santa Maria's Housing Access Specialist was able to show her how to look for "tell-tale" signs of condition issues and helped her travel to look at apartments. Jackie really enjoyed using online websites to look up outstanding code violations, trying to make sure she didn't go from one bad situation to another. The Housing Access Specialist was able to talk to the potential landlord, who was initially hesitant to work with a voucher participant, into agreeing to lease to our client. Jackie is now living in a quality unit, has a manageable budget, and knows how to insure her rights and obligations as a tenant are met.