Communications
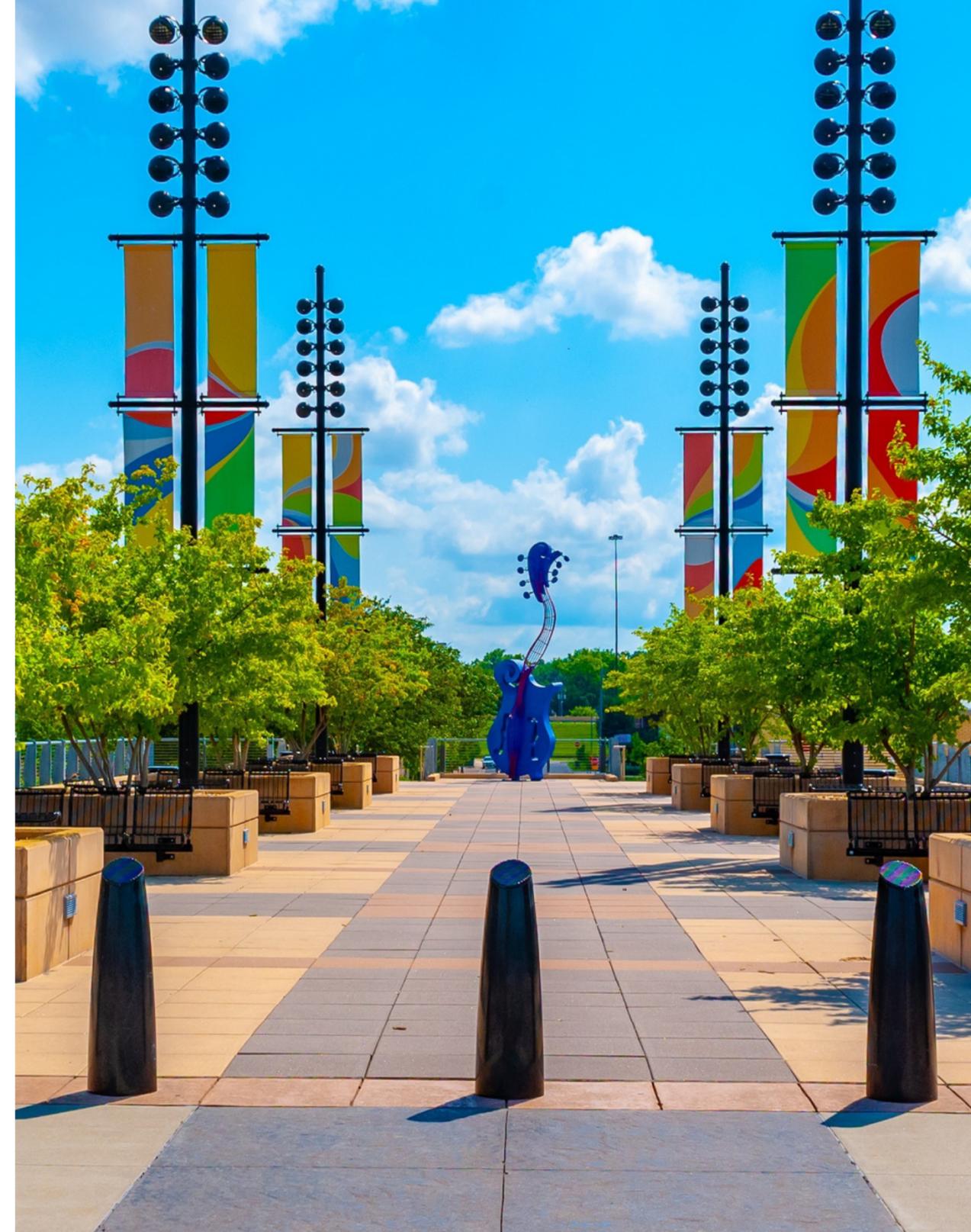## Waterloo's New Look

Minela Ikanovic, Kathryn Shumaker, Cole Adesso, Aaron Villarreal, and Gabriel Bautista

Stakeholders

Stakeholders

1

Citizens of Waterloo

Gives the general Public the ability to look up housing information for the city of Waterloo

3

Stakeholders

1

Citizens of Waterloo

Gives the general Public the ability to look up housing information for the city of Waterloo

2

Landlords of Waterloo

Allows landlords to follow a rubric in order to own and properly manage properties for tenants

Stakeholders

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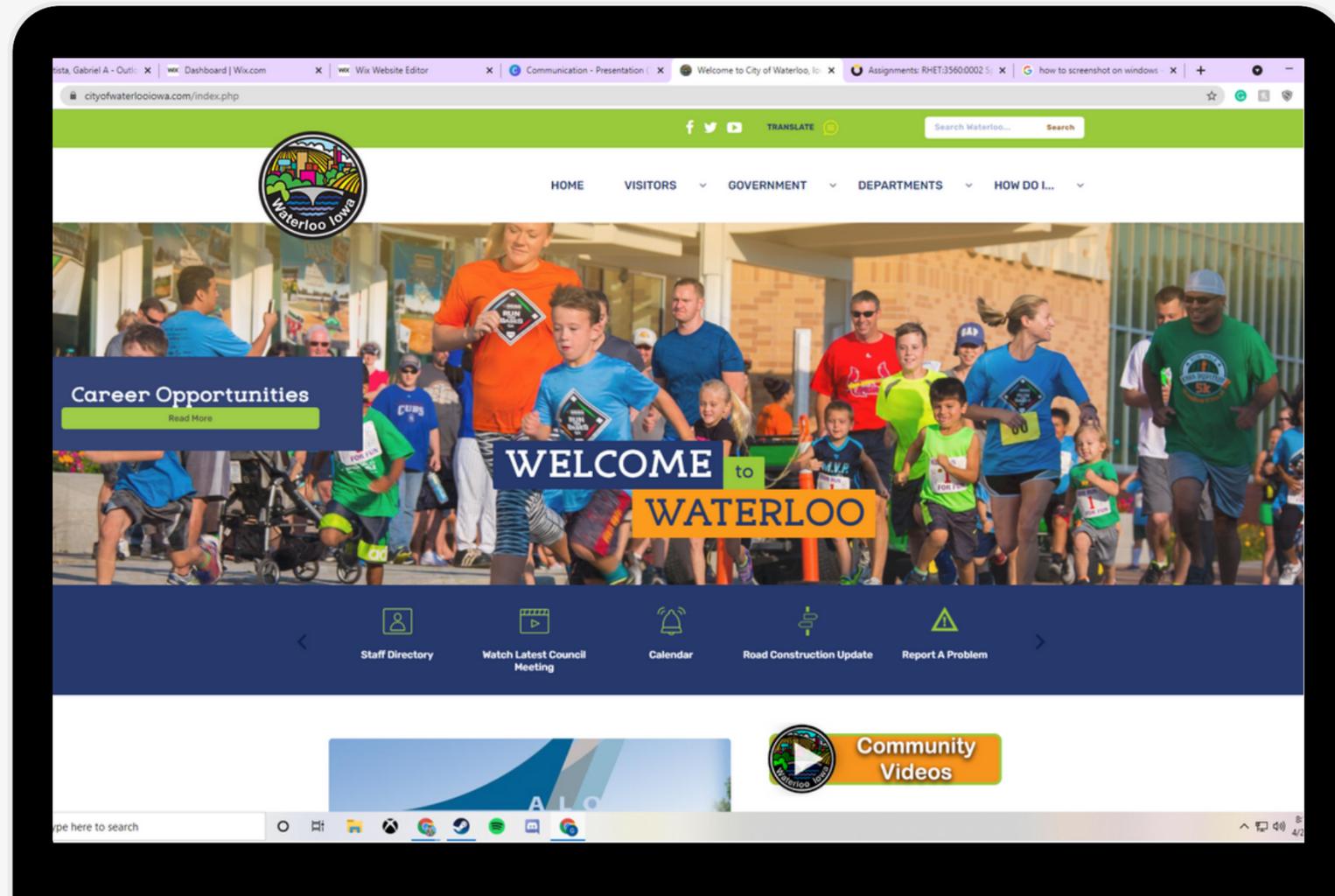
3

Tennants of Waterloo

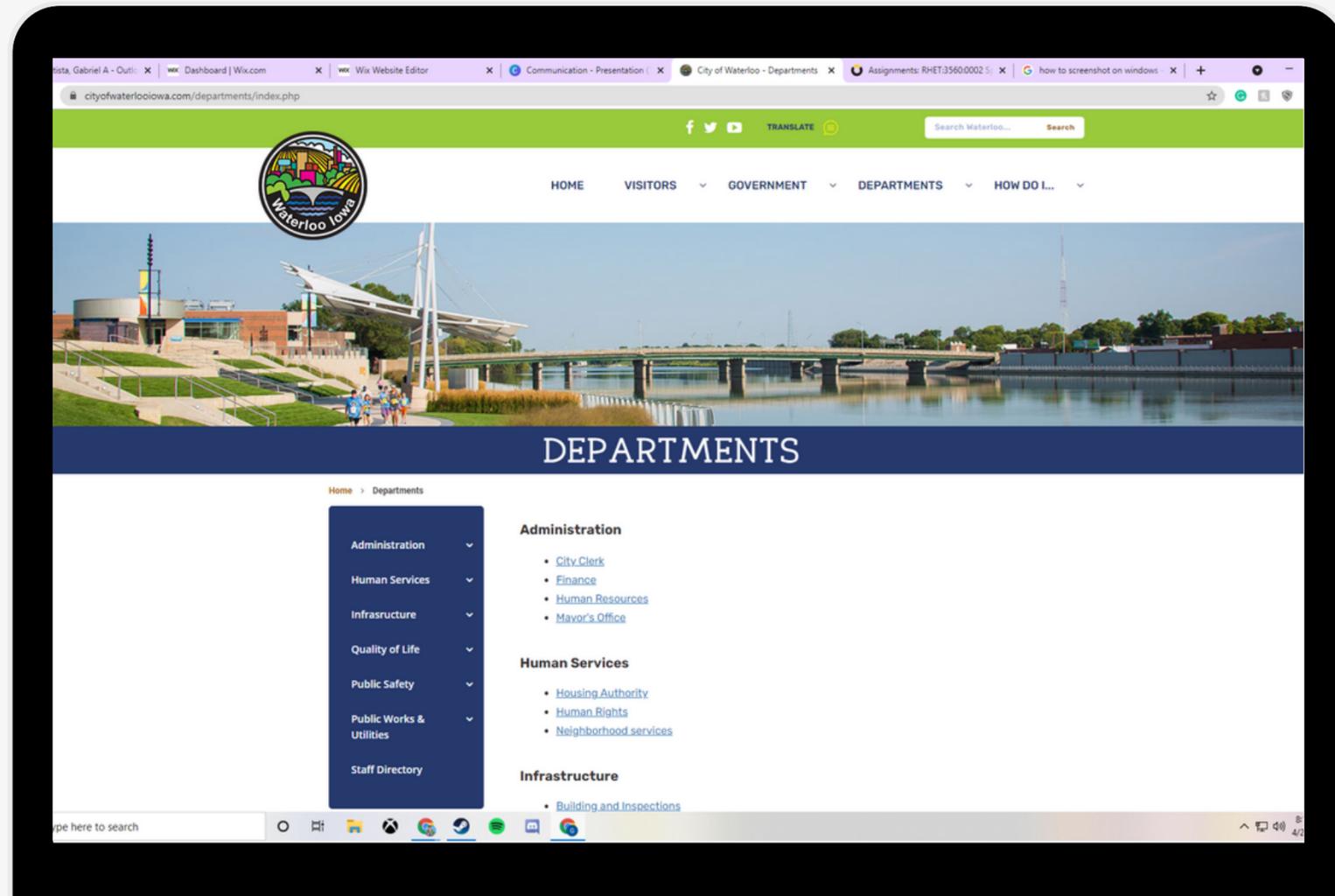Will grant tenants a resource in order to view their rights as well as see their deadlines and upcoming inspections

Background

Current Website Navigation

Homepage

Current Website Navigation

Current Website Navigation

1 **Homepage**

2 **Departments**

3 **Housing Aurthority**

Currently Includes
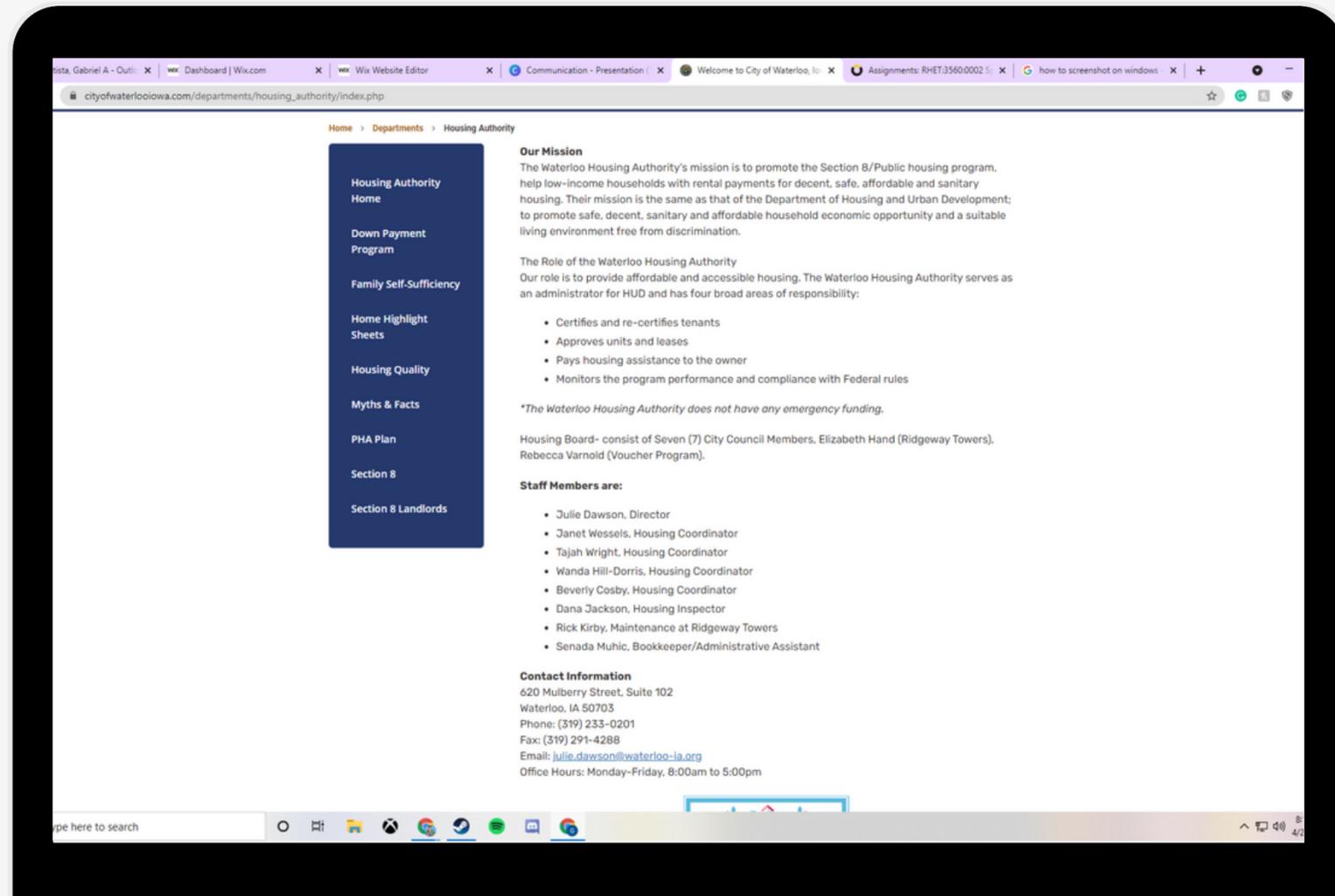
1 **Housing Authority Home**

2 **Down Payment Program**

3 **Family Self-Sufficient**

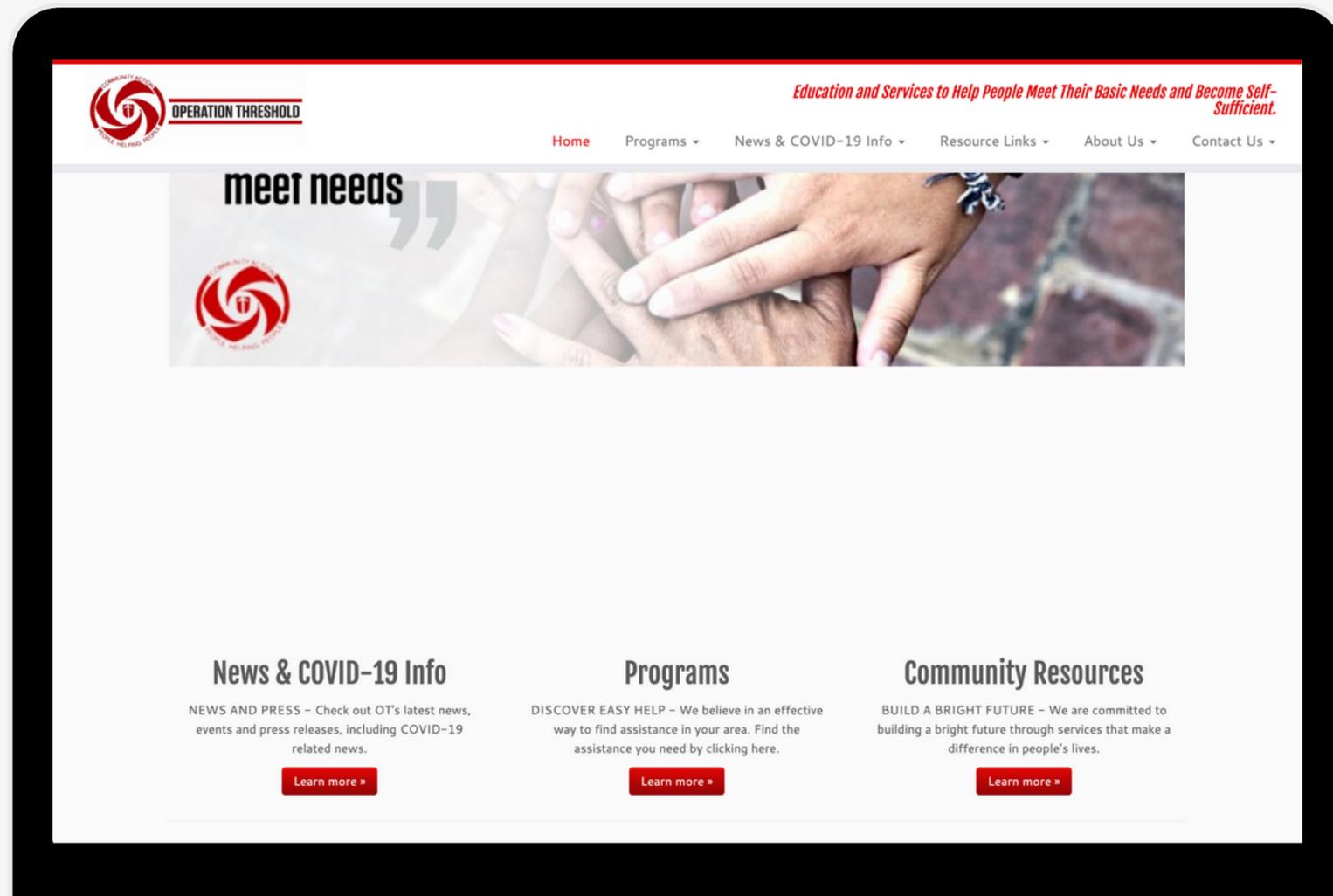4 **Home Highlight Sheets**

5 **Housing Quality**

6 **Myths and Facts**

7 **PHA Plan**

8 **Section 8**

9 **Sections 8 Landlords**

Best Practices

Operation Threashold

1 **Homepage**

Operation Threshold

1 **Homepage**

2 **FAQ section**

OPERATION THRESHOLD

Education and Services to Help People Meet Their Basic Needs and Become Self-Sufficient.

Home   Programs ▾   News & COVID-19 Info ▾   Resource Links ▾   About Us ▾   Contact Us ▾

Home » About Us » FAQs

FAQs

Quick Links

- OT COVID-19 Needs Survey
- LIHEAP
- Crisis & Energy Assistance
- Applications Currently Accepted
- WIC
- Nest Program
- Home Visitation Programming
- Disaster Case Management
- Affordable Housing
- Family Development
- Weatherization
- News & COVID-19 Info
- Donations

Q: Do you have a home repair program?
A: No, Operation Threshold does not have a home repair program. Waterloo homeowners, who live within the city limits, are current with their taxes and have lived at their residence for at least one year can contact Community Development at 291-4429. Cedar Falls homeowners can call their City Hall and ask for housing.

Q: Where can I get school supplies for my children?
A: Eye of the Needle takes applications for school supplies for children in Black Hawk County. For those in Buchanan and Grundy, please contact Operation Threshold in the appropriate county — they do school supply drives.

Q: Do you assist in helping find a place to live? Also, what about rent and deposit assistance?
A: We offer Tenant-Based Rental Assistance (TBRA) to FaDSS participants and to those on Section 8 waiting list. This program provides eligible participants with the full rental deposit and 70% of the first month's rent for housing units within the City of Waterloo. All housing units must be inspected and meet or exceed Housing Quality Standards (HQS). Inspections are performed at no cost by a qualified housing inspector. For more information, see the affordable housing page. We also have affordable housing units available. See the affordable housing page, for more information. Please contact the Grundy and Buchanan offices directly for inquiries regarding rental assistance.

For those who do not qualify for TBRA, O.T. offers (what we call) a Low Income Housing list. This list has apartment complexes and landlords listed. We are not affiliated or endorsing any of these. In this case, O.T. does not assist with rent or deposit. Referrals are made to other agencies for rent.

www.operationthreshold.org

IS DONATIONS DONA
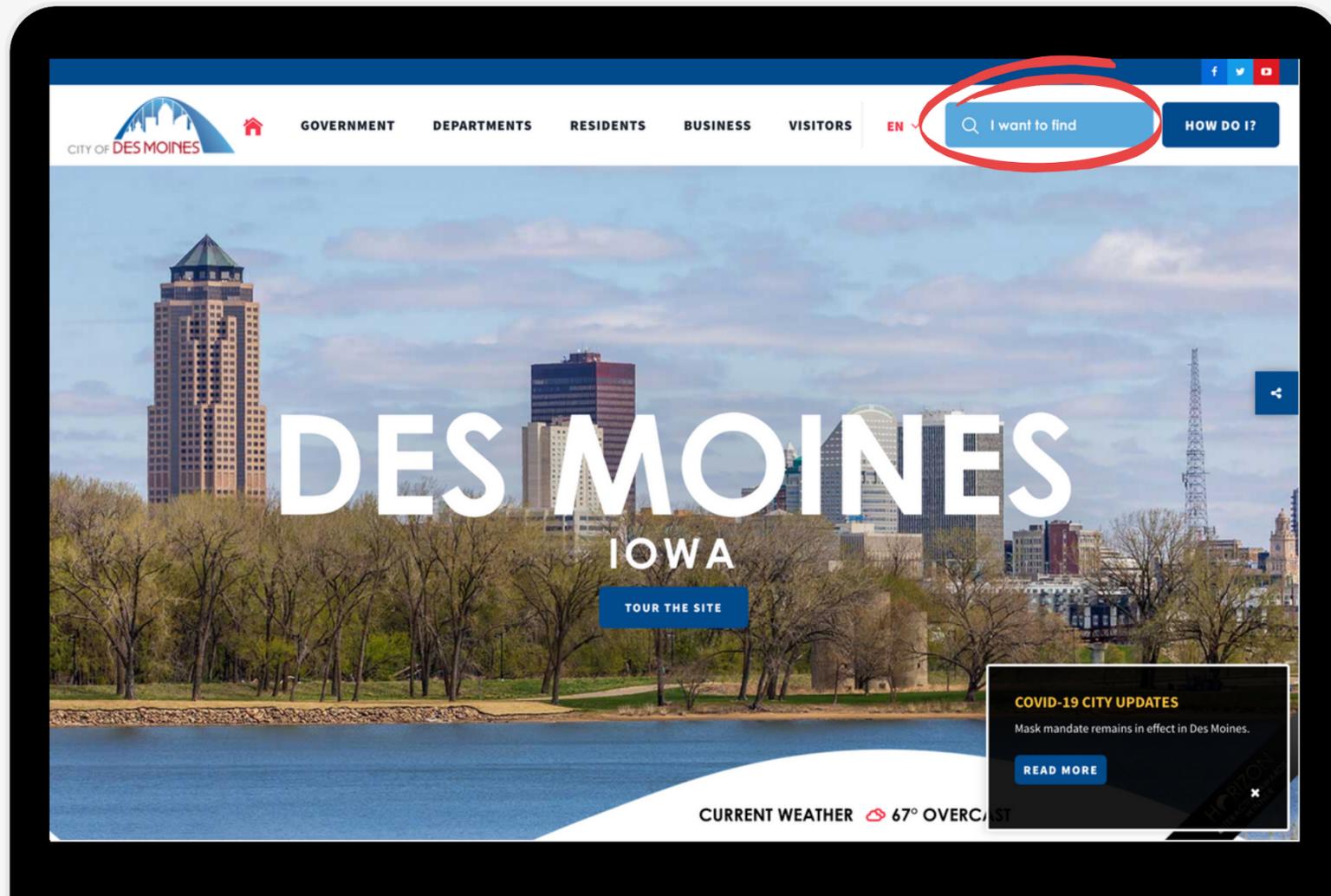Donate Now
Click here

Operation Threshold

1 **Homepage**

2 **FAQ section**

3 **"Quick Links" section**

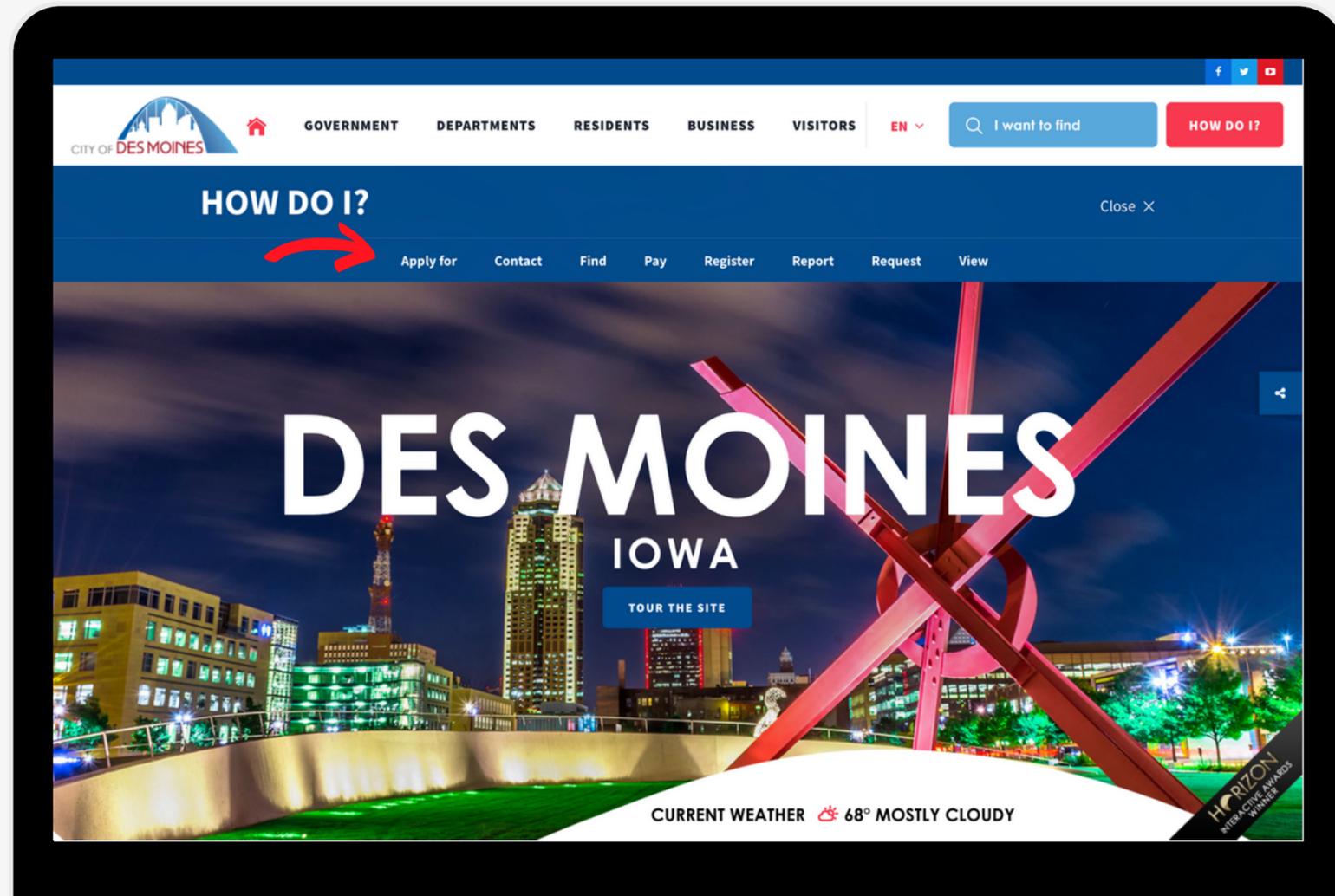# City of Des Moines

City of Des Moines

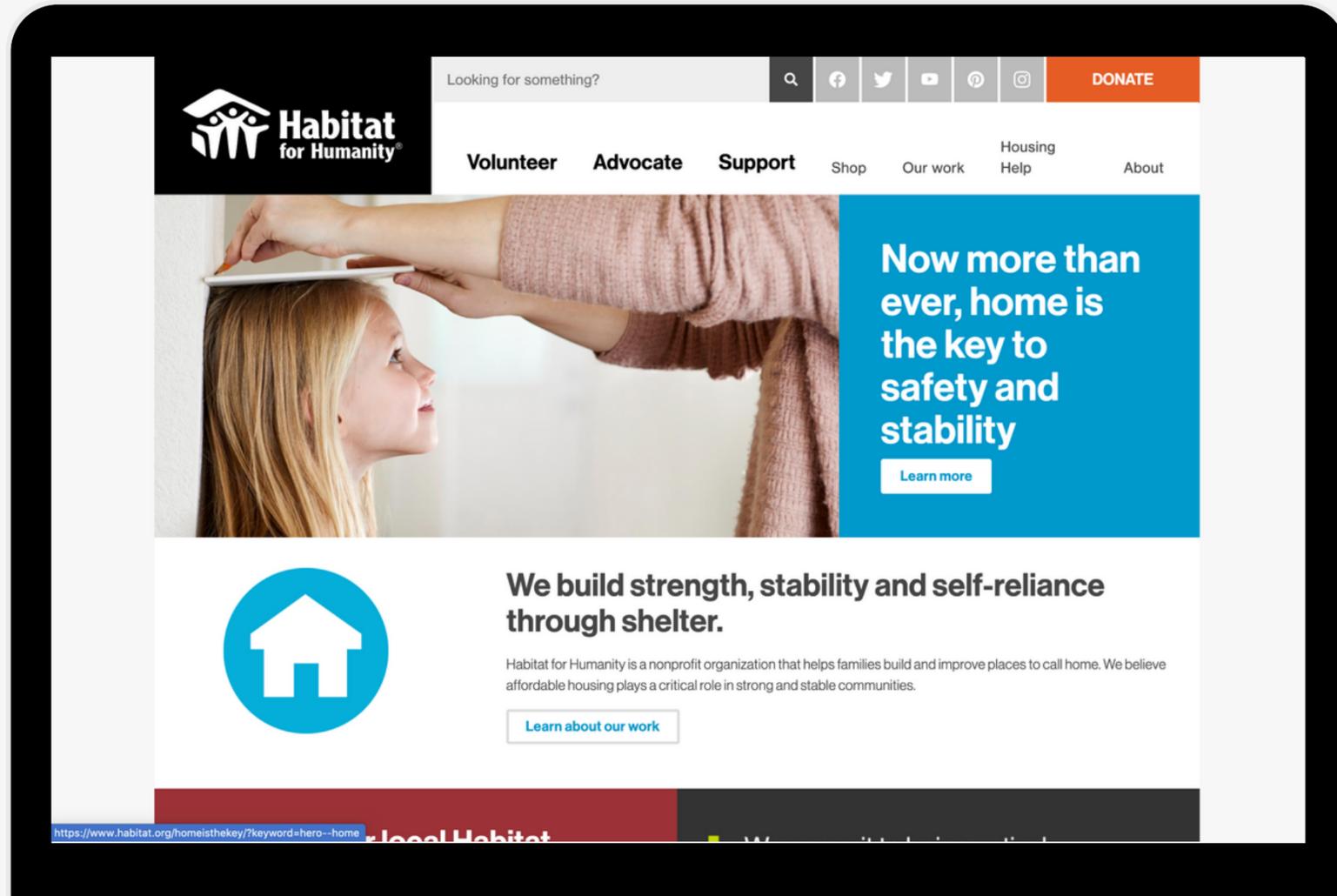1 **I want to find" tab**

2 **"How do I" tab**

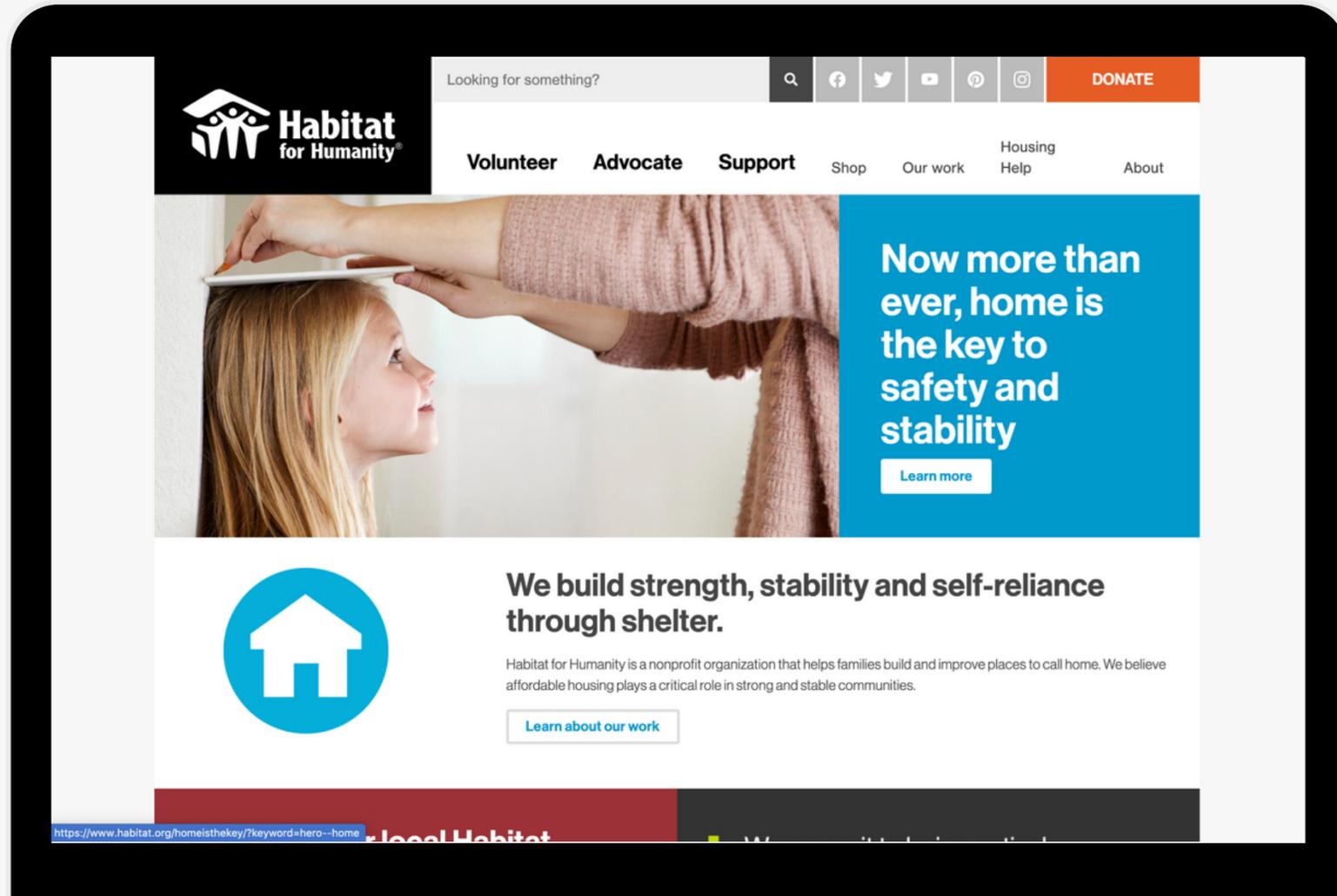# City of Des Moines

1 I want to find" tab

2 "How do I" tab
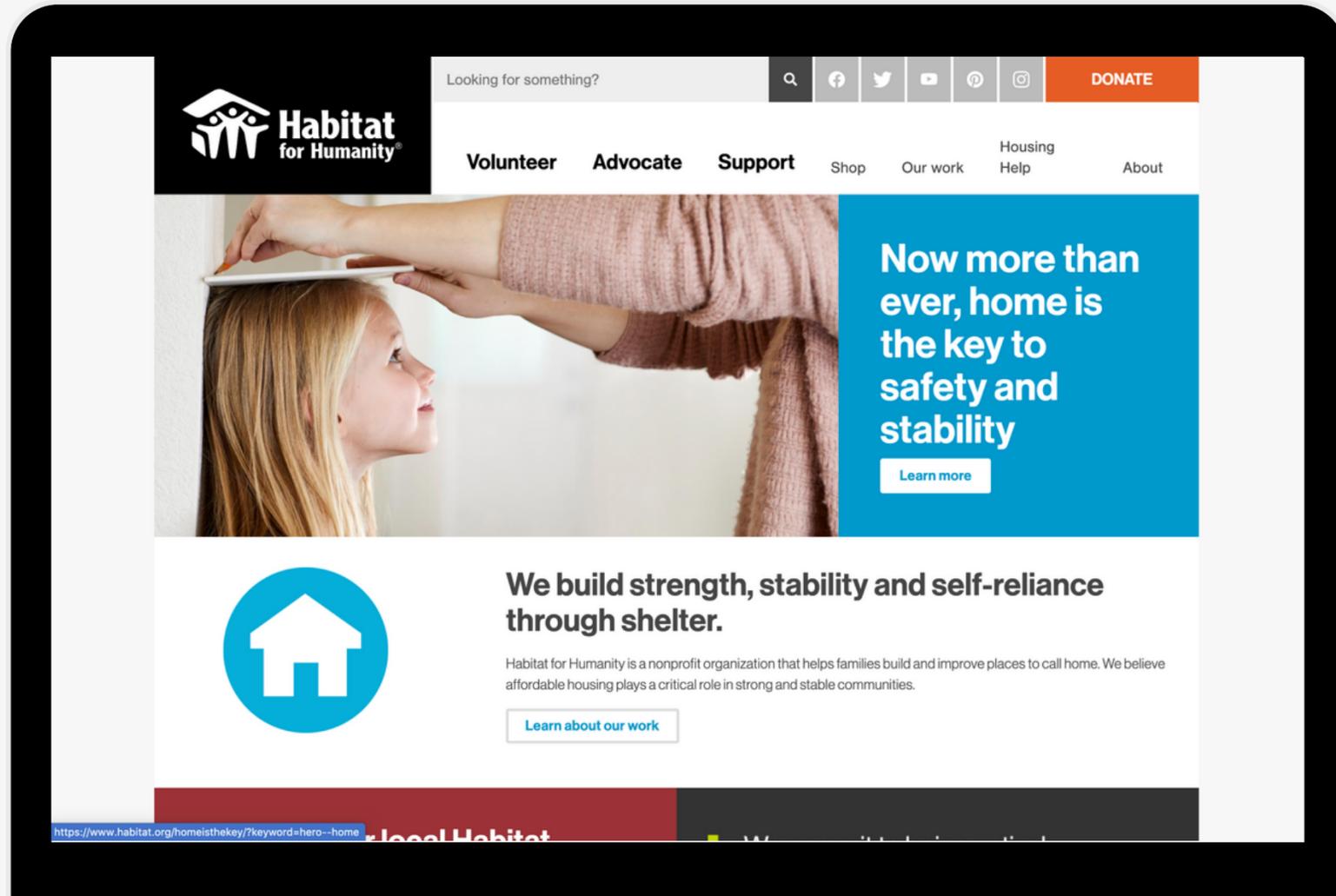
3 Action items

Habitat For Humanity

Habitat For Humanity

1 **Bold & color contrasting headings**

2 **Eye-catching graphics**

Habitat For Humanity

1. **Bold & color contrasting headings**

2. **Eye-catching graphics**

3. **Informative subheadings**

Recommendations

1 Change heading to "people-based" and subheading to "action based" words

2 Include a "Turn In" section

3 Have a "Payment Options" button

4 Add a FAQ section

5 Include a contacting section

Recommendations

1

Change heading to "people-based" and subheading to "action based" words

2

Include a "Turn In" section

3

3

Have a "Payment Options" button

4

Add a FAQ section

5

Include a contacting section

Change heading to "people-based" and subheading to "action based" words

- Headings become people based for ease of navigation
- Direct routes to pertinent information
- Requires less finding of information
- All relevant material consolidated into headings
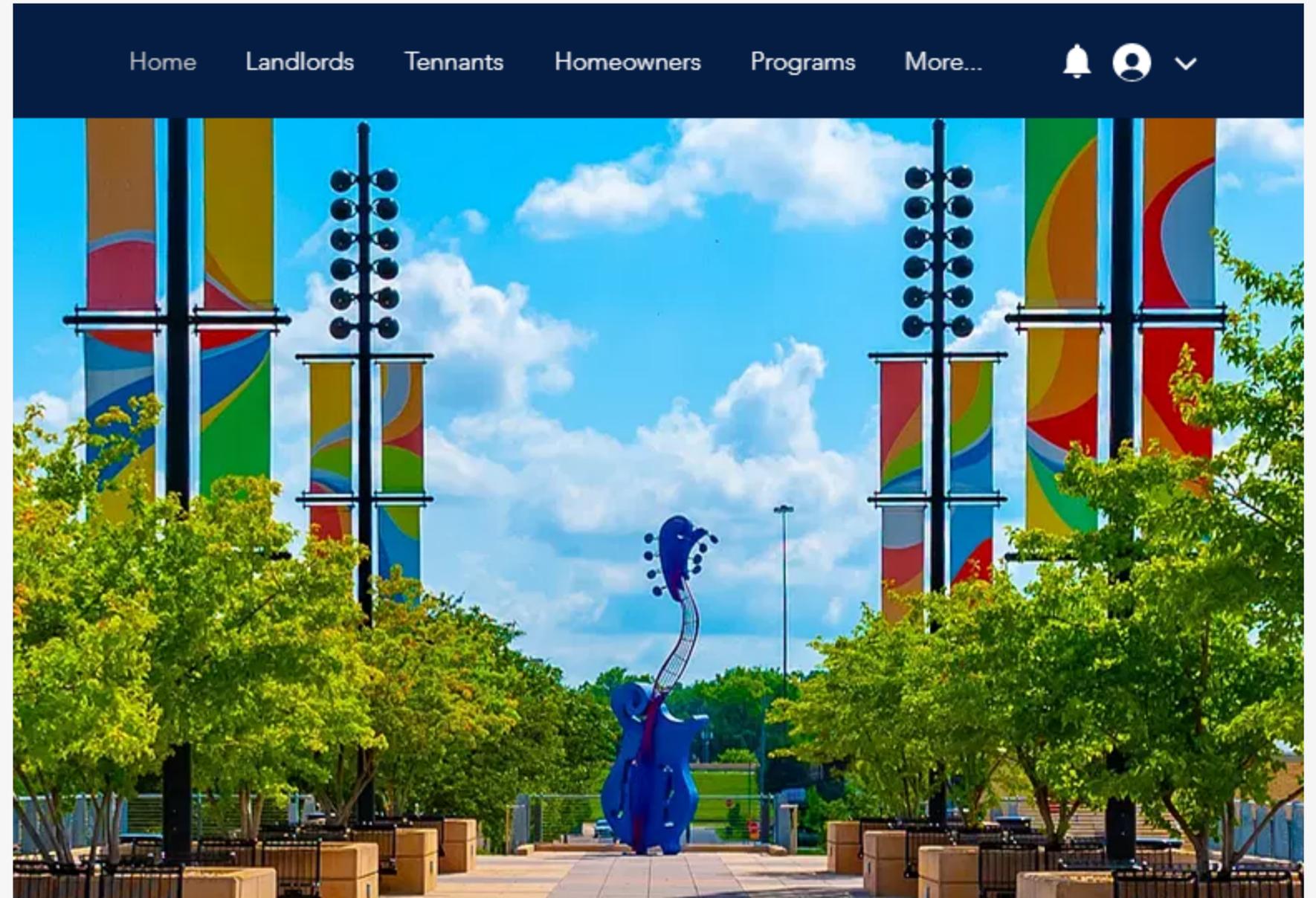
Recommendations

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Change heading to "people-based" and subheading to "action based" words

2

Include a "Turn In" tab

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Have a "Payment Options" button

4

Add a FAQ section

5

Include a contacting section

Include a "Turn-in" tab

- Allows for tenants to turn in paperwork online
- Allows tenants to make complaints for properties that are problematic
- Allows tenants to submit paperwork in the form of a pdf in regards to contracts and leases

Recommendations

1

Change heading to "people-based" and subheading to "action based" words

2

Include a "Turn In" section

3

3

Have a "Payment Options" button

4

Add a FAQ section

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Include a contacting section

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Have a "Payment Options" button

- Easy to locate important payment information
- One click access to all areas of payment
- All information consolidated to one page

Recommendations

1 — Change heading to "people-based" and subheading to "action based" words

2 — Include a "Turn In" section

3

3 — Have a "Payment Options" button

4 — Add a FAQ section

5 — Include a contacting section

4

Add a FAQ section

- Answers questions that might not fall under headings
- Provides information not found with the search function
- Allows for inclusion of links to information not on city website
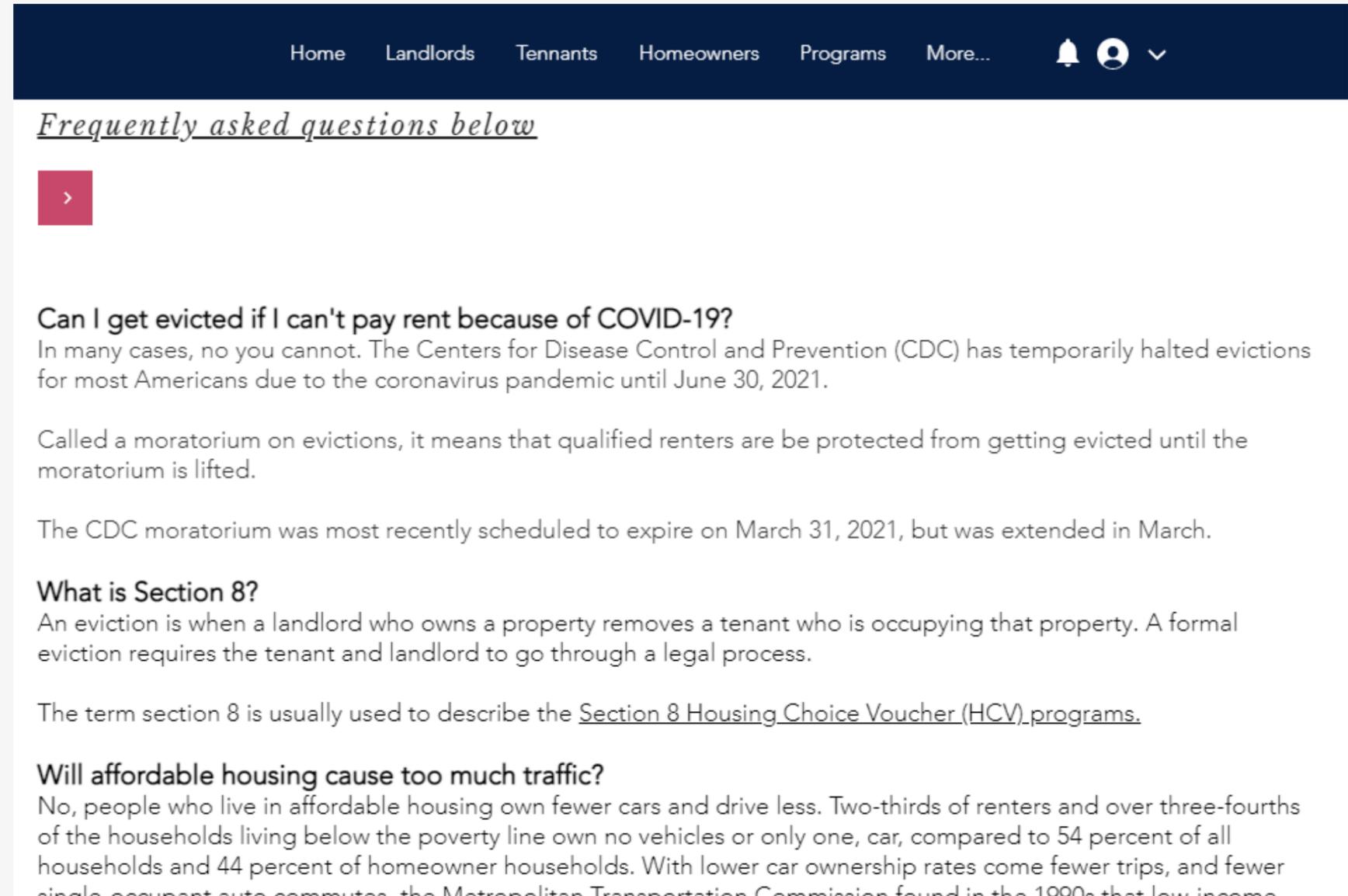
Frequently asked questions below

>

Can I get evicted if I can't pay rent because of COVID-19?
In many cases, no you cannot. The Centers for Disease Control and Prevention (CDC) has temporarily halted evictions for most Americans due to the coronavirus pandemic until June 30, 2021.

Called a moratorium on evictions, it means that qualified renters are be protected from getting evicted until the moratorium is lifted.

The CDC moratorium was most recently scheduled to expire on March 31, 2021, but was extended in March.

What is Section 8?
An eviction is when a landlord who owns a property removes a tenant who is occupying that property. A formal eviction requires the tenant and landlord to go through a legal process.

The term section 8 is usually used to describe the Section 8 Housing Choice Voucher (HCV) programs.

Will affordable housing cause too much traffic?
No, people who live in affordable housing own fewer cars and drive less. Two-thirds of renters and over three-fourths of the households living below the poverty line own no vehicles or only one, car, compared to 54 percent of all households and 44 percent of homeowner households. With lower car ownership rates come fewer trips, and fewer single occupant auto commutes, the Metropolitan Transportation Commission found in the 1990s that low income

Recommendations

1

Change heading to "people-based" and subheading to "action based" words
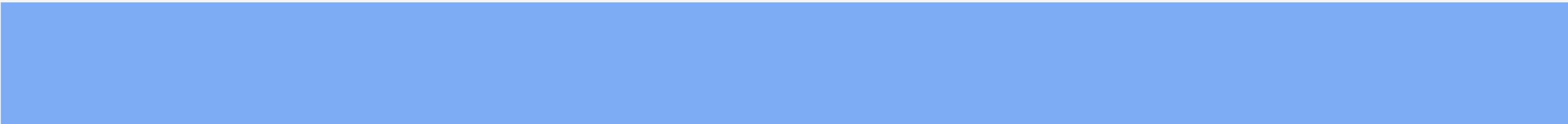
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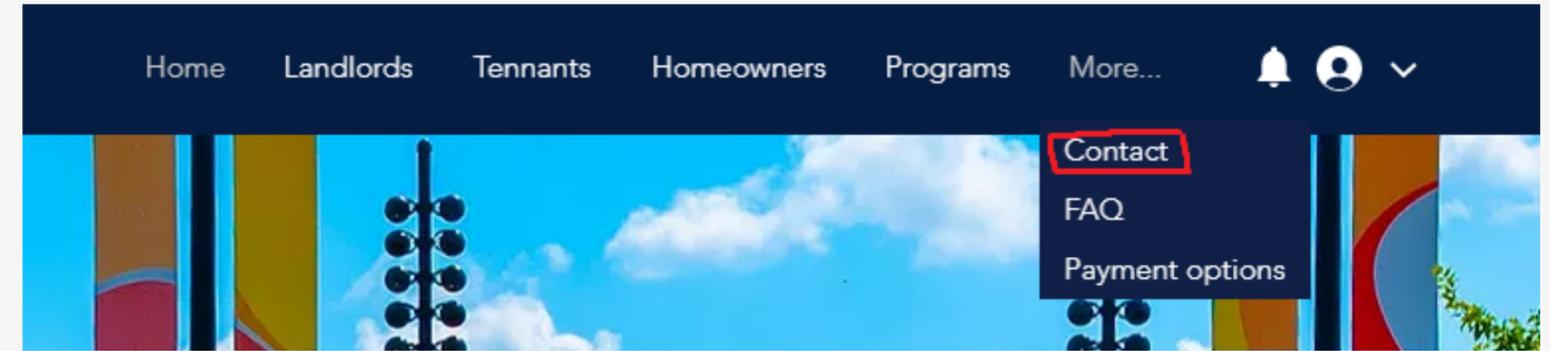
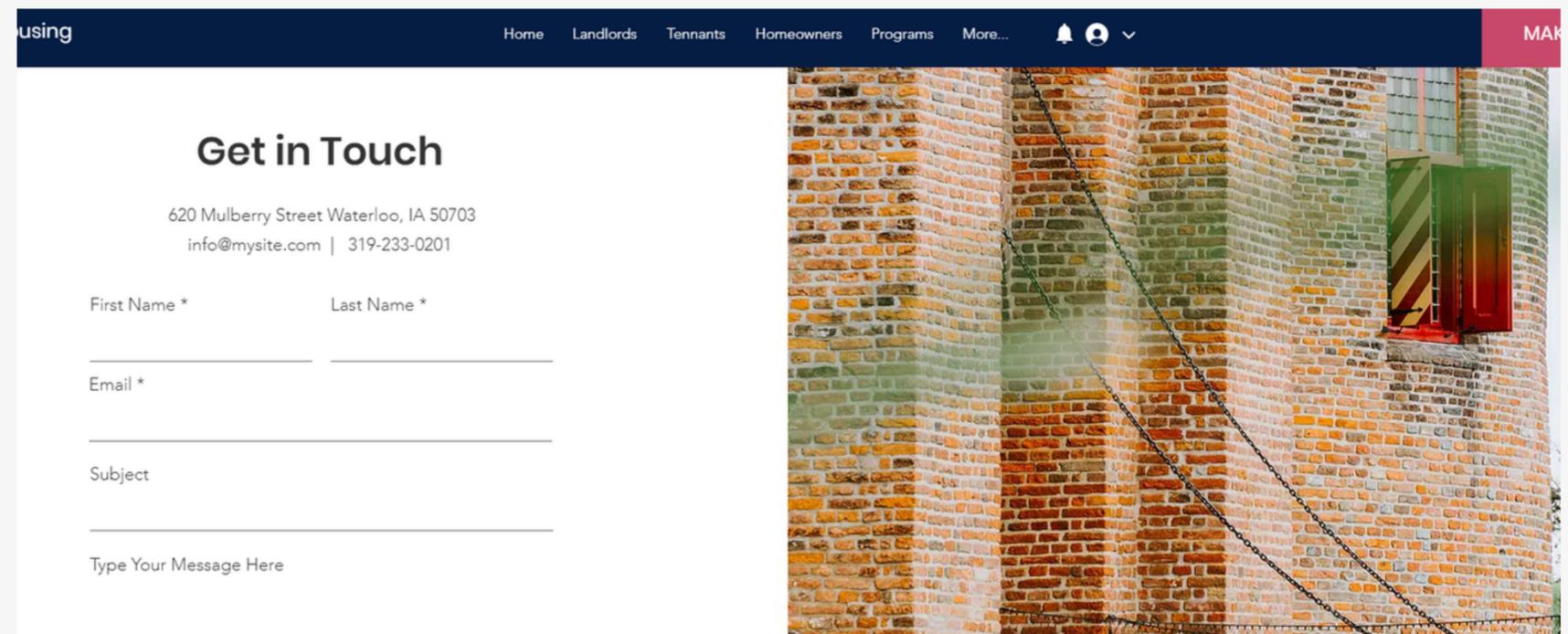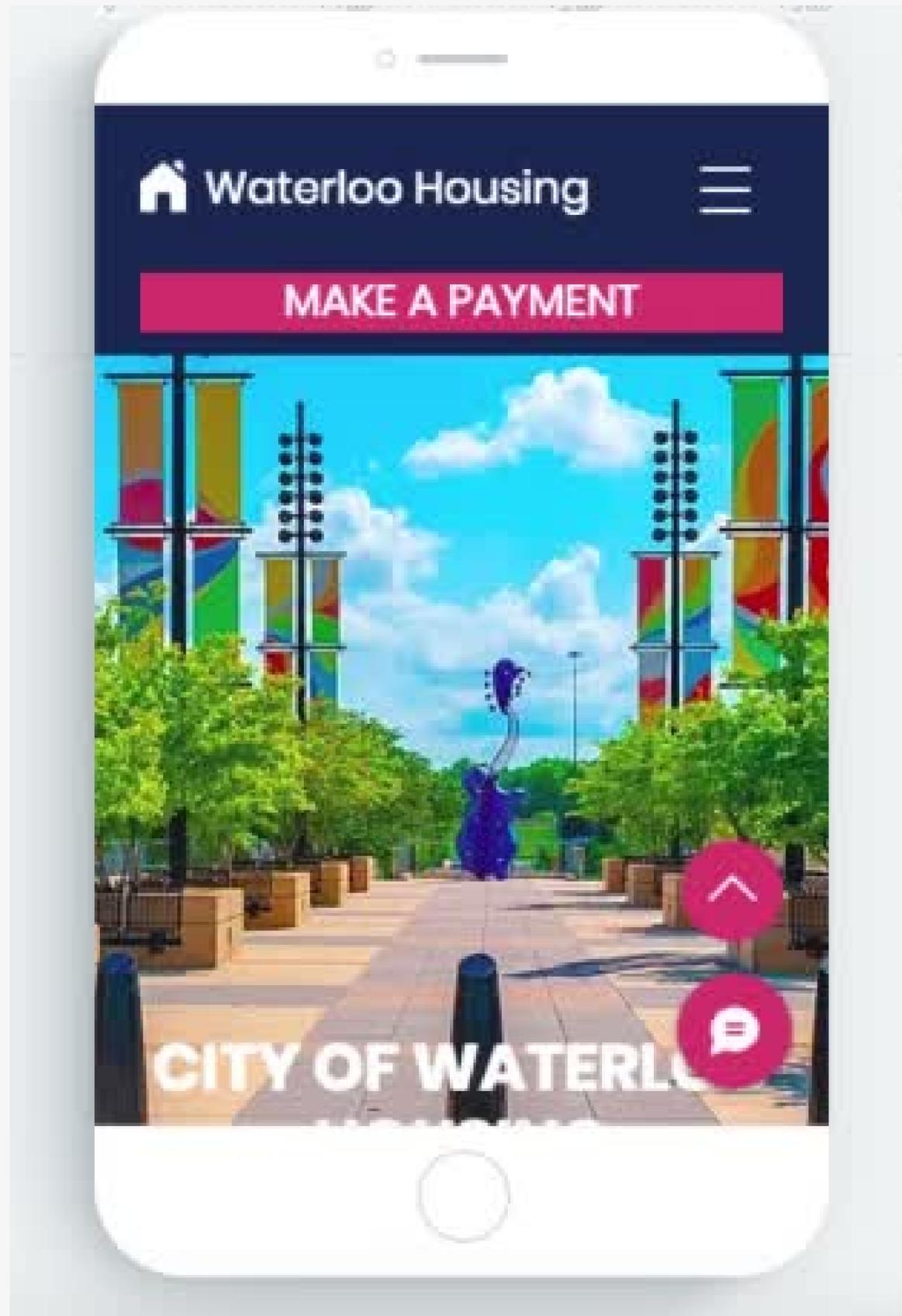Add a FAQ section

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Include a contacting section
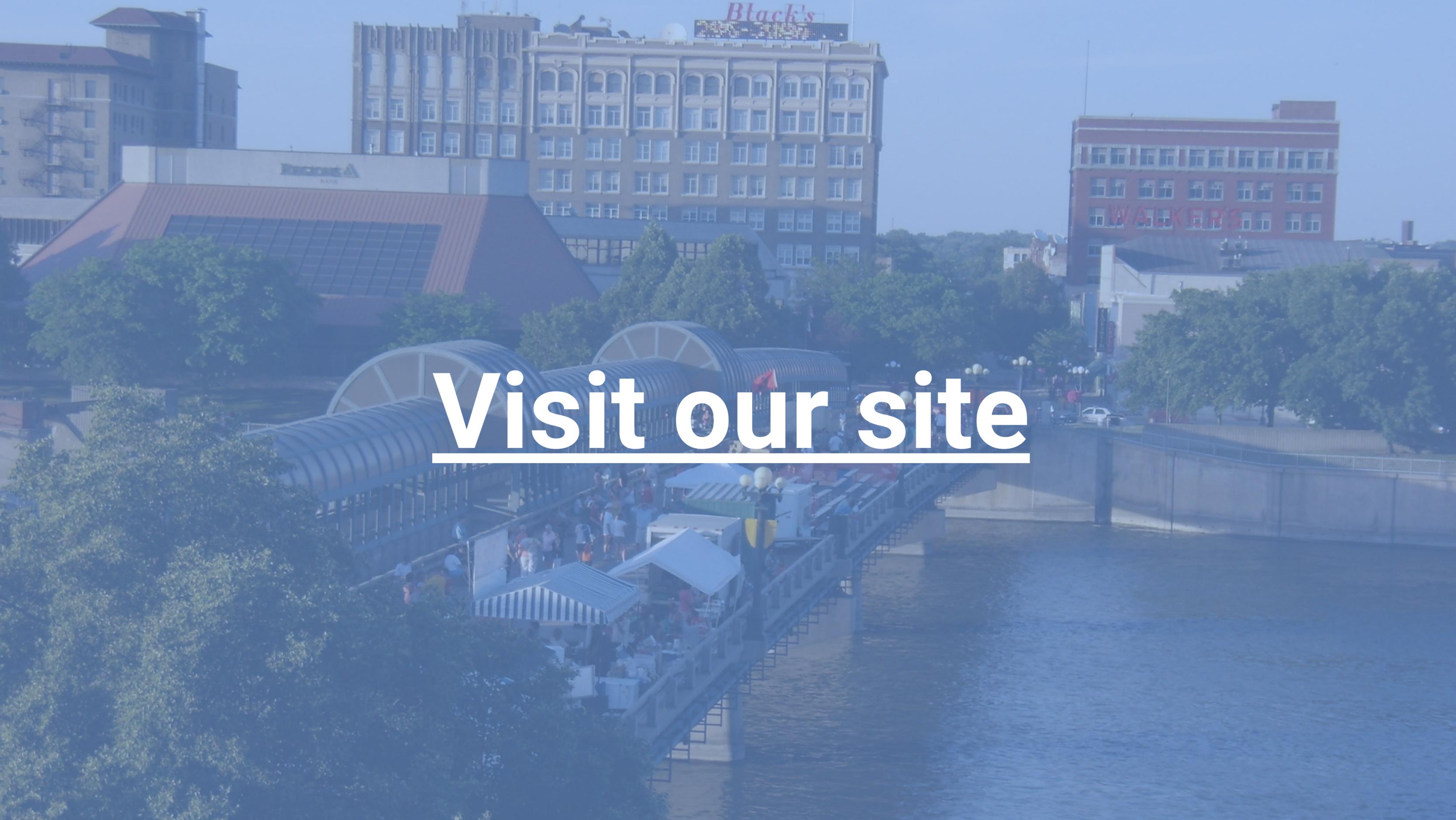
5

Include a contacting section

- Ability to get in touch and provide information to database
- No need to have congested call center
- Gives all contact information for the city

CHECK OUT THE

mobile app

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