

NOTICE OF PUBLIC MEETINGS AND PUBLIC HEARING
Lakeland Housing Authority
FY 2022 Agency Plan

The Lakeland Housing Authority (LHA) has scheduled two public meetings on its FY 2022 Agency Plan with the Resident Advisory Board and the general public at 9:00 a.m. on July 14, 2021, and July 28, 2021, at 1:30 pm, the meeting (s) will be conducted inside the Lakeland Housing Authority Conference Room. The plan will be posted at www.lakelandhousing.org for forty-five (45) days starting June 22, 2021. You can also send your comments in writing to 430 Hartsell Avenue, Lakeland Florida 33815, attention “Agency Plan 2022”.

The Public Hearing is scheduled for August 5, 2021, at 8:30 a.m.

LHA has developed its Agency Plan in accordance with the Quality Housing and Work Responsibility Act of 1998 including, but not limited to, additional updates received from the Department of Housing and Urban Development.

The Agency Plan, Capital Funds budgets, policies and addendums are available for review at the above address between the hours of 8:00 a.m. and 5:00 p.m., Monday through Thursday, beginning on June 22, 2021, and ending on August 5, 2021. The plan will be posted for 45 days. Inquiries and comments may be directed to Carlos Pizarro, Senior-Vice-president of Housing, at cpizarro@lakelandhousing.org and/or Valerie Brown, Vice-president of Administration, at vbrown@lakelandhousing.org and/or Florida Relay services at 711 and/or by visiting: www.LakelandHousing.org.

Copies of the Agency Plan will be also available for review at the following locations:

- City of Lakeland Community Redevelopment Agency--228 South Massachusetts Avenue, Lakeland, FL 33801
- All the properties and locations within the Lakeland Housing Authority portfolio.

The Housing Authority of the City of Lakeland dated June 22, 2021.

L2022 06/22; 2021-Public and Legal Notice



**The Housing Authority of the City of Lakeland
Request for Board Action**

1. Describe Board Action Requested and why it is necessary:

Re: Resolution # (21-1504)

The Board of Commissioners is requested to approve the above-referenced resolution in order to satisfy a United States Department of Housing and Urban Development regulation.

2. Who is making request:

A. Entity: LHA

B. Project: Approval of the LHA 2022 Agency Plan including but not limited to the Capital Funds Plans and Budgets, Administrative Plan for the Housing Choice Voucher, the ACOP for the Public Housing Program, Limited English Proficiency Plan (LEP/LAP), Analysis of Impediments, Family Self Sufficiency Plan, Flat Rents Schedule, ADA 504 policy, Mold Policy, Maintenance Policy, Preventative Maintenance policy, Procurement policy, Organizational Chart, Housing Choice Voucher (Section 8) Homeownership Plan and signing the *PHA Certification of Compliance with the PHA Plans and Related Regulations*, forms 50075-ST (ST Performance Agency) and 50077's.

C. Originator: Carlos Pizarro

3. Cost Estimate:

Nominal cost of submittal to the Department of Housing and Urban Development

Narrative:

Annually, the Board of Commissioners of a Public Housing Agency is required to have its Chair (or other authorized official sign) the Department of Housing and Urban Development's *PHA Certification of Compliance with the PHA Plans (Agency Annual Plan, Capital Fund Plans and Budgets, Administrative Plan for the HCV Program, the ACOP for the Public Housing Program, Limited English Proficiency (LEP/LAP Plan), Analysis of Impediments, Family Self Sufficiency Plan, Flat Rents Schedule, ADA 504 policy, Mold Policy, Maintenance Policy, Preventative Maintenance policy, Voluntary Conversion,*

demolition and development activities, Procurement policy, Organizational Chart, Housing Choice Voucher (Section 8) Homeownership Plan and Related Regulations, forms 50075-ST and 50077's, and have staff submit the form to the Department of Housing and Urban Development.

This resolution is to authorize the Chair of the Board of Commissioners of the Housing Authority of the City of Lakeland to sign forms 50075-ST and 50077's and to direct the Executive Director of the Housing Authority of the City of Lakeland to submit the signed form to the Department of Housing and Urban Development.

Attachment:

- *2022 Agency Plan, PHA Certification of Compliance with the PHA Plans (Agency Annual Plan, Capital Fund Plans and Budgets, Administrative Plan for the HCV Program, the ACOP for the Public Housing Program, Limited English Proficiency (LEP/LAP Plan), Analysis of Impediments, Family Self Sufficiency Plan, Flat Rents Schedule, ADA 504 policy, Mold Policy, Maintenance Policy, Preventative Maintenance policy, Voluntary Conversion, demolition and development activities, Procurement policy, Organizational Chart, Housing Choice Voucher (Section 8) Homeownership Plan and Related Regulations, forms 50075-HP and 50077, etc.*

2022 Agency Plan

A PHA Plan is a comprehensive guide to public housing agency (PHA) policies, programs, operations, and strategies for meeting local housing needs and goals. There are two parts to the PHA Plan: The Annual Plan--which each PHA submits to the Department of Housing and Urban Development once a year based on the PHA fiscal year, which is submitted to the Department of Housing and Urban Development every year. It is through the Annual Plan that a PHA receives capital funding.

A PHA Plan also serves as the annual application for grants to support improvements to public housing buildings (Capital Fund Program) as well as safety in public housing.

Any local, regional, or State agency that receives funds to operate Federal public housing or Section 8 tenant-based assistance (vouchers) programs must submit a PHA Plan.

To ensure public participation in the process, LHA staff provided a copy of the plan to the LHA Board of Commissioners and the City Wide Resident Organization, which serves as the Resident Advisory Board of the Housing Authority of the City of Lakeland (RAB). Copies were also made available at various LHA sites as well as the City of Lakeland Community Redevelopment Agency.

LHA's senior staff scheduled a series of meetings with the RAB to involve the residents in the PHA Plan process.

One of the requirements of the Agency Plan is to schedule public meetings for community review and a *question and answer* period. The Public Forum and meetings for this year's Plan were held at the LHA Administration building.

The process to develop LHA's 2022 PHA plan spanned nearly three months and involved the collaboration of LHA staff, Public Housing residents, participants in the Housing Choice Voucher Program, stakeholders in the community, the City of Lakeland and, of course, LHA Board of Commissioners.

RESOLUTION NO. 21-1504

APPROVING THE 2022 AGENCY PLAN AND POLICIES

WHEREAS, Public Housing Agencies are under the regulations set forth in Public and Indian Housing Notice 99-51 and 2001-26 requiring the submittal of Public Housing Agency Plans and related certifications; and

WHEREAS, the United States Department of Housing and Urban Development requires that all Public Housing Agencies submit the *PHA Certification of Compliance with the PHA Plans and Related Regulations*, form 50075-ST; and

WHEREAS, the Housing Authority of the City of Lakeland made modifications to its *Agency Plan, PHA Certification of Compliance with the PHA Plans (Agency Annual Plan, Capital Fund Plans and Budgets, Administrative Plan for the HCV Program, the ACOP for the Public Housing Program, Limited English Proficiency (LEP/LAP Plan), Analysis of Impediments, Family Self Sufficiency Plan, Flat Rents Schedule, ADA 504 policy, Mold Policy, Maintenance Policy, Preventative Maintenance policy, Voluntary Conversion, demolition and development activities, Procurement policy, Organizational Chart, Housing Choice Voucher (Section 8) Homeownership Plan and Related Regulations, forms 50075-HP and 50077, etc.* collectively referred to as the *Agency Plan and policies*; and

WHEREAS, the Housing Authority of the City of Lakeland circulated the 2022 *Agency Plan* to its public housing residents, its Housing Choice Voucher participants, the Resident Advisory Board of the Housing Authority of the City of Lakeland, and other interested parties: and

WHEREAS, the Housing Authority of the City of Lakeland conducted public meetings to obtain the public's input and comments on its one-year 2022 Agency Plan;

NOW THEREFORE, be it resolved by the Board of Commissioners of the Housing Authority of the City of Lakeland that the Board Chairman is authorized to sign the *PHA Certification of Compliance with the PHA Plans and Related Regulations*, forms 50075-ST and 50077 (attached hereto), which the Executive Director will afterwards submit to the Department of Housing and Urban Development.

CERTIFICATE OF COMPLIANCE

This is to certify that the Board of Commissioners of the Housing Authority of the City of Lakeland has approved and adopted the Resolution No. 21-1504, dated August 16, 2021.

Attested by:

Benjamin Stevenson, Secretary

Don Brown, Chairman

Annual PHA Plan (Standard PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families.

Applicability. Form HUD-50075-ST is to be completed annually by **STANDARD PHAS**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA do not need to submit this form.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers and was designated as a high performer on both most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, and/or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS or SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.
A.1	<p>PHA Name: <u>Housing Authority of the City of Lakeland</u> PHA Code: <u>FL011</u></p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): 01/2022 PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p>The Annual PHA Plan will be available at the following locations:</p> <p>Housing Authority of the City of Lakeland 430 Hartsell Avenue Lakeland, FL 33815</p> <p>All the properties and locations within the Housing Authority of the City of Lakeland portfolio.</p> <p>Housing Authority of the City of Lakeland's website: https://lakelandhousing.org/</p> <p>City of Lakeland Community Redevelopment Agency 228 South Massachusetts Avenue Lakeland, FL 33801</p> <p>City of Lakeland - Public Library Larry R. Johnson Branch Library 1700 North Florida Avenue Lakeland, FL 33805</p> <p><input type="checkbox"/> PHA Consortia: Check box if submitting a Joint PHA Plan and complete table below</p>

Not Applicable					
Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	
				PH	HCV
Lead PHA:					

B. Annual Plan Elements

B.1 Revision of PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA since its last **Annual PHA Plan** submission?

Y N

- Statement of Housing Needs and Strategy for Addressing Housing Needs.
- De-concentration and Other Policies that Govern Eligibility, Selection, and Admissions.
- Financial Resources.
- Rent Determination.
- Homeownership Programs.
- Safety and Crime Prevention.
- Pet Policy.
- Substantial Deviation.
- Significant Amendment/Modification (AFFN)

(b) The PHA must submit its De-Concentration Policy for Field Office Review. N/A

(c) If the PHA answered yes for any element, describe the revisions for each element below:

1. Elements removed and/or modified and/or added.
 - 1a. ACOP – PH and ADMIN PLAN- HCV
- A) Revisions made:
 - 1) LHA waiting list selection policies were revised to meet HUD requirements. The Public Housing ACOP and the Housing Choice Voucher Program Administrative plan preferences were revised.
PHA New Policy
 The Lakeland Housing Authority will select families based on the following preferences based on local housing needs and priorities. They are consistent with the Lakeland Housing Authority’s Agency Plan and the Consolidated Plan that covers our jurisdiction.
 The PHA will use the following local preferences:
 1. Insufficient Funding (50 Points): The PHA will offer a preference to any family that has been terminated from its PH/HCV program due to insufficient program funding.
 2. VAWA – Public Housing Resident (45 Points): The PHA will offer a preference to families that include victims of domestic violence, dating violence, sexual assault, or stalking who is seeking an emergency transfer under VAWA from the PHA’s public housing program or other covered housing program operated by the PHA.
 3. Disaster Displaced Preference (40 Points): The PHA will offer a preference to any applicant displaced by any Federal, State, or locally declared natural disaster.

4. Residency Preference (35 points): The PHA will provide a preference to families who live, work, or who have been hired to work within the PHA's jurisdiction.
 - a. Use of the residency preference will not have the purpose or effect of delaying admission to the program on the basis of race, color, religion, sex, national origin, age, familial status, disability, sexual orientation, gender identity, or marital status.
 - b. Homeless applicants will qualify for the residency preference if homeless within the Counties of Polk and Highland.
 - i. For purposes of this preference, the term "homeless" generally means— (1) An individual or family who lacks a fixed, regular, and adequate nighttime residence; (2) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (3) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing); or (4) An individual who resided in a shelter, Foster Home or place not meant for human habitation and who is exiting an institution where he or she temporarily resided.
5. Veterans' Preference (30 Points): The PHA will offer a preference to applicants who have served in the active military, naval, or air service of the United States who received other than a dishonorable discharge. This preference applies to veterans and the unmarried surviving spouses/partners of veterans.
6. Disability Preference (25 Points): The PHA will offer a preference to a family that includes a person with disabilities.
7. Working Family Preference (5 Points): A working preference will be provided to an applicant whose head of household, spouse, and/or co-head is employed. For purposes of this preference, employed is defined as having worked an average of 15 hours per week for the most recent three months.

Families in which the qualifying individual is currently enrolled in a full-time training program (as defined by the educational institution) and who have been enrolled for at least three months at the time of selection qualify for the working family preference.

Applicants shall also be given the benefit of the working family preference if the head and spouse, or sole member is age 62 or older, or is a person with disabilities.

- Example 1: Head of household is elderly but does not work. There is no spouse or co-head. This family receives benefit of the working preference.
- Example 2: Head of household is 64, spouse is disabled. Neither work. This family receives benefit of the working preference.
- Example 3: Head of household is 63, spouse is neither elderly nor disabled. Neither work. This family does NOT receive benefit of the working preference since both the head of household and spouse (or cohead) must be elderly and/or disabled to receive benefit of the working preference unless one meets the definition of working above.

B) HCV only: Shared Housing as a Viable Housing Option. HCV participants may find this type of housing to be a useful alternative form of housing depending on their personal situation, local housing market conditions, and the unit location. Shared Housing can be a viable option for families seeking economical housing under various market conditions. Families in markets with tight rental conditions or with a prevalence of single-family housing, for example, may determine a shared housing living arrangement to be a useful way to secure affordable housing. Shared housing can be offered in a variety of ways, including: • For-profit co-living (such as a boarding house, single bedroom with common living room/kitchen/dining room) run by a private company. If offered as a housing option, PHAs are encouraged to consider ways in which families may be assisted in finding shared housing, including: • For-profit shared housing matching (such as roommates or single-family homes) and online sites which charge a fee for their matching services. • Non-profit shared housing matching services. PHA Plan Requirements. The PHA's administrative plan must cover the PHA's policies on special housing types such as Shared Housing. PHAs may permit a family to use special housing types such as shared housing in accordance with requirements of the program under 24 CFR § 982.601(b)(1). PHAs are required to permit the use of any special housing types such as shared housing if needed as a reasonable accommodation so that the program is readily accessible and usable by persons with disabilities. 24 CFR § 982.601(b)(3).

C) HCV only: Emergency Housing Vouchers- Operating Requirements: These EHV's are to assist individuals and families who are experiencing homelessness; at risk of experiencing homelessness; fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking; or were recently homeless and for whom providing rental assistance will prevent the family's homelessness or having high risk of housing instability. The Lakeland Housing Authority received 60 Emergency Housing Vouchers.

2. Financial Resources: This section lists the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year. Revision: Updated table of financial sources and uses below.

Financial Resources: Planned Sources and uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY2020 grants)		
a) Public Housing Operating Fund	\$581,706.09	PH Development/ Modernization/ Job Readiness without: AMP 7
b) Available Public Housing Capital Fund	\$5,801.605 minus any obligated funds	Modernization and Development
c) Annual Contributions for Section 8 Tenant-Based Assistance	\$10,289,623	Voucher, VASH, M5, TP, FY, etc....
d) Resident Opportunity and Self-Sufficiency Grants	\$198,000	3 Year grant

Other Federal Grants (list below)		
Low Income Housing Tax Credits (SAIL)	\$0.00	
2. Prior Year Federal Grants (unobligated funds only) (list below)		
CFP 2022 (Estimated)	<u>\$1,085,963</u>	Modernization and PH Development
CFP 2021	\$1,085,963	Modernization and PH Development
CFP 2020	\$1,115,701	Modernization and PH Development
CFP 2019	\$971,182	Modernization and PH Development
CFP 2018	\$934,727	Modernization and PH Development
CFP 2017	\$608,069	Modernization and PH Development
URP/HOPE VI	\$0.00	Modernization/ PH Development
DOL Youth Build	\$0.00	Youth Build Program
FSS Grant (Sec.8 HCV and Public Housing combined)	\$72,000	Resident Services
3. Public Housing Dwelling Rental Income	\$699,444	PH
4. Other income (list below)		
Investment Income	\$808,895 Unaudited	PH
Total resources	\$18,451,273	

B.2 New Activities.

(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?

Y N

- Hope VI or Choice Neighborhoods. "Closing Hope VI"
- Mixed Finance Modernization or Development.
- Demolition and/or Disposition.
- Conversion of Public Housing to Tenant Based Assistance.
- Conversion of Public Housing to Project-Based Assistance under RAD.
- Project Based Vouchers.
- Units with Approved Vacancies for Modernization.
- Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).

(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project-based units and general locations, and describe how project basing would be consistent with the PHA Plan.

Section B.2 - HUD-50075: New Activities

LHA goal is to transform its entire public housing portfolio into mixed-income communities over the next 2 to 40 years, in an effort to reposition the agencies' public housing assets into better performing developments that are competitive in the marketplace as well as improve their physical and social conditions.

For over twenty-five years LHA's Development Department has been responsible for creating economic development opportunities in the City of Lakeland as well as redeveloping challenged neighborhoods that have not been invested in and neglected for some time. LHA and/or its subsidiary entity(s) plans to either partner with other developers or self-develop its properties using HUD's mixed- finance approach.

LHA envisions a range of options that will be employed to achieve its goal to transform its portfolio which may include but not be limited to: modernization of existing public housing units; demolition of selected units and construction of new units; introduction of market rate and for-sale units; Rental Assistance Demonstration (RAD) Program: acquisition and development of new units in, around and outside of LHA properties; and wholesale redevelopment of its public housing communities.

LHA was granted Low Income Housing Tax Credits to develop and build a 100-unit's community (Phase 1) the community is currently fully operational and occupied; this community has replaced approximately 25 units of existing Public Housing units located within the West Lake Apartments community (AMP-1). Additionally, LHA was granted additional Low-Income Housing Tax Credits (LIHTC) for Phase 2 to develop 132 units, the community is currently fully operational and occupied, 64 existing Public Housing units were disposed and demolished. The Agency is currently working on Phase 3 to replace the remaining 34 Public Housing units located within the West Lake Apartments community, all 34 units will be disposed and demolished. More specifically LHA plans to submit applications for the next rounds of the Florida Housing Finance Corporation LIHTC application season, for our Public Housing Developments in the coming year(s).

To expedite the closure of its 10 plus year old HOPE VI Grant, LHA requested HUD to amend the Revitalization Plan and associated budget revisions as required.

LHA is working with its on-call architectural and engineering firms on the following options for closeout of the grant:

- **Micro-Cottages:** The authority has developed and built a 48 affordable housing units' community and a community building with a combination of RHF funds from FY 2009 – 2014 and/or HOPE VI funds. The community is fully operational and 100% occupied.
- **Cecil Gober, Renaissance and Carrington Place Modernization:** These three communities must go through a modernization process. The GPNA that was performed for the sites supports modernization of the sites. As part of the modernization, LHA is seeking to correct deficiencies outlined by the GPNA as well as reconfigure the units. The agency has secured a HUD approved loan to start the remedial modernization process for Renaissance.
- **Renaissance 15 lots:** LHA is working to build additional Low-Income Housing to help with the demand for affordable housing.
- **West Lake Apartments (Third Phase):** LHA will be submitting a mixed-finance application/proposal to HUD and will pursue the construction of new Public Housing/Mixed Financed units using Low Income Housing Tax Credits and Public Housing funds earmarked for the development of Affordable Housing. The First and Second Phases are fully operational and occupied.

Any balance of remaining CFP funds received to date, along with future CFP grant funding, will be accumulated and used for the potential redevelopment of LHA's other public housing communities and/or for other projects under the mixed- finance development approach. Additional acquisitions of vacant land or other existing rental properties, adjacent to current public housing sites may also be initiated, subject to submission and approval by HUD of the appropriate development proposals.

Other mixed-finance transactions (via acquisition or new construction or both) may be proposed later in the Plan commensurate with the LHA Strategic Plan. Financing may include use of regular Capital Funds and/or HUD's Capital Fund Financing Program (CFFP). CFFP/RAD involves borrowing against future flow of annual Capital Funds.

LHA plans to pursue public housing/mixed financed/market development activities and will utilize its Development Department and/or other subsidiary entities for development, financing, and the formation of a variety of ownership structures as well as utilize its management entity for the operation of public and non-public housing programs.

The Authority intends to use Capital Funds and other public and private funds to redevelop existing family and elderly developments. LHA will either self-develop or partner with a master developer for Westlake Apartments or other (s) site (s) and conduct a community engagement process to arrive at a master plan for redevelopment.

LHA will also start self-developing and operating affordable housing. Some of the proposed self –developing project will either be located on the 10.56-acre site located on W. 10th Street (120 affordable condos or townhomes will be built for sale or for rent depending on the type of financing). The Housing Authority obtained SAC HUD Approval to sell the 17.06-acre site at Hunter field PUD (Arbor Manor). The HA is researching building additional affordable housing for sale or rent at the John Wright Homes or Washington Ridge 15 vacant lots. LHA also intends to use Capital Funds and other funds to acquire and redevelop properties in and around its public housing communities.

Demolition and/or Disposition

This section describes whether HUD-approved applications by LHA to demolish or dispose (sell) public housing projects owned by LHA and subject to Annual Contributions Contracts (ACCs), or pending applications for demolition or disposition, have changed during the current plan year.

In such cases, LHA would be required to describe the housing and the number of affected units for which it will apply or has pending for demolition or disposition; and provide a projected timetable for the demolition or disposition. Information on planned and pending demolition and/or disposition efforts is provided in the following tables.

LHA has been working with residents and the City of Lakeland to define a strategy for the Cecil Gober rehabilitation project, Arbor Manor sale, the West Lake Apartments disposition and the Section 32 Public Housing Homeownership program. The Section 32 disposition plan for the 12 houses at Hampton Hills was approved by the Special Application Center in November 2013. The implementing agreement was executed in March 2014. LHA will amend the agreement as needed to implement the strategy. Individual houses within the Hampton Hills community may be sold to qualified residents, retained as public housing or sold to third parties in accordance with the strategy and HUD regulations.

LHA will include the vacant lots in this process as well. Specifically, LHA plans to sell the 17.3-acre tract within the Hunter field and plans to develop the land located on the 10.56-acre site on W. 10th Street. The sales or cash proceeds from both properties will be used to develop, acquire, or modernize affordable housing units at other properties owned and/or controlled by LHA or its affiliates.

Table #1 Demolition/Disposition/Modernization Activity Description

1a. Development name: Hampton Hills Houses
1b. Development (project) number: FL01100004
2. Activity type: Disposition X
3. Application status (select one)
Approved X
Submitted, pending approval
Planned application
4. Date application approved, submitted, or planned for submission: 11/14/2014
5. Number of units affected: 12 (Sold 11)
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity: 48 months
a. Actual or projected start date of activity: 7/1/2012 b. Projected end date of activity: 12/31/2022
Note*: Section 32 Approved Disposition

Table #2 Demolition/Disposition/Modernization Activity Description

1a. Development name: West Lake Apartments (Phase 1 completed) (Phase 2 completed) (Phase 3 relocation in progress)
1b. Development (project) number: FL01100001
2. Activity type: Demolition
Disposition: X
3. Application status (select one) Approved
Submitted, (**pending approval for Phase 3**)
Planned application X
4. Date application **approved, submitted, or planned for submission: Phase one- 4/2017, Phase two- 04/2018, Phase 3- 2019**
5. Number of units affected: 120
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 1/01/2011
b. Projected end date of activity: 12/31/2023
Note*: SAIL LIHTC Approved Phase 1 and 2

Table #3 Modernization Activity Description

1a. Development name: Cecil Gober Villas
1b. Development (project) number: FL01100001
2. Activity type: Modernization: X
3. Application status (select one) Approved
Submitted, pending approval.
Planned application: X
4. Date application approved, submitted, or planned for submission: 12/1/2015
5. Number of units affected: 37
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 12/01/2015
b. Projected end date of activity: 12/31/2022
Note*: Capital Funds will be used.

Table #4 Demolition/Disposition/Modernization Activity Description

1a. Development name: Arbor Manor (Hunter field PUD)
1b. Development (project) number: FL01100001
2. Activity type: Disposition: X
3. Application status (select one) Approved Submitted, pending approval: X Planned application
4. Date application approved, submitted, or **planned for submission: 2020-2023**
5. Number of units affected: 0
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 2020
b. Projected end date of activity: 12/31/2022
Note*: The agency is selling this land.

Table #5 Demolition/Disposition/Modernization Activity Description

1a. Development name: 10th Street in front of Colton Meadow Apartments, Lakeland, Polk County, Florida
1b. Development (project) number: FL01100001
2. Activity type: Disposition: X
3. Application status (select one) Approved
Submitted, pending approval.
Planned application: X.

4. Date application approved, submitted, or **planned for submission**: 2020-2024
5. Number of units affected: 0
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 2021
b. Projected end date of activity: 12/31/2022-24
Note*: Planning to build up to 120+ Affordable Condos/Townhomes for sale or rent depending on the funding or loan conditions.

Table #6 Demolition/Disposition/Modernization Activity Description
1a. Development name: 15 Vacant Parcels at Washington Park, FL29P011003, HOPE VI Site
1b. Development (project) number: FL01100003
2. Activity type: Disposition: X
3. Application status (select one) Approved
Submitted, pending approval: X Planned application:
4. Date application approved, submitted, or planned for submission: 11/12/2014
5. Number of units affected: 0
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 2021
b. Projected end date of activity: 12/31/2021-24
Note*: Funding pending

Table #7 Demolition/Disposition/Modernization Activity Description
1a. Development name: Vacant Parcels at John Wright Homes
1b. Development (project) number: FL01100001
2. Activity type: Disposition: X
3. Application status (select one) Approved
Submitted, pending approval: X **Planned application**:
4. Date application approved, submitted, or planned for submission: 2021
5. Number of units affected: 0
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 2021
b. Projected end date of activity: 12/31/2024
Note*: Funding pending

Table #8 Demolition/Disposition/Modernization Activity Description
1a. Development name: Dakota Park Apartments
1b. Development (project) number: FL01100002
2. Activity type: Demolition-Disposition: X
3. Application status (select one) Approved
Submitted, pending approval: X **Planned application**:
4. Date application approved, submitted, or planned for submission: 2020
5. Number of units affected: 20 or 40 depending on funding or financing type.
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 2021
b. Projected end date of activity: 12/31/2023
Note*: Funding pending, considering RAD conversion.

Table #9 Demolition/Disposition/Modernization Activity Description
1a. Development name: Renaissance at Washington Ridge
1b. Development (project) number: FL01100003
2. Activity type: Demolition-Disposition: X
3. Application status (select one) Approved
Submitted, pending approval: X **Planned application**:
4. Date application approved, submitted, or planned for submission: 2021
5. Number of units affected: 108 or 196 depending on funding or financing type.
6. Coverage of action (select one)
Part of the development
Total development: X
7. Timeline for activity:
a. Actual or projected start date of activity: 2021
b. Projected end date of activity: 12/31/2022
Note*: Funding pending, considering RAD conversion.

	<p>Project-Based Vouchers</p> <p>This section describes the projected number of project-based units and general locations and how project basing would be consistent with its PHA Plan.</p> <p>A PHA can use up to 20 percent of its authorized voucher units to project-base units in a specific project if the owner agrees to either rehabilitate or construct the units, or the owner agrees to set-aside a portion of the units in an existing development. In certain cases, the PHA may use an additional 10 percent of its authorized voucher units for PBV assistance if units serving homeless; veterans; providing supportive housing for elderly or disabled; or located in areas where vouchers are difficult to use.</p> <p>When funding becomes available, the Authority plans to use some of its vouchers under the Project Based Vouchers (PBV) option, as described at 24 CFR Part 983. This may be done in one of two ways.</p> <p>First, LHA may issue a Request for Proposals from owners wishing to participate in the program. The criteria and procedures for such selections will be described in the RFP and in the LHA's Section 8 Administrative Plan.</p> <p>Second, LHA may make non-competitive selections of owners whose projects included a competitive selection of proposals, such as housing assisted under a federal, state, or local government housing assistance, community development, or supportive services program.</p> <p>The Authority may also submit a proposal under a RFP for units in its public housing portfolio or a property it may acquire under its —redevelopment authority for this purpose. The use of PBV is consistent with the overall PHA Plan, which is encouraging the development of affordable mixed-use, mixed-income housing particularly in consort with broader neighborhood revitalization efforts such as the Westlake project.</p> <p>LHA's PBV criteria and procedures will propose the use of these resources in ways that facilitate achievement of its overall housing goals in general and the mobilization of potential relocation resources, to address the housing needs of LHA families at developments slated to be redeveloped, including, but not limited to, the Cecil Gober Villas, Dakota Park (Carrington Place) and Westlake Apartments projects and/or other similar situations.</p> <p>Under the HUD Asset Management Model, some of LHA's developments are not financially sustainable because insufficient Annual Contract Contribution (ACC) subsidy is received from HUD to support their operations. LHA is currently evaluating options for restructuring the properties; possibly seeking to convert these properties to Project- based Section 8 communities.</p> <p>LHA may project-base units or convert to RAD the Carrington Place and Renaissance at Washington Ridge Development projects.</p> <p>LHA utilized 80 project-based vouchers within the final phase of the West Lake Apartments Low Income Housing Tax Credit project and 99 for the Manor at West Bartow this 179 PBV units are exempted from the total number of units calculated using the maximum 20% of the PHA Consolidated Annual Contract due to these units are set aside for Elderly and Disabled families. 18 PBV are being utilized at Villas of Lake Bonnet for families. The PHA Consolidated Annual Contract counts with 1654 Section 8 units, the PHA can convert up to 20% (330 Vouchers) of these units into PBV. Additionally, another 10% (165) can be converted following the below requirements. Based on the before mentioned Project Based Vouchers numbers the PHA vouchers conversion availability is 298.</p> <p>Project-Based Units [FR Notice 1/18/17; Notice PIH 2017-21] The PHA may project-base an additional 10 percent of its units above the 20 percent program limit. The units may be distributed among one, all, or a combination of the categories if the total number of units does not exceed the 10 percent cap. Units qualify under this exception if the units:</p> <ul style="list-style-type: none"> • Are specifically made available to house individuals and families that meet the definition of homeless. • Are specifically made available to house families that are comprised of or include a veteran. - Veteran means an individual who has served in the United States Armed Forces. • Provide supportive housing to persons with disabilities or elderly persons as defined in 24CFR 5.403. • Are located in a census tract with a poverty rate of 20 percent or less, as determined in the most recent Census. <p>Notice PIH 2015–05 (Project-Based Voucher (PBV) Guidance):</p> <p>a. “Section I – Timely Reporting of the Family Report (form HUD-50058 and form HUD 50058 MTW) into the Inventory Management System/Public Indian Housing Information Center (IMS/PIC) and Timely Submission into the Voucher Management System (VMS) for Project Based Vouchers” is adopted with updates to VMS reporting per page 6 of 67 VMS User’s Manual release 8.9.0.0 (April 2016). (Appendix III)</p> <p>b. “Section II – Maximum Amount of PBV Assistance (20 Percent Limit) in the PBV Program and PHA Submission requirements under 24 CFR 983.6(d)” is superseded by HOTMA, under which a PHA may project base up to 20 percent of its Consolidated Annual Contributions Contract authorized units, instead of 20 percent of its voucher budget authority. This notice revises the requirements for PHA notification to HUD of the intent to project-base.</p> <p>Notice PIH 2015–10 (Project-Basing HUD-Veterans Affairs Supportive Housing (VASH) Vouchers. HOTMA authorizes PHAs to project-base Family Unification Program (FUP) and HUD-Veterans Affairs Supportive Housing (VASH) vouchers without requiring additional HUD approval. Prior to HOTMA, PHAs were prohibited from project-basing vouchers awarded for FUP. HUD-VASH vouchers could be project-based but required HUD review and approval in accordance with Notice PIH 2015–10 (this applied to HUDVASH vouchers the PHA chose to project-base and not to HUD-VASH units awarded under a HUD-VASH PBV allocation as described in Attachment F of this notice). HOTMA authorizes a PHA to attach PBV assistance to not more than 20 percent of its ACC authorized units instead of 20 percent of its voucher budget authority. For purposes of this provision, the term “authorized units” means the number of units under the PHA’s current ACC.</p>
<p>B.3</p>	<p>Civil Rights Certification.</p> <p>Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>

<p>B.4</p>	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<p>B.5</p>	<p>Progress Report.</p> <p>Provide a description of the PHA’s progress in meeting its Mission and Goals described in the Annual Plan.</p> <p>Progress Report. Provide a description of the PHA’s progress in meeting its Mission and Goals described in the PHA Annual Plan.</p> <p>The Housing Authority of the City of Lakeland is meeting its Mission to provide quality, affordable housing and self-sufficiency opportunities in an effective and professional manner by passing every HUD inspection/audit and staying in compliance with HUD, State and Local rules and regulations. Additionally, we are actively working on meeting our goals as follow:</p> <p>Goal #1: Increase the number of affordable housing units by at least 30%. We were able to build 100 Senior units for PHASE 1 of the Twin Lakes Development and PHASE 2 with 132 units of affordable housing. PHASE 3 is seeking funding to add another 78 to 82 units. The Williamstown Community added 48 Public Housing) was approved, built and is now fully occupied. The agency is planning to develop 120 condos or townhomes for sale or rent on the 10th Street site and is selling the mixed-use land at the Arbor Manor site, the proceeds will be used to continue developing more affordable housing.</p> <p>Goal #2: Maintain and/or obtain the “High Performer” status in Public Housing and Section 8. We were designated a Standard Performer Agency for Public Housing and High Performer Agency for the Housing Choice Voucher Program on the most recent evaluation.</p> <p>Maintain a public housing vacancy rate of 5% or less. LHA has been able to maintain the vacancy at or below 3%. Maintain an average work order response time of less than three days. Collect at least 97% of the rent and other charges excluding fraud recovery and major tenant abuse due to LHA. Reduce utility usage (including water) by 25% by December 31, 2025.</p> <p>Maintain a Section 8 lease-up rate of at least 98% while not exceeding HUD limitations. Continue and improve task tracking / management by objectives. Enhance internal operations to reduce costs, improve efficiencies, and become even more effective and professional.</p> <p>Goal #3: Maintain and improve our public image through enhanced communication, coordination, and accountability with outside entities, among the staff and with residents.</p> <p>Goal #4: Be the premier innovative and effective affordable housing provider in Florida.</p> <p>Apply for additional housing choice vouchers as they become available.</p> <p>Seek out new funding opportunities as they become available including but not limited to LIHTC. Develop, rehab and/or build new communities in all LHA owned land or parcels and re-develop the West Lake Apartments community, John Wright Homes, Carrington Place and Renaissance at Washington Ridge.</p> <p>Assist at least 1 family into homeownership through the Public Housing Homeownership Program, the HOPE VI Program, or other programs by December 31, 2022. Implement the Section 8 Homeownership program in 2021.</p> <p>Incorporate non-traditional entrepreneurial methods and practices that positively impact affordable housing in LHA’s jurisdiction. Incorporate financially feasible Green and Sustainability Best Practices in all future developments. Obtain at least \$10 million in grants and/or leveraging from all sources by December 31, 2022.</p> <p>Goal #5: Increase and encourage the self-sufficiency efforts of all residents. (On-going)</p> <p>Increase the usage of LHA educational and computer literacy programs by 25% by December 31, 2022. Substantially increase the number of LHA seniors and people with disabilities using LHA sponsored programs by December 31, 2022.</p> <p>Goal #6: Maintain a high level of employee relations and morale. (On-going)</p> <p>Enhance lines of communications through staff meetings and other necessary internal communications to provide updates and progress reports about agency activities.</p> <p>Continue to reward performance through the timely implementation of a performance management system and the incentive pay program.</p> <p>Encourage and support staff partaking in training and continuing education opportunities to the greatest degree possible within funding constraints.</p> <p>Conduct an annual employee satisfaction survey and update the salary charts.</p> <p>The Housing Authority of the City of Lakeland continues to comply with the Violence Against Women Act (“VAWA”) which protects applicants, tenants, and program participants in certain HUD programs from being evicted, denied housing assistance, or terminated from housing assistance based on acts of domestic violence, dating violence, sexual assault, or stalking against them. Despite the name of this law, VAWA protection is available to victims of</p>

	domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation. The Housing Authority of the City of Lakeland applies the VAWA policy to all programs funded by the U.S. Department of Housing and Urban Development.
B.6	Resident Advisory Board (RAB) Comments. (a) Did the RAB(s) provide comments to the PHA Plan? Y N <input type="checkbox"/> <input checked="" type="checkbox"/> (c) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.
B.7	Certification by State or Local Officials. Form HUD 50077-SL , <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i> , must be submitted by the PHA as an electronic attachment to the PHA Plan.
B.8	Troubled PHA. (a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place? Y N N/A <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> (b) If yes, please describe:
C.	Statement of Capital Improvements. Required for all PHAs completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).
C.1	Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan (HUD-50075.2) and the date that it was approved by HUD. On behalf of the Housing Authority of the City of Lakeland, Florida (LHA), I hereby certify that our 5-Year CFP Plan was last approved on January 2021. LHA has five (5) active CFP grants. LHA also has five (5) CFP grants that are fully expended but still showing within eLOCCS until the grants are officially closed out. Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan. In accordance with HUD regulations in 24 CFR 903.7 and 24 CFR 905.3, the Housing Authority of the City of Lakeland defines below the criteria that will be used for determining substantial deviation from its 5-year plan; significant amendment or modification to the 5-year and Annual Plan; and significant amendment or modification to the Capital Fund Program 5-year Action Plan. Prior to implementing changes that meet such criteria, LHA will submit for HUD approval, a revised Plan(s) that meets full public process requirements including Resident Advisory Board review and consultation. Housing Authority of the City of Lakeland's criteria as defined below, is applicable to all CFP components including Capital Fund grants; Replacement Housing Factor (RHF) grants; Disaster grants; Capital Fund Financing Program (CFFP) allocations; as well as any new or future formula components such as Demolition and Disposition Transitional Funding (DDTF). Criteria for defining "Substantial Deviation" from the 5-year plan: <ul style="list-style-type: none"> • A major change in the direction of Housing Authority of the City of Lakeland pertaining to its mission and goals would constitute a "substantial deviation" from the agency's 5-year plan. • Examples include undertaking new program activities, development strategies or financing initiatives that do not otherwise further Housing Authority of the City of Lakeland's stated mission and goals as articulated in the 5-year plan. Criteria for defining "Significant Amendment or Modification" to the 5 year and Annual Plan: <ul style="list-style-type: none"> • Changes to rent, admission policies, or organizational of the waiting list(s) in the Public Housing Program that will impact more than 10% of applicants and/or households assisted under the program. • Changes to rent, admission policies, or organizational of the waiting list(s) in the Housing Choice Voucher Program that will impact more than 10% of applicants and/or households assisted under the program. • Substantial changes to demolition, disposition, designated housing, homeownership, or conversion activities identified in the current HUD-approved Annual or 5-year Plans.

	<p>Criteria for defining "Significant Amendment or Modification to the Capital Fund Program (CFP) 5-year Action Plan:</p> <ul style="list-style-type: none"> Proposed demolition, disposition, homeownership, Capital Fund financing, development, or mixed finance proposals will be considered significant amendments to the CFP 5-year Action Plan. Additions of non-emergency work items not included in the current CFP Annual Statement of CFP 5-Year Action Plan that exceeds the agency procurement threshold amount. <p>Exceptions:</p> <ul style="list-style-type: none"> Changes under the above definitions that are required due to HUD regulations, federal statutes, state or local laws/ordinances or as a result of a declared national or local emergency will not be considered substantial deviation or significant amendment/modification. Changes under the above definitions which are funded by source other than federal funds will not require Plan amendment or modification.
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Instructions for Preparation of Form HUD-50075-ST Annual PHA Plan for Standard and Troubled PHAs

A. PHA Information. All PHAs must complete this section.

A.1 Include the full **PHA Name, PHA Code, PHA Type, PHA Fiscal Year Beginning (MM/YYYY), PHA Inventory, Number of Public Housing Units and or Housing Choice Vouchers (HCVs), PHA Plan Submission Type,** and the **Availability of Information,** specific location(s) of all information relevant to the public hearing and proposed PHA Plan. ([24 CFR §903.23\(4\)\(e\)](#))

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

B. Annual Plan. All PHAs must complete this section.

B.1 Revision of PHA Plan Elements. PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the "yes" box. If an element has not been revised, mark "no." ([24 CFR §903.7](#))

Statement of Housing Needs and Strategy for Addressing Housing Needs. Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA's strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income), (ii) elderly families and families with disabilities, and (iii) households of various races and ethnic groups residing in the jurisdiction or on the waiting list based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. ([24 CFR §903.7\(a\)\(1\)](#)) Provide a description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. ([24 CFR §903.7\(a\)\(2\)\(ii\)](#))

Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. PHAs must submit a Deconcentration Policy for Field Office review. For additional guidance on what a PHA must do to deconcentrate poverty in its development and comply with fair housing requirements, see [24 CFR 903.2](#). ([24 CFR §903.23\(b\)](#)) Describe the PHA's admissions policy for deconcentration of poverty and income mixing of lower-income families in public housing. The Deconcentration Policy must describe the PHA's policy for bringing higher income tenants into lower income developments and lower income tenants into higher income developments. The deconcentration requirements apply to general occupancy and family public housing developments. Refer to 24 CFR §903.2(b)(2) for developments not subject to deconcentration of poverty and income mixing requirements. ([24 CFR §903.7\(b\)](#)) Describe the PHA's procedures for maintain waiting lists for admission to public housing and address any site-based waiting lists. ([24 CFR §903.7\(b\)](#)). A statement of the PHA's policies that govern resident or tenant eligibility, selection and admission including admission preferences for both public housing and HCV. ([24 CFR §903.7\(b\)](#)) Describe the unit assignment policies for public housing. ([24 CFR §903.7\(b\)](#))

Financial Resources. A statement of financial resources, including a listing by general categories, of the PHA's anticipated resources, such as PHA operating, capital and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support public housing or tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. ([24 CFR §903.7\(c\)](#))

Rent Determination. A statement of the policies of the PHA governing rents charged for public housing and HCV dwelling units, including applicable public housing flat rents, minimum rents, voucher family rent contributions, and payment standard policies. ([24 CFR §903.7\(d\)](#))

Operation and Management. A statement of the rules, standards, and policies of the PHA governing maintenance and management of housing owned, assisted, or operated by the public housing agency (which shall include measures necessary for the prevention or eradication of pest infestation, including cockroaches), and management of the PHA and programs of the PHA. ([24 CFR §903.7\(e\)](#))

Grievance Procedures. A description of the grievance and informal hearing and review procedures that the PHA makes available to its residents and applicants. ([24 CFR §903.7\(f\)](#))

Homeownership Programs. A description of any Section 5h, Section 32, Section 8y, or HOPE I public housing or Housing Choice Voucher (HCV) homeownership programs (including project number and unit count) administered by the agency or for which the PHA has applied or will apply for approval. ([24 CFR §903.7\(k\)](#))

Community Service and Self Sufficiency Programs. Describe how the PHA will comply with the requirements of community service and treatment of income changes resulting from welfare program requirements. ([24 CFR §903.7\(l\)](#)) A description of: **1)** Any programs relating to services and amenities provided or offered to assisted families; and **2)** Any policies or programs of the PHA for the enhancement of the economic and social self-sufficiency of assisted families, including programs under Section 3 and FSS. ([24 CFR §903.7\(l\)](#))

Safety and Crime Prevention. Describe the PHA's plan for safety and crime prevention to ensure the safety of the public housing residents. The statement must provide development-by-development or jurisdiction wide-basis: (i) A description of the need for measures to ensure the safety of public housing residents; (ii) A description of any crime prevention activities conducted or to be conducted by the PHA; and (iii) A description of the coordination between the PHA and the appropriate police precincts for carrying out crime prevention measures and activities. ([24 CFR §903.7\(m\)](#)) A description of: **1)** Any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking; **2)** Any activities, services, or programs provided or offered by a PHA that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing; and **3)** Any activities, services, or programs provided or offered by a public housing agency to prevent domestic violence, dating violence, sexual assault, and stalking, or to enhance victim safety in assisted families. ([24 CFR §903.7\(m\)\(5\)](#))

Pet Policy. Describe the PHA's policies and requirements pertaining to the ownership of pets in public housing. ([24 CFR §903.7\(n\)](#))

Asset Management. State how the agency will carry out its asset management functions with respect to the public housing inventory of the agency, including how the agency will plan for the long-term operating, capital investment, rehabilitation, modernization, disposition, and other needs for such inventory. ([24 CFR §903.7\(q\)](#))

Substantial Deviation. PHA must provide its criteria for determining a "substantial deviation" to its 5-Year Plan. ([24 CFR §903.7\(r\)\(2\)\(i\)](#))

Significant Amendment/Modification. PHA must provide its criteria for determining a "Significant Amendment or Modification" to its 5-Year and Annual Plan. Should the PHA fail to define 'significant amendment/modification', HUD will consider the following to be 'significant amendments or modifications': a) changes to rent or admissions policies or organization of the waiting list; b) additions of non-emergency CFP work items (items not included in the current CFP Annual Statement or CFP 5-Year Action Plan) or change in use of replacement reserve funds under the Capital Fund; or c) any change with regard to demolition or disposition, designation, homeownership programs or conversion activities. See guidance on HUD's website at: [Notice PIH 1999-51](#). ([24 CFR §903.7\(r\)\(2\)\(ii\)](#))

If any boxes are marked "yes", describe the revision(s) to those element(s) in the space provided.

B.2 New Activities. If the PHA intends to undertake any new activities related to these elements in the current Fiscal Year, mark "yes" for those elements, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake these activities, mark "no."

Hope VI or Choice Neighborhoods. **1)** A description of any housing (including project number (if known) and unit count) for which the PHA will apply for HOPE VI or Choice Neighborhoods; and **2)** A timetable for the submission of applications or proposals. The application and approval process for Hope VI or Choice Neighborhoods is a separate process. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/hope6/index.cfm>. ([Notice PIH 2010-30](#))

Mixed Finance Modernization or Development. **1)** A description of any housing (including project number (if known) and unit count) for which the PHA will apply for Mixed Finance Modernization or Development; and **2)** A timetable for the submission of applications or proposals. The application and approval process for Mixed Finance Modernization or Development is a separate process. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/programs/ph/hope6/index.cfm>. ([Notice PIH 2010-30](#))

Demolition and/or Disposition. Describe any public housing projects owned by the PHA and subject to ACCs (including project number and unit numbers [or addresses]), and the number of affected units along with their sizes and accessibility features) for which the PHA will apply or is currently pending for demolition or disposition; and **(2)** A timetable for the demolition or disposition. This statement must be submitted to the extent that approved and/or pending demolition and/or disposition has changed as described in the PHA's last Annual and/or 5-Year PHA Plan submission. The application and approval process for demolition and/or disposition is a separate process. See guidance on HUD's website at: http://www.hud.gov/offices/pih/centers/sac/demo_dispo/index.cfm. ([24 CFR §903.7\(h\)](#))

Designated Housing for Elderly and Disabled Families. Describe any public housing projects owned, assisted or operated by the PHA (or portions thereof), in the upcoming fiscal year, that the PHA has continually operated as, has designated, or will apply for designation for occupancy by elderly and/or disabled families only. Include the following information: **1)** development name and number; **2)** designation type; **3)** application status; **4)** date the designation was approved, submitted, or planned for submission, and; **5)** the number of units affected. **Note:** The application and approval process for such designations is separate from the PHA Plan process, and PHA Plan approval does not constitute HUD approval of any designation. ([24 CFR §903.7\(i\)\(C\)](#))

Conversion of Public Housing. Describe any public housing building(s) (including project number and unit count) owned by the PHA that the PHA is required to convert or plans to voluntarily convert to tenant-based assistance; **2)** An analysis of the projects or buildings required to be converted; and **3)** A statement of the amount of assistance received to be used for rental assistance or other housing assistance in connection with such conversion. See guidance on HUD's website at: <http://www.hud.gov/offices/pih/centers/sac/conversion.cfm>. ([24 CFR §903.7\(j\)](#))

Conversion of Public Housing. Describe any public housing building(s) (including project number and unit count) owned by the PHA that the PHA plans to voluntarily convert to project-based assistance under RAD. See additional guidance on HUD's website at: [Notice PIH 2012-32](#)

Occupancy by Over-Income Families. A PHA that owns or operates fewer than two hundred fifty (250) public housing units, may lease a unit in a public housing development to an over-income family (a family whose annual income exceeds the limit for a low income family at the time of initial

occupancy), if all the following conditions are satisfied: (1) There are no eligible low income families on the PHA waiting list or applying for public housing assistance when the unit is leased to an over-income family; (2) The PHA has publicized availability of the unit for rental to eligible low income families, including publishing public notice of such availability in a newspaper of general circulation in the jurisdiction at least thirty days before offering the unit to an over-income family; (3) The over-income family rents the unit on a month-to-month basis for a rent that is not less than the PHA's cost to operate the unit; (4) The lease to the over-income family provides that the family agrees to vacate the unit when needed for rental to an eligible family; and (5) The PHA gives the over-income family at least thirty days notice to vacate the unit when the unit is needed for rental to an eligible family. The PHA may incorporate information on occupancy by over-income families into its PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. See additional guidance on HUD's website at: [Notice PIH 2011-7. \(24 CFR 960.503\)](#) (24 CFR 903.7(b))

Occupancy by Police Officers. The PHA may allow police officers who would not otherwise be eligible for occupancy in public housing, to reside in a public housing dwelling unit. The PHA must include the number and location of the units to be occupied by police officers, and the terms and conditions of their tenancies; and a statement that such occupancy is needed to increase security for public housing residents. A "police officer" means a person determined by the PHA to be, during the period of residence of that person in public housing, employed on a full-time basis as a duly licensed professional police officer by a Federal, State or local government or by any agency of these governments. An officer of an accredited police force of a housing agency may qualify. The PHA may incorporate information on occupancy by police officers into its PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. See additional guidance on HUD's website at: [Notice PIH 2011-7. \(24 CFR 960.505\)](#) (24 CFR 903.7(b))

Non-Smoking Policies. The PHA may implement non-smoking policies in its public housing program and incorporate this into its PHA Plan statement of operation and management and the rules and standards that will apply to its projects. See additional guidance on HUD's website at: [Notice PIH 2009-21. \(24 CFR §903.7\(e\)\)](#)

Project-Based Vouchers. Describe any plans to use Housing Choice Vouchers (HCVs) for new project-based vouchers, which must comply with PBV goals, civil rights requirements, Housing Quality Standards (HQS) and deconcentration standards, as stated in 983.57(b)(1) and set forth in the PHA Plan statement of deconcentration and other policies that govern eligibility, selection, and admissions. If using project-based vouchers, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan. [\(24 CFR §903.7\(b\)\)](#)

Units with Approved Vacancies for Modernization. The PHA must include a statement related to units with approved vacancies that are undergoing modernization in accordance with [24 CFR §990.145\(a\)\(1\)](#).

Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants).

For all activities that the PHA plans to undertake in the current Fiscal Year, provide a description of the activity in the space provided.

B.3 Civil Rights Certification. Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulation*, must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the AFFH Certification if: it can document that it examines its programs and proposed programs to identify any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction's initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. [\(24 CFR §903.7\(o\)\)](#)

B.4 Most Recent Fiscal Year Audit. If the results of the most recent fiscal year audit for the PHA included any findings, mark "yes" and describe those findings in the space provided. [\(24 CFR §903.7\(p\)\)](#)

B.5 Progress Report. For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year PHA Plan. [\(24 CFR §903.7\(r\)\(1\)\)](#)

B.6 Resident Advisory Board (RAB) comments. If the RAB provided comments to the annual plan, mark "yes," submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA's decision made on these recommendations. [\(24 CFR §903.13\(c\), 24 CFR §903.19\)](#)

B.7 Certification by State or Local Officials. Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. [\(24 CFR §903.15\)](#). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.

B.8 Troubled PHA. If the PHA is designated troubled, and has a current MOA, improvement plan, or recovery plan in place, mark "yes," and describe that plan. If the PHA is troubled, but does not have any of these items, mark "no." If the PHA is not troubled, mark "N/A." [\(24 CFR §903.9\)](#)

C. Statement of Capital Improvements. PHAs that receive funding from the Capital Fund Program (CFP) must complete this section. [\(24 CFR 903.7 \(g\)\)](#)

C.1 Capital Improvements. In order to comply with this requirement, the PHA must reference the most recent HUD approved Capital Fund 5 Year Action Plan. PHAs can reference the form by including the following language in Section C. 8.0 of the PHA Plan Template: "See HUD Form- 50075.2 approved by HUD on XX/XX/XXXX."

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year and Annual PHA Plan.

Public reporting burden for this information collection is estimated to average 9.2 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

Privacy Act Notice. The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.

PHA

Public Housing

ACOP (Admissions &

Continued Occupancy

Policy) 2022

ADMISSIONS AND CONTINUED OCCUPANCY POLICY FOR THE PUBLIC HOUSING PROGRAM

Approved by the LHA Board of Commissioners:

Approved by HUD:

Revision Date:

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Chapter 1 OVERVIEW OF THE PROGRAM AND PLAN

INTRODUCTION

The Housing Authority of City of Lakeland (LHA) receives its operating subsidy for the public housing program from the Department of Housing and Urban Development. LHA is not a federal department or agency. LHA is a public housing agency (PHA) and is a governmental or public body, created and authorized by state law to develop and operate housing and housing programs for low-income families. LHA enters into an Annual Contributions Contract with HUD to administer the public housing program. LHA must ensure compliance with federal laws, regulations and notices and must establish policy and procedures to clarify federal requirements and to ensure consistency in program operation.

This chapter contains information about the LHA and its programs with emphasis on the public housing program. It also contains information about the purpose, intent and use of the plan and guide.

There are three parts to this chapter:

Part I: LHA. This part includes a description of the LHA, its jurisdiction, its programs, and its mission and intent.

Part II: The Public Housing Program. This part contains information about public housing operation, roles and responsibilities, and partnerships.

Part III: The Admissions and Continued Occupancy (ACOP). This part discusses the purpose and organization of the plan and its revision requirements.

PART I: LHA

1-1.A. OVERVIEW

This part describes the LHA's creation and authorization, the general structure of the organization, and the relationship between the LHA Board and staff.

1-1.B. ORGANIZATION AND STRUCTURE OF LHA

Public housing is funded by the federal government and administered by the Housing Authority of City of Lakeland (LHA) for the jurisdiction of City of Lakeland, Florida.

The officers of LHA are known as commissioners or, collectively, as the Board of Commissioners (Board). The Board consists of the six City of Lakeland selected Board of Commissioners and one Board-appointed LHA Resident Commissioner. The Board generally serves in the same capacity as the directors of a corporation, establishing policies under which LHA conducts business, ensuring that policies are followed by LHA staff and ensuring that LHA is successful in its mission. The Board is responsible for preserving and expanding LHA's resources and assuring LHA's continued viability.

Formal actions of LHA are taken through written resolutions, adopted by the Board and entered into the official public records of LHA and the County.

The chief administrative officer of LHA is the executive director (ED). The ED is directly responsible for all aspects of the management of LHA and for carrying out the policies established by the Board. The ED is delegated the responsibility for hiring, training and supervising LHA's staff in order to manage the day-to-day operations and to ensure compliance with federal and state laws and directives for the programs managed. In addition, the ED's duties include budgeting and financial planning for the agency and coordinating LHA's efforts with the plans and programs of other local, regional, state and federal agencies, as well as the public or private agencies or organizations that may be of assistance to LHA or that LHA may assist.

1-1.C. LHA MISSION

The purpose of a mission statement is to communicate the purpose of the agency to people inside and outside of the agency. It provides the basis for strategy development, identification of critical success factors, resource allocation decisions, as well as ensuring client and stakeholder satisfaction.

LHA Policy

LHA's mission is to provide affordable, safe, decent and sanitary housing opportunities in a fiscally responsible manner to low-income people in the City of Lakeland.

1-I.D. LHA'S COMMITMENT TO ETHICS AND SERVICE

As a public service agency, LHA is committed to providing excellent service to all public housing applicants, residents, and the public. In order to provide superior service, LHA resolves to:

Administer applicable federal and state laws and regulations to achieve high ratings in compliance measurement indicators while maintaining efficiency in program operation to ensure fair and consistent treatment of clients served.

Provide decent, safe, and sanitary housing in good repair – in compliance with program uniform physical condition standards – for very low-and low-income families.

Achieve a healthy mix of incomes in its public housing developments by attracting and retaining higher income families and by working toward de-concentration of poverty goals.

Encourage self-sufficiency of participant families and assist in the expansion of family opportunities which address educational, socio-economic, recreational and other human service's needs.

Promote fair housing and the opportunity for very low-and low-income families of all races, ethnicities, national origins, religions, ethnic backgrounds, and with all types of disabilities, to participate in the public housing program and its services.

Create positive public awareness and expand the level of family and community support in accomplishing LHA's mission.

Attain and maintain a high level of standards and professionalism in day-to-day management of all program components.

Administer an efficient, high-performing agency through continuous improvement of LHA's support systems and commitment to our employees and their development.

LHA will make every effort to keep residents informed of program rules and regulations, and to advise participants of how the program rules affect them.

1-I.E. Code of Conduct

1. Pursuant to the requirement of 24CFR84.42, Codes of Conduct, and 24CFR85.36, Procurement standards, no employee, officer or agent of the Housing Authority shall participate in selection, or in the award or administration of a contract supported by federal funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the employee, officer or agent, any member of his immediate family, his or her partner, or an organization which employs, or is about to employ, any of the above, has a financial or other interest in the entity selected for award.

2. Without the prior approval of the Executive Director, employees are prohibited from:

(a) Processing an application (or any part of an application) or any recertification for a relative, friend, co-worker, or business associate or on behalf of a relative or business associate of a co-worker;

(b) Serving as third party verification or as a reference for anyone applying or being recertified for housing assistance with LHA;

(c) Participating in an assisted housing program administered by LHA, either as a tenant or as a landlord; (d)

Entering into contracts or agreements in connection with the tenant-based programs in which any of the classes of persons outlined under 24CFR982.161, Conflict of Interest, has any interest, direct or indirect. Prior HUD approval is required if it is necessary to enter into such a contract or agreement.

(e) Inspecting units associated with the tenant-based programs if the employee has any direct or indirect interest.

3. Pursuant to 24CFR84.42, Codes of Conduct, The Housing Authority's officers, employees or agents will neither solicit nor accept gifts, gratuities, favors or anything of monetary value from parties to any agreement involving federal funds.

4. All employees shall follow the Ethical Standards Governing Employee Conduct defined in the Housing Authority's Personnel Policy, Section XIV.

5. Employees found to be in violation of any of the Code of Conduct Policy guidelines mentioned above will be disciplined according to the Housing Authority's Personnel Policy, Section XVI.

PART II: THE PUBLIC HOUSING PROGRAM

1-II.A. OVERVIEW AND HISTORY OF THE PROGRAM

The intent of this section is to provide the public and staff an overview of the history and operation of public housing.

The United States Housing Act of 1937 (the “Act”) is responsible for the birth of federal housing program initiatives, known as public housing. The Act was intended to provide financial assistance to states and cities for public works projects, slum clearance and the development of affordable housing for low-income residents. There have been many changes to the program since its inception in 1937.

The Housing Act of 1965 established the availability of federal assistance, administered through local public agencies, to provide rehabilitation grants for home repairs and rehabilitation. This act also created the federal Department of Housing and Urban Development (HUD).

The Housing Act of 1969 created an operating subsidy for the public housing program for the first time. Until that time, public housing was a self-sustaining program.

In 1998, the Quality Housing and Work Responsibility Act (QHWRA) – also known as the Public Housing Reform Act or Housing Act of 1998 – was signed into law. Its purpose was to provide more private sector management guidelines to the public housing program and provide residents with greater choices. It also allowed PHAs more remedies to replace or revitalize severely distressed public housing developments. Highlights of the Reform Act include: the establishment of flat rents; the requirement for PHAs to develop five-year and annual plans; income targeting, a requirement that 40% of all new admissions in public housing during any given fiscal year be reserved for extremely low-income families; and resident self-sufficiency incentives.

1-II.B. PUBLIC HOUSING PROGRAM BASICS

HUD writes and publishes regulations in order to implement public housing laws enacted by Congress. HUD contracts with LHA to administer programs in accordance with HUD regulations and provides an operating subsidy to LHA. LHA must create written policies that are consistent with HUD regulations. Among these policies is LHA’s Admissions and Continued Occupancy Policy (ACOP). The ACOP must be approved by the board of commissioners of LHA.

The job of LHA pursuant to HUD regulations is to provide decent, safe, and sanitary housing, in good repair, to low-income families at an affordable rent. LHA screens applicants for public housing and, if they are found eligible and accepted, LHA offers the applicant a unit. If the applicant accepts the offer, LHA will enter into a contract with the applicant known as the lease. At this point, the applicant becomes a tenant of the public housing program.

In the context of the public housing program, a tenant is defined as the adult person(s) (other than a live-in aide who (1) executed the lease with LHA as lessee of the dwelling unit, or, if no such person now resides in the unit, (2) who resides in the unit, and who is the remaining head of household of the tenant family residing in the dwelling unit. [24 CFR 966.53]. The Public Housing Occupancy Guidebook refers to tenants as “residents.” The terms “tenant” and “resident” are used interchangeably in this policy. Additionally, this policy uses the term “family” or “families” for residents or applicants, depending on context.

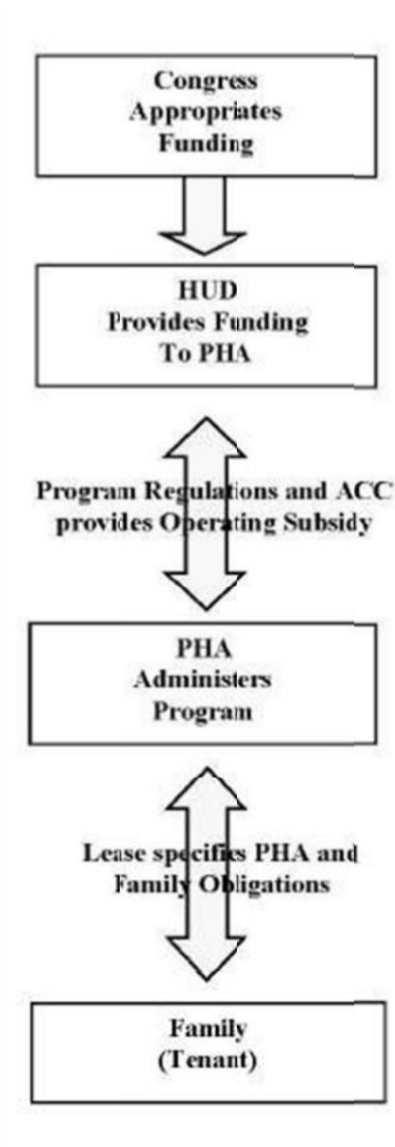
Since LHA owns the public housing development, LHA is the landlord. LHA must comply with all of the legal and management responsibilities of a landlord in addition to administering the program in accordance with HUD regulations, Florida Landlord Tenant Law and LHA policy. Note: Families and/or individuals living in a multifamily community where more than one housing program exist, such families must follow the most stringent rules and regulations.

1-II.C. PUBLIC HOUSING PARTNERSHIPS

Relationships between the important parties are defined by federal regulations and by contract. To administer the public housing program, LHA enters into a contractual relationship with HUD through the Annual Contributions Contract (ACC). LHA also enters into a contractual relationship with the tenant through the public housing lease. These contracts outline the roles and responsibilities of each party.

Federal regulations further identify the important roles of the parties involved. For the program to work and be successful, all parties involved – HUD, LHA, and the tenant – must play their important parts. The chart on the following page illustrates key aspects of these relationships.

The Public Housing Relationships



What does HUD do?

Federal law is the source of HUD responsibilities. HUD has the following major responsibilities:
Develop regulations, requirements, handbooks, notices and other guidance to implement housing legislation passed by Congress
Allocate operating subsidies to LHA
Allocate capital funding to LHA
Provide technical assistance to LHA on interpreting and applying program requirements
Monitor LHA compliance with program requirements and LHA performance in program administration.

What does LHA do?

LHA's responsibilities originate in federal regulations and the ACC. LHA owns and manages public housing developments, administers the program under contract with HUD and has the following major responsibilities:
Establish local policies

Review applications from interested applicant families to determine whether applicants are eligible for the program

Maintain waiting list and select families for admission

Maintain housing units by making any necessary repairs in a timely manner

Screen families who apply for tenancy, to determine if they will be eligible renters

Offer units to families (minimize vacancies without overcrowding)

Maintain properties to the standard of decent, safe, sanitary, and in good repair (including assuring compliance with uniform physical conditions standards)

Make sure LHA has adequate financial resources to maintain its housing stock

Ensure that families continue to qualify under the program

Collect rent due from the assisted family and comply with and enforce provisions of the lease

Ensure that families comply with program rules

Provide families with prompt and professional service

Comply with all fair housing and equal opportunity requirements, HUD regulations and requirements, the ACC, HUD-approved applications for funding, LHA's ACOP, and other applicable federal, state and local laws.

What does the Tenant do?

The tenant's responsibilities are articulated in the public housing lease. The tenant has the following broad responsibilities:

Comply with the terms of the lease.

Provide LHA with complete and accurate information, determined by LHA to be necessary for administration of the program.

Cooperate in attending all appointments scheduled by LHA.

Allow LHA to inspect the unit at reasonable times and after legal notice.

Take responsibility for care of the housing unit, including any violations of uniform physical condition standards caused by the family.

Not engage in drug-related, alcohol-related or violent or other criminal activity.

Written 30-day notification to LHA before moving or termination of the lease.

Use the assisted unit only for residence and as the sole residence of the family. Not sublet the unit or assign the lease.

Notify LHA of any changes in family composition or income within ten (10) days of the change.

Not commit fraud, bribery, or any other corrupt or criminal act in connection with any housing programs.

If all parties fulfill their obligations in a professional and timely manner, the program responsibilities will be fulfilled in an effective manner.

1-II.D. APPLICABLE REGULATIONS

Applicable regulations include:

24 CFR Part 5: General Program Requirements

24 CFR Part 8: Nondiscrimination

24 CFR Part 35: Lead-Based Paint

24 CFR Part 902: Public Housing Assessment System

24 CFR Part 903: Public Housing Agency Plans

24 CFR Part 945: Designated Housing

24 CFR Part 960: Admission and Occupancy Policies

24 CFR Part 965: PHA-Owned or Leased Projects – General Provisions

24 CFR Part 966: Lease and Grievance Procedures

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES (ACOP)

1-III.A. OVERVIEW AND PURPOSE OF THE POLICY

The ACOP is LHA’s written statement of policies used to carry out the housing program in accordance with federal law and regulations, and HUD requirements. The ACOP is required by HUD and it must be available for public review [CFR 24 Part 903]. The ACOP also contains policies that support the objectives contained in LHA’s Agency Plan.

All issues related to public housing not addressed in this ACOP are governed by federal regulations, HUD handbooks and guidebooks, notices and applicable state and local laws. The policies in this ACOP have been designed to ensure compliance with the consolidated ACC and all HUD-approved applications for program funding. LHA is responsible for complying with all changes in HUD regulations pertaining to public housing. If such changes conflict with this plan, HUD regulations will have precedence.

1-III.B. CONTENTS OF THE POLICY

Unlike the housing choice voucher program, HUD regulations for public housing do not contain a list of what must be included in the ACOP. However, individual regulations contain requirements of inclusion in LHA’s written policy. At a minimum, the ACOP plan should cover LHA policies on these subjects:

The organization of the waiting list and how families are selected and offered available units, including any LHA admission preferences, procedures for removing applicant names from the waiting list, and procedures for closing and reopening LHA waiting list (Chapters 4 and 5) Transfer policies and the circumstances under which a transfer would take precedence over an admission (Chapter 12) Standards for determining eligibility, suitability for tenancy, and the size and type of the unit needed (Chapters 3 and 5) Procedures for verifying the information the family has provided (Chapter 7) The method for achieving de-concentration of poverty and income-mixing of public housing developments (Chapter 4) Grievance procedures (Chapter 14) Policies concerning payment by a family to LHA of amounts the family owes LHA (Chapter 15 and 16) Interim redeterminations of family income and composition (Chapter 9) Policies regarding community service requirements; (Chapter 11) Policies and rules about safety and ownership of pets in public housing (Chapter 10).

New Approach to Policy Development

HUD has developed an approach to monitoring policy that emphasizes the importance of consistency. The ACOP supports that goal by clearly defining LHA policy for management and staff.

A primary focus of programs like HUD’s Rental Integrity Monitoring (RIM) program has been consistency in how PHAs conduct their business and in how HUD monitors PHA activities. HUD has made it clear that consistency in PHA conduct is important. Referring to and following the ACOP is essential to maintaining consistency in applying PHA policy.

HUD makes a distinction between:

Mandatory policies: those driven by legislation, regulations, current handbooks, notices, and legal opinions, and Optional, non-binding guidance, including guidebooks, notices that have expired and recommendations from individual HUD staff.

HUD expects LHA to develop policies and procedures that are consistent with mandatory policies and to make clear the optional policies LHA has adopted. LHA's Admissions and Continued Occupancy Policy is the document that contains and clarifies LHA policy. HUD's new direction adds additional emphasis to the need for a clearly written and comprehensive ACOP to guide staff in the clear and consistent application of policy.

HUD has already determined that the recommendations and suggestions it makes are consistent with mandatory policies. Therefore, following HUD guidance in the preparation of LHA policy, even though it is not mandatory, provides LHA with a "safe harbor." If LHA adopts its own optional policy, it must make its own determination that such policy is consistent with legislation, regulations, and other mandatory requirements. There may be very good reasons for adopting a policy or procedure that is different than that suggested by HUD, but LHA should carefully think through those decisions and be able to articulate how their policy is consistent with federal laws, regulations and mandatory policy.

1-III.C. UPDATING AND REVISING THE POLICY

LHA will revise this ACOP as needed to comply with changes in HUD regulations. The original policy and any changes must be approved by the board of commissioners of LHA, the pertinent sections included in the Agency Plan, and a copy provided to HUD.

LHA Policy

LHA will review and update the ACOP at least once a year, and more often if needed, to reflect changes in regulations, LHA operations, or when needed to ensure staff consistency in operation.

Chapter 2 FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION

This chapter explains the laws and HUD regulations requiring LHA to affirmatively further civil rights and fair housing in all federally-assisted housing programs. The letter and spirit of these laws are implemented through consistent policy and processes. The responsibility to further nondiscrimination pertains to all areas of LHA's public housing operations.

This chapter describes HUD regulations and LHA policies related to these topics in three parts:

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of LHA regarding nondiscrimination.

Part II: Policies Related to Persons with Disabilities. This part discusses the rules and policies of the public housing program related to reasonable accommodation for persons with disabilities. These rules and policies are based on the Fair Housing Act (42.U.S.C.) and Section 504 of the Rehabilitation Act of 1973, and incorporate guidance from the Joint Statement of The Department of Housing and Urban Development and the Department of Justice (DOJ), issued May 17, 2004.

Part III: Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of LHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates HUD's Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003 in the *Federal Register* ("Notice of Guidance").

PART I: NONDISCRIMINATION

2-I.A. OVERVIEW

Federal laws require LHA to treat all applicants and tenant families equally, providing the same quality of service, regardless of family characteristics and background. Federal law prohibits discrimination in housing on the basis of race, color, religion, sex, national origin, age, familial status, disability sexual orientation and gender identity. LHA will comply fully with all federal, state, and local nondiscrimination laws, and with rules and regulations governing fair housing and equal opportunity in housing and employment, including:

- Title VI of the Civil Rights Act of 1964
- Title VIII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988)
- Executive Order 11063
- Section 504 of the Rehabilitation Act of 1973
- The Age Discrimination Act of 1975
- Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern)
- The Violence Against Women Act of 2005 (VAWA)
- Any applicable state laws or local ordinances and any legislation protecting individual rights of tenants, applicants, or staff that may subsequently be enacted
- When more than one civil rights law applies to a situation, the laws will be read and applied together.

LHA Policy

LHA will apply any and all fair housing state laws and local city and county codes that apply including but not limited to: any Florida State or Polk County or the City of Lakeland.

2-I.B. NONDISCRIMINATION

Federal regulations prohibit discrimination against certain protected classes. State and local requirements, as well as LHA policies, can prohibit discrimination against additional classes of people.

LHA shall not discriminate because of race, color, sex, sexual orientation, gender identity, marital status, religion, familial status, age, disability, national origin, sexual orientation, and gender identity (called “protected classes”). Familial status includes children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18.

LHA Policy

In addition to Federal protected classes, LHA will not discriminate on the basis of legal sources of income, sexual orientation, gender identity, domestic partnership, marital status, and age.

LHA will not use any of these factors to:

Deny to any family the opportunity to apply for housing, nor deny to any qualified applicant the opportunity to participate in the public housing program

Provide housing that is different from that provided to others

Subject anyone to segregation or disparate treatment

[Subject anyone to sexual harassment](#)

Restrict anyone's access to any benefit enjoyed by others in connection with the housing program

Treat a person differently in determining eligibility or other requirements for admission

Steer an applicant or tenant toward or away from a particular area based on any of these factors

Deny anyone access to the same level of services

Deny anyone the opportunity to participate in a planning or advisory group that is an integral part of the housing program

Discriminate in the provision of residential real estate transactions

Discriminate against someone because they are related to or associated with a member of a protected class

Publish or cause to be published an advertisement or notice indicating the availability of housing that prefers or

excludes persons who are members of a protected class

Providing Information to Families

LHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, LHA will provide information to public housing applicant families about civil rights requirements.

Discrimination Complaints

If an applicant or tenant family believes that any family member has been discriminated against by LHA, the family should advise LHA. HUD requires LHA to make every reasonable attempt to determine whether the applicant's or tenant family's assertions have merit and take any warranted corrective action.

LHA Policy

Applicants or participants who believe that they have been subject to unlawful discrimination may notify LHA in writing. They may contact LHA in person, by email or through regular mail. Complaints should be submitted to the LHA Director of Housing Office, 430 Hartsell Avenue, Lakeland, Florida 33815 or emailed to Lakelandhousing@lakelandhousing.org

LHA will attempt to remedy discrimination complaints made against LHA.

Complaints may be discussed informally. A summary of such discussion shall be prepared within a reasonable time and one copy shall be given to the Tenant and one retained in the LHA's Tenant file. The summary shall specify the names of the participants, dates of meeting, the nature of the proposed disposition of the complaint. If satisfactory resolution is not achieved within 30 calendar days of receiving the complaint, LHA will provide a copy of a discrimination complaint form to the complainant and provide them with information on how to complete and submit the form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices, or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program. LHA must ensure that persons with disabilities have full access to LHA's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the public housing program [24 CFR 8].

LHA must provide a notice to each tenant that the tenant may, at any time during the tenancy, request reasonable accommodation of a handicap of a household member, including reasonable accommodation so that the tenant can meet lease requirements or other requirements of tenancy [24 CFR 966.7(b)].

LHA Policy

Information of the availability of reasonable accommodation will be provided to all families at the time of application. LHA will also ask all applicants and participants if they require any type of accommodations, in writing, on the intake application, reexamination documents, and notices of adverse action by LHA. LHA will keep an updated Reasonable Accommodation Procedure in place for staff to rely upon for uniformity in treatment.

2-II.B. DEFINITION OF REASONABLE ACCOMMODATION

A "reasonable accommodation" is a change, exception, or adjustment to a policy, practice or service that may be necessary for a person with a disability to have an equal opportunity to use and enjoy a dwelling, including public and common use spaces. Since policies and services may have a different effect on persons with disabilities than on other persons, treating persons with disabilities exactly the same as others will sometimes deny them an equal opportunity to use and enjoy a dwelling. [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act]

Federal regulations stipulate that request for accommodations will be considered reasonable if they do not create an "undue financial and administrative burden" for LHA or result in a "fundamental alteration" in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and Section 2-II.E), LHA shall accommodate the needs of a person with disabilities. Examples include but are not limited to:

- Permitting applications and reexaminations to be completed by mail
- Conducting home visits
- Permitting a higher utility allowance for the unit if a person with disabilities requires the use of specialized equipment related to the disability
- Modifying or altering a unit or physical system if such a modification or alteration is necessary to provide equal access to a person with a disability
- Installing a ramp into a dwelling or building
- Installing grab bars in a bathroom
- Installing visual fire alarms for hearing impaired persons
- Allowing a LHA-approved live-in aide to reside in the unit if that person is determined to be essential to the care of a person with disabilities, is not obligated for the support of the person with disabilities, and would not be otherwise living in the unit.
- Providing a designated handicapped-accessible parking space
- Allowing an assistance animal
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with LHA staff
- Displaying posters and other housing information in locations throughout LHA's office in such a manner as to be easily readable from a wheelchair

2-II.C. REQUEST FOR AN ACCOMMODATION

If an applicant or participant indicates that an exception, change, or adjustment to a rule, policy, practice, or service is needed because of a disability, HUD requires that LHA treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to LHA's programs and services.

If the need for the accommodation is not readily apparent or known to LHA, the family must explain the relationship between the requested accommodation and the disability.

LHA Policy

LHA will encourage the family to make its request in writing using a reasonable accommodation request form. However, LHA will consider the accommodation any time the family indicates that an accommodation is needed whether or not a formal written request is submitted.

2-II.D. VERIFICATION OF DISABILITY

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability which is used for waiting list preferences and income allowances.

Before providing an accommodation, LHA must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to LHA's programs and services.

If a person's disability is obvious or otherwise known to LHA, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to LHA, LHA must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, LHA will follow the verification policies provided in Chapter 7.

All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16 (Program Administration). In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].
- LHA must request only information that is necessary to evaluate the disability-related need for the accommodation. LHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.

In the event that the PHA does receive confidential information about a person's specific diagnosis, treatment, or the nature or severity of the disability, the PHA will dispose of it. In place of the information, the PHA will note in the file that the disability and other requested information have been verified, the date the verification was received, and the name and address of the knowledgeable professional who sent the information [Notice PIH 2010-26].

2-II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act, Notice PIH 2010-26] LHA must approve a request for an accommodation if the following three conditions are met.

The request was made by or on behalf of a person with a disability.

There is a disability-related need for the accommodation.

The requested accommodation is reasonable, meaning it would not impose an undue financial and administrative burden on LHA, or fundamentally alter the nature of LHA's operations.

Requests for accommodations must be assessed on a case-by-case basis. The determination of undue financial and administrative burden must be made on a case-by-case basis involving various factors, such as the cost of the requested accommodation, the financial resources of LHA at the time of the request, the benefits that the accommodation would provide to the family, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve the request, LHA may enter into discussion and negotiation with the family, request more information from the family, or may require the family to sign a consent form so that LHA may verify the need for the requested accommodation.

LHA Policy

After a request for an accommodation is presented, LHA will respond, in writing, within 14 business days.

LHA will notify the family in writing if the request is approved.

If LHA denies a request for an accommodation because there is no relationship, or nexus, found between the disability and the requested accommodation, the notice will inform the family of the right to appeal LHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If LHA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and administrative burden or fundamentally alter the nature of LHA's operations), LHA will notify the family in writing of its decision. The notice will inform the family of the right to appeal LHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If LHA denies a request for an accommodation because it is not reasonable (it would impose an undue financial and administrative burden or fundamentally alter the nature of LHA's operations), but has determined there is an alternative accommodation that could effectively address the family's disability related need without a fundamental alteration to the public housing program without imposing an undue financial and administrative burden, LHA will notify the family in writing. The notification will inform the family of the right to appeal LHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

2-II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

HUD regulations require LHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to LHA's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, LHA shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

LHA Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display / teletype) communication will be available through the Florida Relay System.

To meet the needs of persons with vision impairments, Braille, large-print, and audio versions of key program documents can be made available upon request. Since large print and audio presentation are a much more cost effective alternative accommodation, LHA reserves the right to charge direct fees for the cost of converting documents to Braille and must notify requestor of any fees that will be charged before acquiring the service to convert documents to Braille. .

When visual aids are used in public meetings or presentations, or in meetings with PHA staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication are sign language interpretation; having material explained orally by staff; or having a third-party representative (a friend, relative or advocate, named by the applicant) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. PHYSICAL ACCESSIBILITY

LHA must comply with a variety of regulations pertaining to physical accessibility, including the following. Notice PIH 2010-26

Section 504 of the Rehabilitation Act of 1973

The Americans with Disabilities Act of 1990

The Architectural Barriers Act of 1968

The Fair Housing Act of 1988 LHA's policies concerning physical accessibility must be readily available to applicants and resident families. They can be found in three key documents.

This policy, the Admissions and Continued Occupancy Policy, describes the key policies that govern LHA's responsibilities with regard to physical accessibility.

Notice PIH 2002-01(HA) Accessibility Notice (which must be posted in the public housing offices in a conspicuous place) summarizes information about pertinent laws and implementing regulations related to non-discrimination and accessibility in federally-funded housing programs.

LHA Plan provides information about self-evaluation, needs assessment, and transition plans.

The design, construction, or alteration of LHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Newly-constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the public housing program.

2-II.H. DENIAL OR TERMINATION OF ASSISTANCE

A LHA's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 966.7].

When applicants with disabilities are denied assistance, the notice of denial must inform them of their right to request an informal hearing [24 CFR 960.208(a)].

When a family receives a lease termination notice, LHA must inform the family of their right to request a hearing in accordance with LHA's grievance process [24 CFR 966.4(1)(3)(ii)].

When reviewing reasonable accommodation requests, LHA must consider whether reasonable accommodation will allow the family to overcome the problem that led to LHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, LHA must make the accommodation [24 CFR 966.7].

In addition, LHA must provide reasonable accommodation for persons with disabilities to participate in the hearing process [24 CFR 966.56(h)].

LHA Policy LHA will include a statement on the bottom of each denial or termination notice that states: "You have the right to contact Legal Aide Services regarding this notice."

PART III: IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

2-III.A. OVERVIEW

Language for Limited English Proficiency Persons (LEP) can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by the public housing program. In certain circumstances, failure to ensure that LEP persons can effectively participate in or benefit from federally-assisted programs and activities may violate the prohibition under Title VI against discrimination on the basis of national origin. This part incorporates the Notice of Guidance to Federal Assistance Recipients Regarding Title VI Prohibition Affecting Limited English Proficient Persons, published December 19, 2003 in the *Federal Register*.

LHA will take affirmative steps to communicate with people who need services or information in a language other than English. These persons will be referred to as Persons with Limited English Proficiency (LEP).

LEP persons are defined as persons who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. For the purposes of this Admissions and Continued Occupancy Policy, LEP persons are public housing applicants and resident families, and parents and family members of applicants and resident families.

In order to determine the level of access needed by LEP persons, LHA will balance the following four factors: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the public housing program; (2) the frequency with which LEP persons come into contact with the program; (3) the nature and importance of the program, activity, or service provided by the program to people's lives; and (4) the resources available to LHA and costs. Balancing these four factors will ensure meaningful access by LEP persons to critical services while not imposing undue burdens on LHA.

2-III.B. ORAL INTERPRETATION

In a courtroom, a hearing, or situations in which health, safety, or access to important benefits and services are at stake, LHA will generally offer, or ensure that the family is offered through other sources, competent interpretation services free of charge to the LEP person. The only exception to this rule is when an appointment is scheduled and confirmed, but the applicant or participant fails to attend the scheduled and confirmed appointment. When this occurs, the applicant or participant may be charged for the amount LHA is billed for the missed appointment.

LHA Policy

LHA will analyze the various kinds of contacts it has with the public, to assess language needs and decide what reasonable steps should be taken. "Reasonable steps" may not be reasonable where the costs imposed substantially exceed the benefits.

Where feasible, LHA will train and hire bilingual staff to be available to act as interpreters and translators, or will pool resources with other PHAs, and will standardize documents when possible. Where feasible and possible, LHA will encourage the use of qualified community volunteers.

Where LEP persons desire, they will be permitted to use, at their own expense, an interpreter of their own choosing, in place of or as a supplement to the free language services offered by LHA. The interpreter may be a family member or friend.

2-III.C. WRITTEN TRANSLATION

Translation is the replacement of a written text from one language into an equivalent written text in another language.

LHA Policy

In order to comply with written-translation obligations, LHA will take the following steps:
LHA will provide written translations of vital documents for each eligible LEP language group that constitutes 5 percent or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered. Translation of other documents, if needed, can be provided orally; or
If there are fewer than 50 persons in a language group that reaches the 5 percent trigger, LHA may not translate vital written materials, but will provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

2-III.D. IMPLEMENTATION PLAN

After completing the four-factor analysis and deciding what language assistance services are appropriate, LHA shall determine whether it is necessary to develop a written implementation plan to address the identified needs of the LEP populations it serves.

If LHA determines that it is not necessary to develop a written implementation plan, the absence of a written plan does not obviate the underlying obligation to ensure meaningful access by LEP persons to LHA's public housing program and services.

LHA Policy

LHA has developed an agency wide LEP Policy. The Policy will be reviewed annually and revised as needed to meet its population's needs.

EXHIBIT 2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS [24 CFR Parts 8.3 and 100.201]

A person with a disability, as defined under federal civil rights laws, is any person who:

Has a physical or mental impairment that substantially limits one or more of the major life activities of an individual, or has a record of such impairment, or is regarded as having such impairment the phrase "physical or mental impairment" includes:

- Any physiological disorder or condition, cosmetic or disfigurement, or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genitor-urinary; hemic and lymphatic; skin; and endocrine; or
- Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The term "physical or mental impairment" includes, but is not limited to: such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.
- "Major life activities" includes, but is not limited to, caring for oneself, performing manual tasks, walking, seeing, hearing, breathing, learning, and/or working.
- "Has a record of such impairment" means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.
- "Is regarded as having an impairment" is defined as having a physical or mental impairment that does not substantially limit one or more major life activities but is treated by a public entity (such as the PHA) as constituting such a limitation; has none of the impairments defined in this section but is treated by a public entity as having such an impairment; or has a physical or mental impairment that substantially limits one or more major life activities, only as a result of the attitudes of others toward that impairment.
- The definition of a person with disabilities does not include:
 - Current illegal drug users
 - People whose alcohol use interferes with the rights of others

- Persons who objectively pose a direct threat or substantial risk of harm to others that cannot be controlled with a reasonable accommodation under the public housing program

The above definition of disability determines whether an applicant or participant is entitled to any of the protections of federal disability civil rights laws. Thus, a person who does not meet this definition of disability is not entitled to a reasonable accommodation under federal civil rights and fair housing laws and regulations. The HUD definition of a person with a disability is much narrower than the civil rights definition of disability. The HUD definition of a person with a disability is used for purposes of receiving the disabled family preference, the \$400 elderly/disabled household deduction, the allowance for medical expenses, or the allowance for disability assistance expenses.

The definition of a person with a disability for purposes of granting a reasonable accommodation request is much broader than the HUD definition of disability. Many people will not qualify as a disabled person under the public housing program, yet an accommodation is needed to provide equal opportunity.

Chapter 3-ELIGIBILITY INTRODUCTION

LHA is responsible for ensuring that every individual and family admitted to the public housing program meets all program eligibility requirements. This includes any individual approved to join the family after the family has been admitted to the program. The family must provide any information needed by LHA to confirm eligibility and determine the level of the family’s assistance.

To be eligible for the public housing program:

The applicant family must: – Qualify as a family as defined by HUD and LHA. – Have income at or below HUD-specified income limits. – Qualify on the basis of citizenship or the eligible immigrant status of family members. – Provide social security number information for family members as required. – Consent to LHA’s collection and use of family information as provided for in LHA-provided consent forms.

LHA must determine that the current or past behavior of household members does not include activities that are prohibited by HUD or LHA.

This chapter contains three parts:

Part I: Definitions of Family and Household Members. This part contains HUD and LHA definitions of family and household members and explains initial and ongoing eligibility issues related to these members.

Part II: Basic Eligibility Criteria. This part discusses income eligibility, and rules regarding citizenship, social security numbers, and family consent.

Part III: Denial of Admission. This part covers factors related to an applicant’s past or current conduct (e.g. criminal activity) that can cause LHA to deny admission.

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS

3-I.A. OVERVIEW

Some eligibility criteria and program rules vary depending upon the composition of the family requesting assistance. In addition, some requirements apply to the family as a whole and others apply to individual persons who will live in the public housing unit. This part provides information that is needed to correctly identify family and household members, and to apply HUD's eligibility rules.

3-I.B. FAMILY AND HOUSEHOLD [24 CFR 5.403 and HUD-50058 IB, p. 13, FR Notice 02/03/12

The terms *family* and *household* have different meanings in the public housing program.

Family

To be eligible for admission, an applicant must qualify as a family. *Family* as defined by HUD includes but is not limited to the following, regardless actual or perceived sexual orientation, gender identity, or marital status, a single person, who may be an elderly person, disabled person, near-elderly person, or any other person; or group of

persons residing together. Such group includes, but is not limited to a family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family) an elderly family, a near-elderly family, a disabled family or the remaining member of a tenant family. LHA has the discretion to determine if any other group of persons qualifies as a family.

Gender Identity means actual or perceived characteristics. Sexual Orientation means homosexuality, heterosexuality, or bisexuality

LHA Policy

Multi-person Family:

A group of two or more persons who will live together on a regular basis in the same dwelling unit. (A regular basis is one where there is a present intent to live together for an indefinite period of time. The mere sharing of housing accommodations solely to qualify for rental assistance, or solely for the convenience of the parties, is not acceptable);

A family also includes:

Single-person Family:

A single person who is 62 years old of age or over; or

A single person who is disabled; or

A single person who is displaced; or

A single person who is in the process of securing legal custody of any individual under the age of 18 years; or

A single woman who is pregnant.

All other single persons may apply but will not be housed until all above listed single persons are housed.

Other Family Definitions:

A child who is temporarily away from the home because of placement in foster care is considered a member of the family;

LHA will not permit others who are currently living in independent circumstances and have done so for a period of more than six months to move in with the participating family. Such persons may apply for housing by joining the wait list for any LHA housing program when the waiting lists are open.

If a family member moved from the unit and wishes to return, he/she will be allowed to move back in only once.

Waivers to this provision may be requested and will be reviewed by the LHA on a case by case basis.

Each family must identify the individuals to be included in the family at the time of application and must update this information if the family's composition changes. Any person reporting custody of minor child(ren) must provide legal documentation supporting legal guardianship.

Household

Household is a broader term that includes additional people who, with LHA's permission, live in a public housing unit, such as live-in aides, foster children, and foster adults.

3-I.C. FAMILY BREAK-UP AND REMAINING MEMBER OF TENANT FAMILY

Family Break-up

LHA Policy

When a family on the waiting list breaks up into two otherwise eligible families, only one of the new families may retain the original application date. **Other former family members may make a new application with a new application date if the waiting list is open.**

If a family breaks up into two otherwise eligible families while living in public housing, only one of the new families will continue to be assisted.

If a court determines the disposition of property between members of the applicant or resident family in a divorce or separation decree, LHA will abide by the court's determination.

In the absence of a judicial decision or an agreement among the original family members, the PHA will determine which family will retain their placement on the waiting list or continue in occupancy. In making its determination, the PHA will take into consideration the following factors: (1) the interest of any minor children, including custody arrangements; (2) the interest of any ill, elderly, or disabled family members; (3) the interest of any family member who is or has been the victim of domestic violence, dating violence, or stalking and provides

documentation in accordance with section 16-VII.D of this ACOP; (4) any possible risks to family members as a result of criminal activity, and (5) the recommendations of social service professionals.

Remaining Member of a Tenant Family [24 CFR 5.403]

The HUD definition of family includes the *remaining member of a tenant family*, which is a member of a resident family who remains in the unit when other members of the family have left the unit [PH Occ GB, p. 26].

Household members such as live-in aides, foster children, and foster adults do not qualify as remaining members of a family.

If dependents are the only “remaining members of a tenant family” and there is no family member able to assume the responsibilities of the head of household, see Chapter 6, Section 6I.B, for the policy on “Caretakers for a Child.”

3-I.D. HEAD OF HOUSEHOLD [24 CFR 5.504(b)]

Head of household means the adult member of the family who is considered the head for purposes of determining income eligibility and rent. The head of household is responsible for ensuring that the family fulfills all of its responsibilities under the program, alone or in conjunction with a co-head or spouse.

LHA Policy

The family may designate any qualified family member as the head of household.

The head of household must have the legal capacity to enter into a lease under state and local law. A minor who is emancipated under state law may be designated as head of household.

3-I.E. SPOUSE, CO-HEAD, AND OTHER ADULT

A family may have a spouse or co-head, but not both [HUD-50058 IB, p. 13].

Spouse means the marriage partner of the head of household. LHA Policy, *A marriage partner* includes the partner in a "common law" marriage as defined in state law. The term “spouse” does not apply to friends, roommates, or significant others who are not marriage partners. A minor who is emancipated under state law may be designated as a spouse.

A co-head is an individual in the household who is equally responsible with the head of household for ensuring that the family fulfills all of its responsibilities under the program, but who is not a spouse. A family can have only one co-head.

LHA Policy, Minors who are emancipated under state law may be designated as a co-head. *Other adult* means a family member, other than the head, spouse, or co-head, who is 18 years of age or older. Foster adults and live-in aides are not considered other adults [HUD-50058 IB, p. 14].

3-I.F. DEPENDENT [24 CFR 5.603]

A dependent is a family member who is under 18 years of age or a person of any age who is a person with a disability or a full-time student, except that the following persons can never be dependents: the head of household, spouse, co-head, foster children/adults and live-in aides. Identifying each dependent in the family is important because each dependent qualifies the family for a deduction from annual income as described in Chapter 6.

Joint Custody of Dependents

LHA Policy

Dependents that are subject to a joint custody arrangement will be considered a member of the family, if they live with the applicant or resident family more than 50 percent of the time.

When more than one applicant or assisted family (regardless of program) are claiming the same dependents as family members or there exists a joint custody agreement, the family with primary custody at the time of the initial examination or reexamination will be able to claim the dependents. If there is a dispute about which family should claim them, LHA will make the determination based on available documents such as court orders, or an IRS return showing which family has claimed the child for income tax purposes. In no instance will both parents be allowed to include the “joint custody dependent” as a member of each family’s household.

3-I.G. FULL-TIME STUDENT [24 CFR 5.603]

A *full-time student* (FTS) is a person who is attending school or vocational training on a full-time basis. The time commitment or subject load that is needed to be full-time is defined by the educational institution. Identifying each FTS is important because (1) each family member that is an FTS, other than the head, spouse, or co-head, qualifies the family for a dependent deduction and (2) the income of such an FTS is treated differently from the income of other family members.

3-I.H. ELDERLY AND NEAR-ELDERLY PERSONS, AND ELDERLY FAMILY [24 CFR 5.100, 5.403, 945.105, and FR Notice 02/03/12]

Elderly Persons

An *elderly person* is a person who is at least 62 years of age.

Near-Elderly Persons

A *near-elderly person* is a person who is 50-61 years of age

Elderly Family

An *elderly family* is one in which the head, spouse, co-head, or sole member is an elderly person. Identifying elderly families is important because these families qualify for special deductions from income as described in Chapter 6 and may qualify for a particular type of development as noted in Chapter 4.

3-I.I. PERSONS WITH DISABILITIES AND DISABLED FAMILY [24 CFR 5.403] FR Notice 02/03/12

Persons with Disabilities

Under the public housing program, special rules apply to persons with disabilities and to any family whose head, spouse, or co-head is a person with disabilities. The technical definitions of individual with handicaps and persons with disabilities are provided in Exhibit 3-1 at the end of this chapter. These definitions are used for a number of purposes including ensuring that persons with disabilities are not discriminated against based upon disability.

As discussed in Chapter 2, LHA must make all aspects of the public housing program accessible to persons with disabilities and consider reasonable accommodations requested based upon a person's disability.

Disabled Family

A *disabled family* is one in which the head, spouse, or co-head is a person with disabilities. Identifying disabled families is important because these families qualify for special deductions from income as described in Chapter 6 and may qualify for a particular type of development as noted in Chapter 4.

Even though persons with drug or alcohol dependencies are considered persons with disabilities for the purpose of non-discrimination, this does not prevent LHA from denying admission for reasons related to alcohol and drug abuse following policies found in Part III of this chapter, or from enforcing the lease following the policies in Chapter 13.

3-I.J. GUESTS [24 CFR 5.100]

A *guest* is defined as a person temporarily staying in the unit with the consent of a tenant or other member of the household who has express or implied authority to so consent on behalf of the tenant.

The lease must provide that the tenant has the right to exclusive use and occupancy of the leased unit by the members of the household authorized to reside in the unit in accordance with the lease, including reasonable accommodation of their guests [24 CFR 966.4(d)]. The head of household is responsible for the conduct of visitors and guests, inside the unit as well as anywhere on or near LHA premises [24 CFR 966.4(f)].

LHA Policy

A resident family must notify LHA when overnight guests will be staying in the unit for more than 3 days. A guest can remain in the unit no longer than 21 cumulative days during any 12 month period.

A family may request an exception to this policy for valid reasons (e.g., care of a relative recovering from a medical procedure expected to last no more than 30 consecutive days). Verification of the tenant's medical or other need for a temporary overnight guest must be independently verified by a licensed professional. An exception will not be made unless the family can identify and provide documentation of the residence to which the guest will return. A temporary overnight guest should meet the LHA's criminal background eligibility criteria.

Children who are subject to a joint custody arrangement or for whom a family has visitation privileges, that are not included as a family member because they live outside of the public housing unit more than 50 percent of the time, are not subject to the time limitations of guests as described above.

A family must request written consent from LHA to allow a foster child or live-in aide to reside in the unit.

Former residents who have been evicted are not permitted as overnight guests.

Guests who represent the unit address as their residence address for receipt of benefits or other purposes will be considered unauthorized occupants. In addition, guests who remain in the unit beyond the allowable time limit will be considered unauthorized occupants, and their presence constitutes violation of the lease.

3-I.K. FOSTER CHILDREN AND FOSTER ADULTS

Foster adults are usually persons with disabilities, unrelated to the tenant family, who are unable to live alone [24 CFR 5.609(c) (2)].

The term *foster child* is not specifically defined by the regulations.

Foster children and foster adults that are living with an applicant or resident family are considered household members but not family members. The income of foster children/adults is not counted in family annual income and foster children/adults do not qualify for a dependent deduction [24 CFR 5.603 and HUD-50058 IB, pp. 13-14].

LHA Policy

A foster child is a child that is in the legal guardianship or custody of a state, county, or private adoption or foster care agency, yet is cared for by foster parents in their own homes, under some kind of short-term or long-term foster care arrangement with the custodial agency.

Children that are temporarily absent from the home as a result of placement in foster care are discussed in Section 3-I.L.

3-I.L. ABSENT FAMILY MEMBERS

Individuals may be absent from the family, either temporarily or permanently, for a variety of reasons including educational activities, placement in foster care, employment, and illness.

Definitions of Temporarily and Permanently Absent

LHA Policy

Family absence means no member of the family is residing in the unit.

The family may be absent from the assisted unit for brief periods. For anticipated absences of more than 21 consecutive days, the family must notify LHA, in writing, prior to the first day of the absence.

For family absences greater than 60 consecutive days, the family must obtain approval from LHA. Reasonable requests will not be denied. Generally, approval is reserved for medical reasons, e.g., hospitalization, determinable nursing home stays, to care for ill relatives, etc.

Assistance will terminate if a family absence exceeds the maximum period approved by LHA.

Family absences of more than 180 consecutive days will not be approved under any circumstances or for any reason.

For documented and verifiable medical reasons requiring the family to be absent from the unit for more than 180 days, the family's assistance may be resumed if not more than one year has elapsed since the first day of the absence. This option is at the sole discretion of the LHA and will be considered on a case by case basis.

Individual members of a household who are or are expected to be absent from the assisted unit for 180 consecutive days or less are considered temporarily absent and continue to be considered a family member.

Generally an individual who is or is expected to be absent from the assisted unit for more than 180 consecutive days is considered permanently absent and no longer a family member. These absences must be reported by the family as soon as anticipated or known. Exceptions to this general policy are discussed below.

Absent Students

LHA Policy

When someone who has been considered a family member attends school away from home, the person will continue to be considered a family member unless information becomes available to LHA indicating that the

student has established a separate household or the family declares that the student has established a separate household. Separate household status may be verified with enrollment paperwork reflecting a different address or photo identification or driver's license address reflecting a different address.

Absences Due to Placement in Foster Care [24 CFR 5.403]

Children temporarily absent from the home as a result of placement in foster care are considered members of the family.

LHA Policy

If a child has been placed in foster care, LHA will verify with the appropriate agency whether and when the child is expected to be returned to the home. Unless the agency confirms that the child has been permanently removed from the home, the child will be counted as a family member.

Absent Head, Spouse, or Co-head

LHA Policy

An employed head, spouse, or co-head absent from the unit more than 180 consecutive days due to employment will continue to be considered a family member and their income will be counted in the calculation of rent.

Individuals Confined for Medical Reasons

LHA Policy

An individual confined to a nursing home or hospital on a permanent basis is not considered a family member. If there is a question about the status of a family member, LHA will request verification from a responsible medical professional and will use this determination. If the responsible medical professional cannot provide a determination, the person generally will be considered temporarily absent. The family may present evidence that the family member is confined on a permanent basis and request that the person not be considered a family member.

Return of Permanently Absent Family Members

LHA Policy

The family must request LHA approval for the return of any adult family members that LHA has determined to be permanently absent. The individual is subject to the eligibility and screening requirements discussed elsewhere in this chapter.

3-I.M. LIVE-IN AIDE

Live-in aide means a person who resides with one or more elderly persons, or near-elderly persons, or persons with disabilities, and who: (1) is determined to be essential to the care and well-being of the persons, (2) is not obligated for the support of the persons, and (3) would not be living in the unit except to provide the necessary supportive services [24 CFR 5.403].

LHA must approve a live-in aide if needed as a reasonable accommodation in accordance with 24 CFR 8, to make the program accessible to and usable by a family member with disabilities.

A live-in aide is a member of the household, not the family, and the income of the aide is not considered in income calculations [24 CFR 5.609(c) (5)]. Relatives may be approved as live-in aides if they meet all of the criteria defining a live-in aide. However, a relative who serves as a live-in aide is not considered a family member and would not be considered a remaining member of a tenant family.

LHA Policy

1. Before a live-in aide may be moved into a unit, a third-party verification must be supplied that establishes the need for such care and the fact that the person cared for will be able to remain in the unit and comply with the lease terms as the result of such care; In addition, the family and live-in aide will be required to submit a certification stating that the live-in aide is (1) not obligated for the support of the person(s) needing the care, and (2) would not be living in the unit except to provide the necessary supportive services.
2. Move-in of a live-in aide must not result in overcrowding of the existing unit except in extraordinary and temporary circumstances, or as a reasonable accommodation as approved by the LHA;
3. Live-in aides have no right to Public Housing assistance as a remaining member of a participant family even when the live-in aide is a relative of the tenant renting the unit;
4. The income of a live-in aide is not counted in determining the family's rent;

5. A live-in aide can be a single person. A live-in aide with a family may also be considered, provided that the addition of the live-in aide's family does not result in overcrowding of the existing unit. The members of the live in aide's family age 15 and older must pass a background check.
6. Relatives who satisfy the definitions and stipulations herein may qualify as a live-in aide but only if they sign a statement prior to moving in, acknowledging no rights to the unit as the remaining member of a participant family;
7. A live-in aide and their family members will be required to meet screening requirements and must pass LHA's criminal background screening with respect to past behavior, especially:
 - (a) No record of disturbance of neighbors, destruction of property, or of living or housekeeping habits, at present or at prior residences, which may adversely affect the health, safety, or welfare of other residents, neighbors or staff, or cause damage to the unit or the premises; and
 - (b) No Criminal activity such as crimes of physical violence to persons or property and other criminal acts including drug-related criminal activity.
 - (c) The person commits fraud, bribery or any other corrupt or criminal act in connection with any federal housing program;
 - (d) The person currently owes rent or other amounts to LHA or to another LHA in connection with Section 8 or public housing assistance under the 1937 Act.
8. For continued approval, the family may be required to submit a new, written request-subject to LHA verification and screening-at each annual reexamination.
9. Within 10 business days of receiving a request for a live-in aide, including all required documentation related to the request, LHA will notify the family of its decision in writing.

3-I.L Essential Member Addition to the Household

An essential member of the household may be added as a family member when it is necessary to reside with an elderly or disabled family member for the mental health and welfare of the family member. The necessity of adding an essential member to the family must be evidenced by a doctor's certification, or must be deemed essential and so certified, by Mental Health or other responsible source. To be added to the household as a family member the Essential Household Member must meet all tenant eligibility criteria as required of newly admitted applicants.

LHA Policy

Before any Essential Family Member may be moved into a unit, a third-party verification must be supplied that establishes the need for such family support and the fact that the person cared for will be able to remain in the unit and comply with the lease terms as the result of such care.

The Essential Family Member has the right to Public Housing assistance as a remaining member of a participant family.

The income of the Essential Family Member is counted in determining the family's rent;

An essential family member can be a single person. An Essential Family Member with a family may also be considered, provided that the addition of the additional family members does not result in overcrowding of the existing unit.

An essential family member and their family members will be required to meet screening requirements and must pass LHA's criminal background screening with respect to past behavior.

PART II: BASIC ELIGIBILITY CRITERIA

3-II.A. INCOME ELIGIBILITY AND TARGETING

Income Limits

HUD is required by law to set income limits that determine the eligibility of applicants for HUD's assisted housing programs, including the public housing program. The income limits are published annually and are based on HUD estimates of median family income in a particular area or county, with adjustments for family size.

Remember, some of our public housing units must comply with the Low Income Housing Tax Credit Program, additional income restrictions may apply.

Types of Low-Income Families [24 CFR 5.603(b)]

Low-income family. A family whose annual income does not exceed 80 percent of the median income for the area, adjusted for family size.

Very low-income family. A family whose annual income does not exceed 50 percent of the median income for the area, adjusted for family size.

Extremely low-income family. A family whose annual income does not exceed 30 percent of the median income for the area, adjusted for family size.

HUD may establish income ceilings higher or lower than 30, 50, or 80 percent of the median income for an area if HUD finds that such variations are necessary because of unusually high or low family incomes.

HUD also publishes over-income limits annually, but these are not used at admission. Over income limits will be discussed in Chapter 13.

Using Income Limits for Eligibility [24 CFR 960.201]

Income limits are used to determine eligibility at admission. Eligibility is established by comparing a family's annual income with HUD's published income limits. To be income-eligible, a family must be a *low-income* family. **Using Income Limits for Targeting [24 CFR 960.202(b)]**

At least 40 percent of the families admitted to LHA's public housing program during a LHA fiscal year from LHA waiting list must be *extremely low-income* families. This is called the "basic targeting requirement".

If admissions of extremely low-income families to LHA's housing choice voucher program during a LHA fiscal year exceed the 75 percent minimum targeting requirement for that program, such excess shall be credited against LHA's public housing basic targeting requirement for the same fiscal year.

The fiscal year credit for housing choice voucher program admissions that exceed the minimum voucher program targeting requirement must not exceed the lower of:

Ten percent of public housing waiting list admissions during LHA fiscal year

Ten percent of waiting list admission to LHA's housing choice voucher program during LHA fiscal year The number of qualifying low-income families who commence occupancy during the fiscal year of public housing units located in census tracts with a poverty rate of 30 percent or more. For this purpose, qualifying low-income family means a low-income family other than an extremely low-income family.

For discussion of how income targeting is used in tenant selection, see Chapter 4.

3-II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS [24 CFR 5, Subpart E]

Housing assistance is available only to individuals who are U.S. citizens, U.S. nationals (herein referred to as citizens and nationals), or noncitizens that have eligible immigration status. At least one family member must be a citizen, national, or noncitizen with eligible immigration status in order for the family to qualify for any level of assistance.

All applicant families must be notified of the requirement to submit evidence of their citizenship status when they apply. Where feasible, and in accordance with LHA's Limited English Proficiency Plan, the notice must be in a language that is understood by the individual if the individual is not proficient in English.

Declaration [24 CFR 5.508]

HUD requires each family member to declare whether the individual is a citizen, a national, or an eligible noncitizen, except those members who elect not to contend that they have eligible immigration status. Those who elect not to contend their status are considered to be ineligible noncitizens. For citizens, nationals and eligible noncitizens the declaration must be signed personally by the head, spouse, co-head, and any other family member 18 or older, and by a parent or guardian for minors. The family must identify in writing any family members who elect not to contend their immigration status (see Ineligible Noncitizens below). No declaration is required for live-in aides, foster children, or foster adults.

U.S. Citizens and Nationals

In general, citizens and nationals are required to submit only a signed declaration that claims their status. However, HUD regulations permit LHA to request additional documentation of their status, such as a passport.

LHA Policy

Each family member, regardless of age, must submit the following:

For Citizens: A signed declaration of U.S. citizenship; and an original U.S. Birth Certificate (or certified copy) or a U. S. Passport.

For Noncitizens who are 62 years of age or older and who received assistance on June 19, 1995: (i) A signed declaration of eligible immigration status and (ii) Proof of age document.

For all other Noncitizens: (i) A signed declaration of eligible immigration status; and (ii) Immigration and Naturalization Service (INS) documents of eligible immigration status; and, (iii) a signed certification consent form.

Eligible Noncitizens

In addition to providing a signed declaration, those declaring eligible noncitizen status must sign a verification consent form and cooperate with LHA efforts to verify their immigration status as described in Chapter 7. The documentation required for establishing eligible noncitizen status varies depending upon factors such as the date the person entered the U.S., the conditions under which eligible immigration status has been granted, the person's age, and the date on which the family began receiving HUD-funded assistance.

Lawful residents of the Marshall Islands, the Federated States of Micronesia, and Palau, together known as the Freely Associated States, or FAS, are eligible for housing assistance under section 141 of the Compacts of Free Association between the U.S. Government and the Governments of the FAS [Public Law 106-504].

Ineligible Noncitizens

Those noncitizens who do not wish to contend their immigration status are required to have their names listed on a non-contending family member listing, signed by the head, spouse, or co-head (regardless of citizenship status), indicating their ineligible immigration status. LHA is not required to verify a family member's ineligible status and is not required to report an individual's unlawful presence in the U.S. to the United States Citizenship and Immigration Services (USCIS).

Providing housing assistance to noncitizen students is prohibited [24 CFR 5.522]. This prohibition extends to the noncitizen spouse of a noncitizen student as well as to minor children who accompany or follow to join the noncitizen student. Such prohibition does not extend to the citizen spouse of a noncitizen student or to the children of the citizen spouse and noncitizen student. Such a family is eligible for prorated assistance as a mixed family.

Mixed Families

A family is eligible for admission as long as at least one member is a citizen, national, or eligible noncitizen. Families that include eligible and ineligible individuals are considered *mixed families*. Such families will be given notice that their assistance will be prorated and that they may request a hearing if they contest this determination. See Chapter 6 for a discussion of how rents are prorated, and Chapter 14 for a discussion of informal hearing procedures.

Ineligible Families [24 CFR 5.514(d), (e), and (f)]

LHA may elect to provide assistance to a family before the verification of the eligibility of the individual or one family member [24 CFR 5.512(b)]. Otherwise, no individual or family may be assisted prior to the affirmative

establishment by LHA that the individual or at least one family member is eligible [24 CFR 5.512(a)].

LHA Policy

LHA will not provide assistance to a family before the verification of at least one family member as a citizen, national, or eligible noncitizen.

When LHA determines that an applicant family does not include any citizens, nationals, or eligible noncitizens, following the verification process, the family will be sent a written notice within 10 business days of the determination.

The notice will explain the reasons for the denial of assistance and will advise the family of its right to request an appeal to the United States Citizenship and Immigration Services (USCIS), or to request an informal hearing with LHA. The informal hearing with LHA may be requested in lieu of the USCIS appeal, or at the conclusion of the USCIS appeal process. The notice must also inform the applicant family that assistance may not be delayed until the conclusion of the USCIS appeal process, but that it may be delayed pending the completion of the informal hearing process.

Informal hearing procedures are contained in Chapter 14.

Time Frame for Determination of Citizenship Status [24 CFR 5.508(g)]

For new occupants joining the resident family LHA must verify status at the first interim or regular reexamination following the person's occupancy, whichever comes first.

If an individual qualifies for a time extension for the submission of required documents, LHA must grant such an extension for no more than 30 days [24 CFR 5.508(h)].

Each family member is required to submit evidence of eligible status only one time during continuous occupancy.

LHA Policy

LHA will verify the status of applicants at the time other eligibility factors are determined.

3-II.C. SOCIAL SECURITY NUMBERS [24 CFR 5.216 and 5.218] Notice PIH 2018-24

The applicant and all members of the applicant's household must disclose the complete and accurate social security number (SSN) assigned to each household member, and the documentation necessary to verify each SSN. If a child under age 6 has been added to an applicant family within the 6 months prior to program admission, an otherwise eligible family may be admitted to the program and must disclose and document the child's SSN within 90 days of admission. A detailed discussion of acceptable documentation is provided in Chapter 7.

Note: These requirements do not apply to noncitizens who do not contend eligible immigration status.

In addition, each participant who has not previously disclosed an SSN, has previously disclosed an SSN that HUD or the SSA determined was invalid, or has been issued a new SSN must submit their complete and accurate SSN and the documentation required to verify the SSN at the time of the next interim or annual reexamination or recertification. Participants age 62 or older as of January 31, 2010, whose determination of eligibility was begun before January 31, 2010, are exempt from this requirement and remain exempt even if they move to a new assisted unit.

The PHA must deny assistance to an applicant family if they do not meet the SSN disclosure and documentation requirements contained in 24 CFR 5.216.

3-II.D. FAMILY CONSENT TO RELEASE OF INFORMATION [24 CFR 5.230]

HUD requires each adult family member, and the head of household, spouse, or co-head, regardless of age, to sign form HUD-9886, Authorization for the Release of Information/

Privacy Act Notice and other consent forms as needed to collect information relevant to the family's eligibility

and level of assistance. Chapter 7 provides detailed information concerning the consent forms and verification requirements.

LHA must deny admission to the program if any member of the applicant family fails to sign and submit consent forms which allow LHA to obtain information that LHA has determined is necessary in administration of the public housing program [24 CFR 960.259(a) and (b)].

PART III: DENIAL OF ADMISSION

3-III.A. OVERVIEW

A family that does not meet the eligibility criteria discussed in Parts I and II, must be denied admission.

In addition, HUD requires or permits LHA to deny admission based on certain types of current or past behaviors of family members as discussed in this part. LHA's authority in this area is limited by the Violence against Women Act of 2005 (VAWA), which expressly prohibits the denial of admission to an otherwise qualified applicant on the basis that the applicant is or has been the victim of domestic violence, dating violence, or stalking [24 CFR 5.2005].

This part covers the following topics:

Required denial of admission

Other permitted reasons for denial of admission

Screening

Criteria for deciding to deny admission

Prohibition against denial of admission to victims of domestic violence, dating violence, or stalking

Notice of eligibility or denial

3-III.B. REQUIRED DENIAL OF ADMISSION [24 CFR 960.204]

LHA is required to establish standards that prohibit admission of an applicant to the public housing program if they have engaged in certain criminal activity or if LHA has reasonable cause to believe that a household member's current use or pattern of use of illegal drugs, or current abuse or pattern of abuse of alcohol may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents.

Where the statute requires that LHA prohibit admission for a prescribed period of time after some disqualifying behavior or event, LHA may choose to continue that prohibition for a longer period of time [24 CFR 960.203(c) (3) (ii)].

HUD requires LHA to deny assistance in the following cases:

- Any member of the household has been evicted from federally-assisted housing in the last 3 years for drug-related criminal activity. HUD permits but does not require LHA to admit an otherwise-eligible family if the household member has completed a LHA-approved drug rehabilitation program or the circumstances which led to eviction no longer exist (e.g. the person involved in the criminal activity no longer lives in the household).

LHA Policy

LHA will admit an otherwise-eligible family who was evicted from federally-assisted housing within the past 3 years for drug-related criminal activity, if LHA is able to verify that the household member who engaged in the criminal activity has completed a supervised drug rehabilitation program approved by LHA, or the person who committed the crime is no longer living in the household.

- LHA determines that any household member is currently engaged in the use of illegal drugs. *Drug* means a controlled substance as defined in section 102 of the Controlled Substances Act [21 U.S.C. 802]. *Currently engaged in the illegal use of a drug* means a person has engaged in the behavior recently enough to justify a reasonable belief that there is continuing illegal drug use by a household member [24 CFR 960.205(b)(1)].

LHA Policy

Currently engaged in is defined as any use of illegal drugs during the previous six months.

- LHA has reasonable cause to believe that any household member's current use or pattern of use of illegal drugs, or current abuse or pattern of abuse of alcohol, may threaten the health, safety, or right to peaceful enjoyment of

the premises by other residents.

LHA Policy

In determining reasonable cause, LHA will consider all credible evidence, including but not limited to, any record of convictions, arrests, or evictions of household members related to the use of illegal drugs or the abuse of alcohol. A conviction will be given more weight than an arrest. LHA will also consider evidence from treatment providers or community-based organizations providing services to household members.

Any household member has ever been convicted of drug-related criminal activity for the production or manufacture of methamphetamine in any location, not just federally assisted housing, and the family will be denied admission.

Any household member is currently registered as a sex offender under State lifetime registration requirements; the household member will be denied admission.

3-III.C. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION

HUD permits, but does not require LHA to deny admission for the reasons discussed in this section.

Criminal Activity [24 CFR 960.203 (c)]

Under the Public Housing Assessment System (PHAS), PHAs that have adopted policies, implemented procedures and can document that they successfully screen out and deny admission to certain applicants with unfavorable criminal histories receive points.

LHA is responsible for screening family behavior and suitability for tenancy. In doing so, LHA may consider an applicant's history of criminal activity involving crimes of physical violence to persons or property and other criminal acts which would adversely affect the health, safety or welfare of other tenants.

LHA Policy

If any household member is currently engaged in, or has engaged in any of the following criminal activities, within the past five years, the family will be denied admission.

Drug-related criminal activity, defined by HUD as the illegal manufacture, sale, distribution, or use of a drug, or the possession of a drug with intent to manufacture, sell, distribute or use the drug [24 CFR 5.100].

Violent criminal activity, defined by HUD as any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage [24 CFR 5.100].

Criminal activity that may threaten the health, safety, or welfare of other tenants [24 CFR 960.203(c) (3)].

Criminal activity that may threaten the health or safety of LHA staff, contractors, subcontractors, or agents.

Criminal sexual conduct, including but not limited to sexual assault, incest, open and gross lewdness, or child abuse.

Evidence of such criminal activity includes, but is not limited to any record of convictions, arrests, or evictions for suspected drug-related or violent criminal activity of household members within the past 5 years. A conviction for such activity will be given more weight than an arrest or an eviction.

In making its decision to deny assistance, LHA will consider the factors discussed in Sections 3-III.E and 3-III.F.

Upon consideration of such factors, LHA may, on a case-by-case basis, decide not to deny assistance.

Previous Behavior [960.203(c) and (d) and PH Occ GB, p. 48]

HUD authorizes LHA to deny admission based on relevant information pertaining to the family's previous behavior and suitability for tenancy.

In the event of the receipt of unfavorable information with respect to an applicant, LHA must consider the time, nature, and extent of the applicant's conduct (including the seriousness of the offense). As discussed in Section 3-III.F, LHA may also need to consider whether the cause of the unfavorable information may be that the applicant is the victim of domestic violence, dating violence, or stalking.

LHA Policy

LHA will deny admission to an applicant family if LHA determines that the family:

- Has a pattern of unsuitable past performance in meeting financial obligations, including rent within the

- past five years,
- Has a pattern of disturbance of neighbors, destruction of property, or living or housekeeping habits at prior residences within the past five years which may adversely affect the health, safety, or welfare of other tenants,
- Has a pattern of eviction from housing or termination from residential programs within the past five years (considering relevant circumstances),
- Owes rent or other amounts to this or any other PHA or owner in connection with any assisted housing program,
- Misrepresented or does not provide complete information related to eligibility, including income, award of preferences for admission, expenses, family composition or rent,
- Has committed fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program,
- Has engaged in or threatened violent or abusive behavior toward LHA personnel, *Abusive or violent behavior towards LHA personnel* includes verbal as well as physical abuse or violence. Use of racial epithets, or other language, written or oral, that is customarily used to intimidate may be considered abusive or violent behavior.
- *Threatening* refers to oral or written threats or physical gestures that communicate intent to abuse or commit violence.

In making its decision to deny admission, LHA will consider the factors discussed in Sections 3-III.E and 3-III.F. Upon consideration of such factors, LHA may, on a case-by-case basis, decide not to deny admission. LHA will consider the existence of mitigating factors, such as loss of employment or other financial difficulties, before denying admission to an applicant based on the failure to meet prior financial obligations.

3-III.D. SCREENING

Screening for Eligibility

LHA is authorized to obtain criminal conviction records from law enforcement agencies to screen applicants for admission to the public housing program. This authority assists LHA in complying with HUD requirements and LHA policies to deny assistance to applicants who are engaging in or have engaged in certain criminal activities. In order to obtain access to the records LHA must require every applicant family to submit a consent form signed by each adult household member [24 CFR 5.903].

LHA may not pass along to the applicant the costs of a criminal records check [24 CFR 960.204(d)].

LHA Policy

LHA will perform a criminal background check and eviction record check on all applicant family members 18 years of age and older. The LHA will utilize local law enforcement and private screening companies to obtain these records.

LHA will require proof of photo identification, such as a driver's license, school identification, etc. Other means of identification and requests to allow additional time to provide photo identification will be considered.

Family members 18 years of age and older must pass the Housing Authority's criminal history evaluation process. If the results of the criminal background check indicate there may have past criminal activity, but the results are inconclusive, LHA will request a fingerprint card and will request information from the National Crime Information Center (NCIC).

LHA is required to perform criminal background checks necessary to determine whether any household member is subject to a lifetime registration requirement under a state sex offender program in the state where the housing is located, as well as in any other state where a household member is known to have resided [24 CFR 960.204(a)(4)].

If LHA proposes to deny admission based on a criminal record or on lifetime sex offender registration information, LHA must notify the household of the proposed action and must provide the subject of the record and the applicant a copy of the record and an opportunity to dispute the accuracy and relevance of the information

prior to a denial of admission [24 CFR 5.903(f) and 5.905(d)].

Obtaining Information from Drug Treatment Facilities [24 CFR 960.205]

HUD authorizes LHA to request and obtain information from drug abuse treatment facilities concerning applicants. Specifically, LHA may require each applicant to submit for all household members who are at least 18 years of age, and for each family head, spouse, or co-head regardless of age, one or more consent forms signed by such household members that requests any drug abuse treatment facility to inform LHA whether the drug abuse treatment facility has reasonable cause to believe that the household member is currently engaging in illegal drug use.

Drug Abuse Treatment Facility means an entity that holds itself out as providing, and provides, diagnosis, treatment, or referral for treatment with respect to the illegal drug use, and is either an identified unit within a general care facility, or an entity other than a general medical care facility.

Currently engaging in illegal use of a drug means illegal use of a drug that occurred recently enough to justify a reasonable belief that there is continuing illegal drug use by a household member.

Any consent form used for the purpose of obtaining information from a drug abuse treatment facility to determine whether a household member is currently engaging in illegal drug use must expire automatically after LHA has made a final decision to either approve or deny the admission of such person.

Any charges incurred by LHA for information provided from a drug abuse treatment facility may not be passed on to the applicant or tenant.

If LHA chooses to obtain such information from drug abuse treatment facilities, it must adopt and implement one of the two following policies:

Policy A: LHA must submit a request for information to a drug abuse treatment facility for all families before they are admitted. The request must be submitted for each proposed household member who is at least 18 years of age, and for each family head, spouse, or co-head regardless of age.

Policy B: LHA must submit a request for information only for certain household members, whose criminal record indicates prior arrests or conviction for any criminal activity that may be a basis for denial of admission or whose prior tenancy records indicate that the proposed household member engaged in destruction of property or violent activity against another person, or they interfered with the right of peaceful enjoyment of the premises of other residents.

If LHA chooses to obtain such information, it must abide by the HUD requirements for records management and confidentiality as described in 24 CFR 960.205(f).

LHA Policy

LHA will request, before any family is admitted, information from drug abuse treatment facilities to determine whether certain household members are currently engaging in illegal drug activity.

LHA will request such information for household members whose criminal record indicates prior arrest or conviction for any criminal activity that may be a basis for denial of admission or whose prior tenancy records indicate that the proposed household member engaged in destruction of property or violent activity against another person, or they interfered with the right of peaceful enjoyment of the premises of other residents. Such household members will be required to sign one or more consent forms that request any drug abuse treatment facility to allow LHA to obtain such information.

Screening for Suitability as a Tenant [24 CFR 960.203(c)]

LHA is responsible for the screening and selection of families to occupy public housing units. LHA may consider all relevant information. Screening is important to public housing communities and program integrity, and to ensure that assisted housing is provided to those families that will adhere to lease obligations.

LHA Policy

LHA will consider the family's history with respect to the following factors:

Payment of rent and utilities

Caring for a unit and premises

Respecting the rights of other residents to the peaceful enjoyment of their housing

Criminal activity that is a threat to the health, safety, or property of others

Behavior of all household members as related to the grounds for denial as detailed in Sections 3-III. B and C

Compliance with any other essential conditions of tenancy

Resources Used to Check Applicant Suitability [PH Occ GB, pp. 47-56]

LHA has a variety of resources available to it for determining the suitability of applicants. Generally, LHA should reject applicants who have recent behavior that would warrant lease termination for a public housing resident.

LHA Policy

In order to determine the suitability of applicants LHA will examine applicant history for the past five years. Such background checks will include:

Past Performance in Meeting Financial Obligations, Especially Rent

PHA and landlord references for the past five years, gathering information about past performance meeting rental obligations such as rent payment record, late payment record, whether the PHA/landlord ever began or completed lease termination for non-payment, and whether utilities were ever disconnected in the unit. PHAs and landlords will be asked if they would rent to the applicant family again.

Utility company references covering the monthly amount of utilities, late payment, disconnection, return of a utility deposit and whether the applicant can get utilities turned on in his/her name. (Use of this inquiry will be reserved for applicants applying for units where there are tenant-paid utilities.)

LHA may check court records of eviction actions and other financial judgments, and credit reports. A lack of credit history will not disqualify someone from becoming a public housing resident, but a poor credit rating may.

Applicants with no rental payment history will also be asked to provide LHA with personal references. The references will be requested to complete a verification of the applicant's ability to pay rent if no other documentation of ability to meet financial obligations is available. If previous landlords or the utility company do not respond to requests from LHA, the applicant may provide other documentation that demonstrates their ability to meet financial obligations (e.g. rent receipts, cancelled checks, etc.)

Disturbances of Neighbors, Destruction of Property or Living or Housekeeping Habits at Prior Residences that May Adversely Affect Health, Safety, or Welfare of Other Tenants, or Cause Damage to the Unit or the Development

PHA and landlord references for the past five years, gathering information on whether the applicant kept a unit clean, safe and sanitary; whether they violated health or safety codes; whether any damage was done by the applicant to a current or previous unit or the development, and, if so, how much the repair of the damage cost; whether the applicant's housekeeping caused insect or rodent infestation; and whether the neighbors complained about the applicant or whether the police were ever called because of disturbances.

Police and court records within the past five years will be used to check for any evidence of disturbance of neighbors or destruction of property that might have resulted in arrest or conviction.

Personal references will be requested to complete a verification of the applicant's ability to care for the unit and avoid disturbing neighbors if no other documentation is available.

Home visits may be used to determine the applicant's ability to care for the unit.

3-III.E. CRITERIA FOR DECIDING TO DENY ADMISSION

Evidence

LHA Policy

LHA will use the concept of the preponderance of the evidence as the standard for making all admission decisions.

Preponderance of the evidence is defined as evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, evidence which as a whole shows that the fact sought to be proved is more probable than not. Preponderance of the evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

Consideration of Circumstances [24 CFR 960.203(c)(3) and (d)]

HUD authorizes LHA to consider all relevant circumstances when deciding whether to deny admission based on a family's past history except in the situations for which denial of admission is mandated (see Section 3-III.B).

In the event LHA receives unfavorable information with respect to an applicant, consideration must be given to the time, nature, and extent of the applicant's conduct (including the seriousness of the offense). In a manner consistent with its policies, PHAs may give consideration to factors which might indicate a reasonable probability of favorable future conduct.

LHA Policy

LHA will consider the following factors prior to making its decision:

- The seriousness of the case, especially with respect to how it would affect other residents
- The effects that denial of admission may have on other members of the family who were not involved in the action or failure
- The extent of participation or culpability of individual family members, including whether the culpable family member is a minor or a person with disabilities, or (as discussed further in section 3-III.F) a victim of domestic violence, dating violence, or stalking.
- The length of time since the violation occurred, the family's recent history and the likelihood of favorable conduct in the future
- Evidence of the applicant family's participation in or willingness to participate in social services or other appropriate counseling service programs

In the case of drug or alcohol abuse, whether the culpable household member is participating in or has successfully completed a supervised drug or alcohol rehabilitation program or has otherwise been rehabilitated successfully

LHA will require the applicant to submit evidence of the household member's current participation in or successful completion of a supervised drug or alcohol rehabilitation program, or evidence of otherwise having been rehabilitated successfully.

The decision regarding approval or denial of an application to the program will always be left to the sound discretion of the Housing Manager or person(s) designated by the Director of Housing.

The denial of an application based on criminal activity shall be treated the same as a denial for any other reason, i.e., the applicant is entitled to a hearing.

Evidence of any member of the applicant household having engaged in criminal activities will be grounds for taking further screening action. LHA's approval or denial of an application will be based on the criminal activity engaged in and is not dependent upon any action or inaction by any law enforcement agency, district attorney, or court. However, evidence of conviction for a crime shall be conclusive proof that a particular criminal activity was engaged in, and no denial decision shall be based solely upon the fact that an arrest was made for any particular crime.

Removal of a Family Member's Name from the Application [24 CFR 960.203(c)(3)(i)]

HUD permits PHAs to impose as a condition of admission, a requirement that family members who participated in or were culpable for an action or failure to act which warrants denial of admission, to not reside in the unit.

LHA Policy

As a condition of receiving assistance, a family may agree to remove the culpable family member from the application. In such instances, the head of household must certify in writing that the family member will not be permitted to visit or to stay as a guest in the public housing unit.

After admission to the program, the family must present evidence of the former family member's current address upon LHA's request.

Reasonable Accommodation [PH Occ GB, pp. 58-60]

If the family includes a person with disabilities, LHA's decision concerning denial of admission is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

LHA Policy

If the family indicates that the behavior of a family member with a disability is the reason for the proposed denial of admission, LHA will determine whether the behavior is related to the disability. If so, upon the family's request, LHA will determine whether alternative measures are appropriate as a reasonable accommodation. LHA will only consider accommodations that can reasonably be expected to address the behavior that is the basis of the proposed denial of admission. See Chapter 2 for a discussion of reasonable accommodation.

3-III.F. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, AND STALKING

The Violence against Women Act of 2005 (VAWA) and the HUD regulation at 24 CFR 5.2005(b) prohibit PHAs from denying admission to an otherwise qualified applicant on the basis that the applicant is or has been a victim of domestic violence, dating violence, or stalking.

Definitions of key terms used in VAWA are provided in section 16-VII of this ACOP, where general VAWA requirements and policies pertaining to notification, documentation, and confidentiality are also located.

Notification

VAWA 2013 expanded notification requirements to include the obligation for PHAs to provide applicants who are denied assistance with a notice of VAWA rights and the form HUD-5382 at the time the applicant is denied.

LHA Policy

LHA acknowledges that a victim of domestic violence, dating violence, or stalking may have an unfavorable history (e.g., a poor credit history, a record of previous damage to an apartment, a prior arrest record) that would warrant denial under the PHA's policies. Therefore, if the PHA makes a determination to deny admission to an applicant family, the PHA will include in its notice of denial information about the protection against denial provided by VAWA in accordance with section 16-VII.C of this ACOP and will request that an applicant wishing to claim this protection notify the PHA within 14 business days.

Documentation

Victim Documentation [24 CFR 5.2007]

PHA Policy

If an applicant claims the protection against denial of admission that VAWA provides to victims of domestic violence, dating violence, or stalking, the PHA will request in writing that the applicant provide documentation supporting the claim in accordance with section 16-VII.D of this ACOP.

Perpetrator Documentation

PHA Policy

If the perpetrator of the abuse is a member of the applicant family, the applicant must provide additional documentation consisting of one of the following:

A signed statement (1) requesting that the perpetrator be removed from the application and (2) certifying that the perpetrator will not be permitted to visit or to stay as a guest in the public housing unit. Documentation that the perpetrator has successfully completed, or is successfully undergoing, rehabilitation or treatment. The documentation must be signed by an employee or agent of a domestic violence service provider or by a medical or other knowledgeable professional from whom the perpetrator has sought or is receiving assistance in addressing the abuse. The signer must attest under penalty of perjury to his or her belief that the rehabilitation was successfully completed or is progressing successfully. The victim and perpetrator must also sign or attest to the documentation.

3-III.G. NOTICE OF ELIGIBILITY OR DENIAL

LHA will notify an applicant family of its final determination of eligibility in accordance with the policies in Section 4-III.E.

If a PHA uses a criminal record or sex offender registration information obtained under 24 CFR 5, Subpart J, as the basis of a denial, a copy of the record must precede the notice to deny, with an opportunity for the applicant to dispute the accuracy and relevance of the information before LHA can move to deny the application. In addition, a copy of the record must be provided to the subject of the record [24 CFR 5.903(f) and 5.905(d)].

LHA Policy

If based on a criminal record or sex offender registration information, an applicant family appears to be ineligible; LHA will notify the family in writing of the proposed denial and provide a copy of the record to the applicant and to the subject of the record. The family will be given 10 business days to dispute the accuracy and relevance of the information. If the family does not contact LHA to dispute the information within that 10 day period, LHA will proceed with issuing the notice of denial of admission. A family that does not exercise their right to dispute the

accuracy of the information prior to issuance of the official denial letter will still be given the opportunity to do so as part of the informal hearing process.

Notice requirements related to denying admission to noncitizens are contained in Section 3-II.B.

Notice policies related to denying admission to applicants who may be victims of domestic violence, dating violence, or stalking are contained in Section 3-III.F.

EXHIBIT 3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES

Person with Disabilities [24 CFR 5.403]

The term *person with disabilities* means a person who has any of the following types of conditions.

- Has a disability, as defined in 42 U.S.C. Section 423(d) (1) (A), which reads:

Inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of not less than 12 months

In the case of an individual who has attained the age of 55 and is blind (within the meaning of “blindness” as defined in section 416(i) (1) of this title), inability by reason of such blindness to engage in substantial gainful activity, requiring skills or ability comparable to those of any gainful activity in which he has previously engaged with some regularity and over a substantial period of time.

- Has a developmental disability as defined in the Developmental Disabilities Assistance and Bill of Rights Act of 2000 [42 U.S.C.15002(8)], which defines developmental disability in functional terms as follows:

(A) IN GENERAL – The term *developmental disability* means a severe, chronic disability of an individual that; (i) is attributable to a mental or physical impairment or combination of mental and physical impairments; (ii) is manifested before the individual attains age 22; (iii) is likely to continue indefinitely; (iv) results in substantial functional limitations in 3 or more of the following areas of major life activity: (I) self-care, (II) receptive and expressive language, (III) learning, (IV) mobility, (V) self-direction, (VI) capacity for independent living, (VII) economic self-sufficiency; and (v) reflects the individual’s need for a combination and sequence of special, interdisciplinary, or generic services, individualized supports, or other forms of assistance that are of lifelong or extended duration and are individually planned and coordinated.

(B) INFANTS AND YOUNG CHILDREN – An individual from birth to age 9, inclusive, who has a substantial developmental delay or specific congenital or acquired condition, may be considered to have a developmental disability without meeting 3 or more of the criteria described in clauses (i) through (v) of subparagraph (A) if the individual, without services and supports, has a high probability of meeting those criteria later in life.

- Has a physical, mental, or emotional impairment that is expected to be of long-continued and indefinite duration; substantially impedes his or her ability to live independently, and is of such a nature that the ability to live independently could be improved by more suitable housing conditions.

People with the acquired immunodeficiency syndrome (AIDS) or any conditions arising from the etiologic agent for AIDS are not excluded from this definition.

A person whose disability is based solely on any drug or alcohol dependence does not qualify as a person with disabilities for the purposes of this program. For purposes of reasonable accommodation and program accessibility for persons with disabilities, the term person with disabilities refers to an individual with handicaps.

Individual with Handicaps [24 CFR 8.3]

Individual with handicaps means any person who has a physical or mental impairment that substantially limits one or more major life activities; has a record of such impairment; or is regarded as having such impairment. The term does not include any individual who is an alcoholic or drug abuser whose current use of alcohol or drugs prevents the individual from participating in the program or activity in question, or whose participation, by reason of such current alcohol or drug abuse, would constitute a direct threat to property or the safety of others. As used in this definition, the phrase:

- (1) Physical or mental impairment includes:

- (a) Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological; musculoskeletal; special sense organs; respiratory, including speech organs; cardiovascular; reproductive; digestive; genito-urinary; hemic and lymphatic; skin; and endocrine

(b) Any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities. The term physical or mental impairment includes, but is not limited to, such diseases and conditions as orthopedic, visual, speech and hearing impairments, cerebral palsy, autism, epilepsy, muscular dystrophy, multiple sclerosis, cancer, heart disease, diabetes, mental retardation, emotional illness, drug addiction and alcoholism.

(2) Major life activities mean functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

(3) Has a record of such an impairment means has a history of, or has been misclassified as having, a mental or physical impairment that substantially limits one or more major life activities.

(4) Is regarded as having an impairment means:

(a) Has a physical or mental impairment that does not substantially limit one or more major life activities but that is treated by a recipient as constituting such a limitation

(b) Has a physical or mental impairment that substantially limits one or more major life activities only as a result of the attitudes of others toward such impairment

(c) Has none of the impairments defined in paragraph (a) of this section but is treated by a recipient as having such an impairment

Chapter 4 APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION

When a family wishes to reside in public housing, the family must submit an application that provides LHA with the information needed to determine the family's eligibility. HUD requires LHA to place all eligible families that apply for public housing on a waiting list. When a unit becomes available, LHA must select families from the waiting list in accordance with HUD requirements and LHA policies as stated in its Admissions and Continued Occupancy Policy (ACOP) and its annual plan.

LHA is required to adopt a clear approach to accepting applications, placing families on the waiting list, and selecting families from the waiting list, and must follow this approach consistently. The actual order in which families are selected from the waiting list can be affected if a family has certain characteristics designated by HUD or LHA to receive preferential treatment.

HUD regulations require that LHA comply with all equal opportunity requirements, and it must affirmatively further fair housing goals in the administration of the program [24 CFR 960.103, PH Occ GB p. 13]. Adherence to the selection policies described in this chapter ensures that LHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and LHA policies for taking applications, managing the waiting list and selecting families from the waiting list. LHA's policies for assigning unit size and making unit offers are contained in Chapter 5. Together, Chapters 4 and 5 of the ACOP comprise LHA's Tenant Selection and Assignment Plan (TSAP).

The policies outlined in this chapter are organized into three sections, as follows:

Part I: The Application Process. This part provides an overview of the application process and discusses how applicants can obtain and submit applications. It also specifies how LHA will handle the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how LHA's waiting list is structured, when it is opened and closed, and how the public is notified of the opportunity to apply for public housing. It also discusses the process LHA will use to keep the waiting list current.

Part III: Tenant Selection. This part describes the policies that guide LHA in selecting families from the waiting list as units become available. It also specifies how in-person interviews will be used to ensure that LHA has the information needed to make a final eligibility determination.

PART I: THE APPLICATION PROCESS

4-I.A. OVERVIEW

This part describes the policies that guide LHA's efforts to distribute and accept applications, and to make preliminary determinations of applicant family eligibility that affect placement of the family on the waiting list.

This part also describes LHA's obligation to ensure the accessibility of the application process.

4-I.B. APPLYING FOR ASSISTANCE [PIH Notice 2009-36]

Any family that wishes to reside in public housing must apply for admission to the program [24 CFR 1.4(b) (2) (ii), 24 CFR 960.202(a) (2) (iv), and PH Occ GB, p. 68]. HUD permits LHA to determine the format and content of its applications, as well as how such applications will be made available to interested families and how applications will be accepted by LHA. However, LHA must include Form HUD-90026, Supplement to Application for Federally Assisted Housing, as part of LHA's application.

LHA Policy

When a site-based wait list is open, a two-step process will be used for all applications. Under the two-step application process, LHA initially will require families to provide only the information needed to make an initial assessment of the family's eligibility, and to determine the family's placement on the waiting list. The family will be required to provide all of the information necessary to establish family eligibility and the amount of rent the family will pay when selected from the waiting list.

Families may obtain application forms from LHA's website at <http://www.lakelandhousing.org> or in person at its Administrative or Property Management Offices during normal business hours. Families may also request – by telephone, e-mail or by mail – which a form be sent to the family via first class mail.

Completed applications must be returned to LHA by mail, by fax, electronically or submitted in person during normal business hours. Applications must be complete in order to be accepted by LHA for processing. If an application is incomplete or illegible, LHA will notify the family of the additional information required.

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

LHA must take a variety of steps to ensure that the application process is accessible to those people who might have difficulty complying with the normal, standard LHA application process.

Disabled Populations [24 CFR 8; PH Occ GB, p. 68]

LHA must provide reasonable accommodation to the needs of individuals with disabilities. The application-taking facility and the application process must be fully accessible, or LHA must provide an alternate approach that provides equal access to the application process. Chapter 2 provides a full discussion of LHA's policies related to providing reasonable accommodations for people with disabilities.

Limited English Proficiency

PHAs are required to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency [24 CFR 1]. Chapter 2 provides a full discussion on LHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

LHA must review each completed application received and make a preliminary assessment of the family's eligibility. LHA must place on the waiting list families for whom the list is open unless LHA determines the family to be ineligible. Where the family is determined to be ineligible, LHA must notify the family in writing [24 CFR 960.208(a); PH Occ GB, p. 41]. Where the family is determined to be eligible, the family will be placed on the appropriate waiting list of applicants.

No applicant has a right or entitlement to be listed on the waiting list, or to any particular position on the waiting list.

Ineligible for Placement on the Waiting List

LHA Policy

If LHA can determine from the information provided that a family is ineligible, the family will not be placed on the waiting list. Where a family is determined to be ineligible, LHA will send written notification of the ineligibility determination within 10 business days of receiving a completed application. The notice will specify the reasons for ineligibility and will inform the family of its right to request an informal hearing and explain the process for doing so (see Chapter 14).

Eligible for Placement on the Waiting List

LHA Policy

When a determination has been made that an applicant has a preliminary eligibility determination, the applicant will be notified of the anticipated amount of time before their name will reach the top of the waiting list. Included in this notification, will be the stipulation that the applicant must contact LHA with any changes to their application. LHA will make every effort to accurately estimate the anticipated date; however, the date given by LHA does not mean that applicants should expect to be receiving housing assistance by that date. The availability of Public Housing is contingent upon various factors not directly controlled by LHA, such as turnover rates, the housing rental market and available funding.

Placement on the waiting list does not indicate that the family is, in fact, eligible for admission. A final determination of eligibility and qualification for preferences will be made when the family is selected from the waiting list.

Applicants will be placed on the waiting list according to the date and time their completed application is received by LHA.

Families may select a bedroom size they wish to have provided that their family size falls within LHA standards. Once they are admitted to the unit size of their choice, they will not be given a transfer to a different unit size unless their family size falls below or goes above the occupancy standards for that bedroom size (see Chapter 5).

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

LHA must have policies regarding the type of waiting list it will utilize as well as the various aspects of organizing and managing the waiting list of applicant families. This includes opening the list to new applicants, closing the list to new applicants, notifying the public of waiting list openings and closings, updating waiting list information, purging the list of families that are no longer interested in or eligible for public housing, and conducting outreach to ensure a sufficient number of applicants.

In addition, HUD imposes requirements on how LHA may structure its waiting list and how families must be treated if they apply for public housing at a PHA that administers more than one assisted housing program.

4-II.B. ORGANIZATION OF THE WAITING LIST

LHA's public housing waiting list must be organized in such a manner to allow LHA to accurately identify and select families in the proper order, according to the admissions policies described in this

ACOP. LHA Policy

The waiting list will contain the following information for each applicant listed:

- Name and social security number of head of household
- Unit size required (number of family members)
- Amount and source of annual income
- Accessibility requirement, if any
- Date and time of application or application number
- Household type (family, elderly, disabled)
- Admission preference, if any
- Race and ethnicity of the head of household

The specific site(s) selected (site-based waiting lists) LHA may adopt one community-wide waiting list or site-based waiting lists. LHA must obtain approval from HUD through submission of its Annual Plan before it may offer site-based waiting lists. Site-based waiting lists allow families to select the development where they wish to reside and must be consistent with all applicable civil rights and fair housing laws and regulations [24 CFR 903.7(b)(2)].

LHA Policy

LHA will maintain site-based waiting lists. LHA maintains a site-based wait list system, with separate waiting lists by bedroom size for each of the following sites within LHA's public housing stock:

The Lakeland Housing Authority will select families based on the following preferences based on local housing needs and priorities. They are consistent with the Lakeland Housing Authority's Agency Plan

and the Consolidated Plan that covers our jurisdiction.

The PHA will use the following local preferences:

1. **Insufficient Funding (50 Points):** The PHA will offer a preference to any family that has been terminated from its HCV or Public Housing program due to insufficient program funding.
2. **VAWA – Public Housing Resident (45 Points):** The PHA will offer a preference to families that include victims of domestic violence, dating violence, sexual assault, or stalking who is seeking an emergency transfer under VAWA from the PHA’s public housing program or other covered housing program operated by the PHA.
3. **Disaster Displaced Preference (40 Points):** The PHA will offer a preference to any applicant displaced by any Federal, State, or locally declared natural disaster.
4. **Residency Preference (35 points):** The PHA will provide a preference to families who live, work, or who have been hired to work within the PHA’s jurisdiction.
 - a. Use of the residency preference will not have the purpose or effect of delaying admission to the program on the basis of race, color, religion, sex, national origin, age, familial status, disability, sexual orientation, gender identity, or marital status.
 - b. Homeless applicants will qualify for the residency preference if homeless within the Counties of Polk and Highland.
 - For purposes of this preference, the term “homeless” generally means— (1) An individual or family who lacks a fixed, regular, and adequate nighttime residence; (2) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (3) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing); or (4) An individual who resided in a shelter, Foster Home or place not meant for human habitation and who is exiting an institution where he or she temporarily resided.
5. **Veterans’ Preference (30 Points):** The PHA will offer a preference to applicants who have served in the active military, naval, or air service of the United States who received other than a dishonorable discharge. This preference applies to veterans and the unmarried surviving spouses/partners of veterans.
6. **Disability Preference (25 Points):** The PHA will offer a preference to a family that includes a person with disabilities.
7. **Working Family Preference (5 Points):** A working preference will be provided to an applicant whose head of household, spouse, and/or co-head is employed. For purposes of this preference, employed is defined as having worked an average of 15 hours per week for the most recent three months. Families in which the qualifying individual is currently enrolled in a full-time training program (as defined by the educational institution) and who have been enrolled for at least three months at the time of selection qualify for the working family preference. Applicants shall also be given the benefit of the working family preference if the head and spouse, or sole member is age 62 or older, or is a person with disabilities.
 - Example 1: Head of household is elderly but does not work. There is no spouse or co-head. This family receives benefit of the working preference.
 - Example 2: Head of household is 64, spouse is disabled. Neither work. This family receives benefit of the working preference.
 - Example 3: Head of household is 63, spouse is neither elderly nor disabled. Neither work. This family does NOT receive benefit of the working preference since both the head of household and spouse (or cohead) must be elderly and/or disabled to receive benefit of the working preference unless one meets the definition of working above.

- Westlake Apartments
- Westlake Addition
- John Wright Homes
- Cecil Gober Villas-Elderly
- Renaissance at Washington Ridge
- The Manor at Washington Ridge-Near Elderly/Senior
- Dakota Park
- Micro-Cottages at Williamstown
- Twin Lakes Estates I, II and III

LHA has the following Public Housing Preferences for Micro Cottages at Williamstown:
 The Lakeland Housing Authority will select families based on the following preferences within each bedroom size category and based on our local housing needs and priorities.

Preferences will be weighted as follows:

Insufficient Funding	50 Points
VAWA	45 Points
Disaster Displaced Preference	40 Points
Residency Preference	35 Points
Veteran's Preference	30 Points
Disability Preference	25 Points
Working Family	5 Points

Wait list applicants will be pulled from each list in date and time order plus any preference points.

Current Public Housing residents requiring a transfer to another unit due to reasonable accommodation, or due to family composition change that exceeds or is below occupancy standards, will be placed before pulling applicants from the wait list. All other Transfer requests will be placed on the wait list in date order of requests for transfer provided that the wait list is open. Residents requesting a transfer must have lived in Public Housing for at least a year, be a tenant in good standing and have received Property Management approval to apply for a transfer position on a wait list.

Applications received after April 1, 2012, will allow applicants to choose not more than two Public Housing site-based wait lists to be on. These applicants must accept the first list they come up on as they will be removed from all wait lists after the first offer.

Applications received before April 1, 2012, will be allowed to choose not more than two Public Housing site-based wait lists to be on and will be allowed one offer from each wait list. Once offered a unit from a particular wait list, if the applicant refuses the offer, the applicant is removed from that wait list and cannot jump to other wait lists.

If an applicant accepts a unit from the first list, they come to the top on they will be removed from any other Public Housing list they selected.

Applicants can change which wait list they want to be on and are eligible for after applying but cannot change wait lists once they are pulled from the wait list and are in the process of receiving an offer.

HUD directs that a family that applies to reside in public housing must be offered the opportunity to be placed on the waiting list for any tenant-based or project-based voucher or moderate rehabilitation program that LHA operates if 1) the other programs' waiting lists are open, and 2) the family is qualified for the other programs [24 CFR 982.205(a) (2) (i)].

HUD permits, but does not require, that LHA maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs [24 CFR 982.205(a)(1)].

LHA Policy

LHA will not merge the public housing waiting list with the waiting list for any other program LHA operates.

4-II.C. OPENING AND CLOSING THE WAITING LIST Closing the Waiting List

LHA is permitted to close the waiting list, in whole or in part, if it has an adequate pool of families to fill its developments. LHA may close the waiting list completely, or restrict intake by preference, type of project, or by size and type of dwelling unit. [PH Occ. GB, p. 31].

LHA Policy

LHA will close the waiting list when the estimated waiting period for housing applicants on the list reaches 24 months for the most current applicants. Where LHA has particular preferences or other criteria that require a specific category of family, LHA may elect to continue to accept applications from these applicants while closing the waiting list to others.

Reopening the Waiting List

If the waiting list has been closed, it may be reopened at any time. LHA should publish a notice in local newspapers of general circulation, minority media, and other suitable media outlets that LHA is reopening the waiting list. Such notice must comply with HUD fair housing requirements. LHA should specify who may apply, and where and when applications will be received.

LHA Policy

LHA will announce the reopening of the waiting list at least 10 business days prior to the date applications will first be accepted. If the list is only being reopened for certain categories of families, this information will be contained in the notice. The notice will specify where, when, and how applications are to be received.

LHA will give public notice by publishing the relevant information in suitable media outlets including, but not limited to:

El Hispanic News

The Ledger

The Tampa Tribune

The Coupon book

The Floridian

The LHA Newsletter

The LHA Website

The Asian news

Others

Independent Living Resources Newsletters for seniors and or disabled. Additionally, LHA will make individual agency notifications including, but not limited to local nonprofits and government agencies.

4-II.D. FAMILY OUTREACH [24 CFR 903.2(d); 24 CFR 903.7(a) and (b)]

LHA should conduct outreach as necessary to ensure that LHA has a sufficient number of applicants on the waiting list to fill anticipated vacancies and to assure that LHA is affirmatively furthering fair housing and complying with the Fair Housing Act.

Because HUD requires LHA to serve a specified percentage of extremely low-income families, LHA may need to conduct special outreach to ensure that an adequate number of such families apply for public housing.

LHA outreach efforts must comply with fair housing requirements. This includes:

- Analyzing the housing market area and the populations currently being served to identify underserved populations
- Ensuring that outreach efforts are targeted to media outlets that reach eligible populations that are underrepresented in the program
- Avoiding outreach efforts that prefer or exclude people who are members of a protected class LHA outreach efforts must be designed to inform qualified families about the availability of units under the program. These efforts may include, as needed, any of the following activities:
 - Submitting press releases to local newspapers, including minority newspapers
 - Developing informational materials and flyers to distribute to other agencies
 - Providing application forms to other public and private agencies that serve the low-income population

- Developing partnerships with other organizations that serve similar populations, including agencies that provide services for persons with disabilities

LHA Policy

LHA will monitor the characteristics of the population being served and the characteristics of the population as a whole in LHA’s jurisdiction. Targeted outreach efforts will be undertaken if a comparison suggests that certain populations are being underserved.

4-II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES

LHA Policy

While the family is on the waiting list, the family must inform LHA, within 10 business days of changes in family size or composition, preference status, or contact information, including current residence, mailing address, and phone number. The changes must be submitted in writing or by phone to the Community Office Wait List/Leasing Agent or Housing Manager.

Changes in an applicant's circumstances while on the waiting list may affect the family's qualification for a particular bedroom size. When an applicant reports a change that affects their placement on the waiting list, the waiting list will be updated accordingly.

4-II.F. UPDATING THE WAITING LIST

HUD requires LHA to establish policies to use when removing applicant names from the waiting list [24 CFR 960.202(a) (2) (iv)].

Purging the Waiting List

The decision to withdraw an applicant family that includes a person with disabilities from the waiting list is subject to reasonable accommodation. If the applicant did not respond to LHA’s request for information or updates because of the family member’s disability, LHA must, upon the family’s request, reinstate the applicant family to their former position on the waiting list as a reasonable accommodation [24 CFR 8.4(a), 24 CFR 100.204(a), and PH Occ. GB, p. 39 and 40]. See Chapter 2 for further information regarding reasonable accommodations.

LHA Policy

The waiting list will be updated as needed to ensure that all applicant information is current and timely.

To update the waiting list, the PHA will send an update request via first class mail to each family on the waiting list to determine whether the family continues to be interested in, and to qualify for, the program. This update request will be sent to the last address that the PHA has on record for the family. The update request will provide a deadline by which the family must respond and will state that failure to respond will result in the applicant’s name being removed from the waiting list.

The family’s response must be in writing and may be delivered in person, by mail, by email, or by fax. Responses should be postmarked or received by the PHA not later than 15 business days from the date of the PHA letter.

If the family fails to respond within 15 business days, the family will be removed from the waiting list without further notice.

If the notice is returned by the post office with no forwarding address, the applicant will be removed from the waiting list without further notice.

If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the address indicated. The family will have 15 business days to respond from the date the letter was re-sent. If the family fails to respond within this time frame, the family will be removed from the waiting list without further notice.

When a family is removed from the waiting list during the update process for failure to respond, no informal hearing will be offered. Such failures to act on the part of the applicant prevent the PHA from making an eligibility determination; therefore, no informal hearing is required.

If a family is removed from the waiting list for failure to respond, the PHA may reinstate the family if the lack of response was due to PHA error, or to circumstances beyond the family's control.

Removal from the Waiting List

LHA Policy

LHA will remove applicants from the waiting list if they have requested that their name be removed. In such cases no informal hearing is required.

If LHA determines that the family is not eligible for admission (see Chapter 3) at any time while the family is on the waiting list the family will be removed from the waiting list. If an applicant family experiences an increase in income that makes them not eligible, but LHA determines that the income increase may be temporary, the family will be kept on the wait list. The family will be advised that if they are still over program income limits by the time they reach the top of the wait list, they will not be eligible to participate in the program.

If a family is removed from the waiting list because LHA has determined the family is not eligible for admission, a notice will be sent to the family's address of record. The notice will state the reasons the family was removed from the waiting list and will inform the family how to request an informal hearing regarding LHA's decision (see Chapter 14) [24 CFR 960.208(a)].

PART III: TENANT SELECTION

4-III.A. OVERVIEW

LHA must establish tenant selection policies for families being admitted to public housing [24 CFR 960.201(a)]. LHA must not require any specific income or racial quotas for any developments [24 CFR 903.2(d)]. LHA must not assign persons to a particular section of a community or to a development or building based on race, color, religion, sex, disability, familial status or national origin for purposes of segregating populations [24 CFR 1.4(b)(1)(iii) and 24 CFR 903.2(d)(1)].

The order in which families will be selected from the waiting list depends on the selection method chosen by LHA and is impacted in part by any selection preferences that the family qualifies for. The availability of units also may affect the order in which families are selected from the waiting list.

LHA must maintain a clear record of all information required to verify that the family is selected from the waiting list according to LHA's selection policies [24 CFR 960.206(e)(2)]. LHA's policies must be posted any place where LHA receives applications. LHA must provide a copy of its tenant selection policies upon request to any applicant or tenant. LHA may charge the family for providing a copy of its tenant selection policies [24 CFR 960.202(c)(2)]

LHA Policy

When an applicant or resident family requests a copy of LHA's tenant selection policies, LHA will direct them to the website version at <http://www.lakelandhousing.org>. Paper copies will be provided at a cost of \$0.25 per page.

4-III.B. SELECTION METHOD

LHA must describe the method for selecting applicant families from the waiting list, including the system of

admission preferences that LHA will use.

Local Preferences [24 CFR 960.206]

LHA is permitted to establish local preferences and to give priority to serving families that meet those criteria. HUD specifically authorizes and places restrictions on certain types of local preferences. HUD also permits LHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with LHA plan and the consolidated plan and must be based on local housing needs and priorities that can be documented by generally accepted data sources [24 CFR 960.206(a)].

LHA Policy

LHA has established the following local preferences.

Relocated at the request of the Lakeland Housing Authority	50	points
Foster Youth or referred by Peace River	70	points
Graduates of a Lakeland-based approved transitional housing program for homeless persons	30	points
Absence of Proscribed Crime	15	points
Absence of a Misdemeanor	5	points
Enrolled in School (school age dependents)	1	point

Income Targeting Requirement [24 CFR 960.202(b)]

HUD requires that extremely low-income (ELI) families make up at least 40% of the families admitted to public housing during LHA’s fiscal year. ELI families are those with annual incomes at or below 30% of the area median income. To ensure this requirement is met, LHA may skip non-ELI families on the waiting list in order to select an ELI family.

LHA also operates a housing choice voucher (HCV) program, admissions of extremely low-income families to LHA’s HCV program during LHA's fiscal year that exceed the 75% minimum target requirement for the voucher program, shall be credited against LHA’s basic targeting requirement in the public housing program for the same fiscal year. However, under these circumstances the fiscal year credit to the public housing program must not exceed the lower of: (1) ten percent of public housing waiting list admissions during LHA’s fiscal year; ten percent of waiting list admissions to LHA’s housing choice voucher program during LHA’s fiscal year; or the number of qualifying low-income families who commence occupancy during the fiscal year of LHA’s public housing units located in census tracts with a poverty rate of 30 percent or more. For this purpose, qualifying low-income family means a low-income family other than an extremely low-income family.

LHA Policy

LHA will monitor progress in meeting the ELI requirement throughout the fiscal year.

ELI families will be selected ahead of other eligible families on an as-needed basis to ensure that the income targeting requirement is met.

Mixed Population Developments [24 CFR 960.407]

A mixed population development is a public housing development or portion of a development that was reserved for elderly families and disabled families at its inception (and has retained that character) or LHA at some point after its inception obtained HUD approval to give preference in tenant selection for all units in the development (or portion of a development) to elderly and disabled families [24 CFR 960.102]. Elderly family means a family whose head, spouse, co-head, or sole member is a person who is at least 62 years of age. Disabled family means a family whose head, spouse, co-head, or sole member is a person with disabilities [24 CFR 5.403]. LHA must give

elderly and disabled families equal preference in selecting these families for admission to mixed population developments. LHA may not establish a limit on the number of elderly or disabled families that may occupy a mixed population development. In selecting elderly and disabled families to fill these units, LHA must first offer the units that have accessibility features for families that include a person with a disability and require the accessibility features of such units. LHA may not discriminate against elderly or disabled families that include children (Fair Housing Amendments Act of 1988).

Units Designated for Elderly or Disabled Families [24 CFR 945]

LHA may designate projects or portions of a public housing project specifically for elderly or disabled families. LHA must have a HUD-approved allocation plan before the designation may take place.

Among the designated developments, LHA must also apply any preferences that it has established. If there are not enough elderly families to occupy the units in a designated elderly development, LHA may allow near-elderly families to occupy the units [24 CFR 945.303(c)(1)]. Near-elderly family means a family whose head, spouse, or co-head is at least 50 years old, but is less than 62 [24 CFR 5.403].

If there are an insufficient number of elderly families and near-elderly families for the units in a development designated for elderly families, LHA must make available to all other families any unit that is ready for re-rental and has been vacant for more than 60 consecutive days [24 CFR 945.303(c)(2)].

The decision of any disabled family or elderly family not to occupy or accept occupancy in designated housing shall not have an adverse effect on their admission or continued occupancy in public housing or their position on or placement on the waiting list. However, this protection does not apply to any family who refuses to occupy or accept occupancy in designated housing because of the race, color, religion, sex, disability, familial status, or national origin of the occupants of the designated housing or the surrounding area [24 CFR 945.303(d)(1) and (2)].

This protection does apply to an elderly family or disabled family that declines to accept occupancy, respectively, in a designated project for elderly families or for disabled families, and requests occupancy in a general occupancy project or in a mixed population project [24 CFR 945.303(d)(3)].

LHA Policy

LHA does not have designated elderly or designated disabled housing at this time.

De-concentration of Poverty and Income-Mixing [24 CFR 903.1 and 903.2]

LHA's admission policy must be designed to provide for de-concentration of poverty and income-mixing by bringing higher income tenants into lower income projects and lower income tenants into higher income projects. A statement of LHA's de-concentration policies must be included in its annual plan [24 CFR 903.7(b)].

LHA's de-concentration policy must comply with its obligation to meet the income targeting requirement [24 CFR 903.2(c)(5)].

Developments subject to the de-concentration requirement are referred to as 'covered developments' and include general occupancy (family) public housing developments. The following developments are not subject to de-concentration and income mixing requirements: developments operated by LHA with fewer than 100 public housing units; mixed population or developments designated specifically for elderly or disabled families; developments operated by LHA with only one general occupancy development; developments approved for demolition or for conversion to tenant-based public housing; and developments approved for a mixed-finance plan using HOPE VI or public housing funds [24 CFR 903.2(b)].

Steps for Implementation [24 CFR 903.2(c) (1)]

To implement the statutory requirement to de-concentrate poverty and provide for income mixing in covered

developments, LHA must comply with the following steps:

Step 1. LHA must determine the average income of all families residing in all LHA's covered developments. LHA may use the median income, instead of average income, provided that LHA includes a written explanation in its annual plan justifying the use of median income.

LHA Policy

LHA will determine the average income of all families in all covered developments on an annual basis.

Step 2. LHA must determine the average income (or median income, if median income was used in Step 1) of all families residing in each covered development. In determining average income for each development, LHA has the option of adjusting its income analysis for unit size in accordance with procedures prescribed by HUD.

LHA Policy

LHA will determine the average income of all families residing in each covered development (not adjusting for unit size) on an annual basis.

Step 3. LHA must then determine whether each of its covered developments falls above, within, or below the established income range (EIR), which is from 85% to 115% of the average family income determined in Step 1. However, the upper limit must never be less than the income at which a family would be defined as an extremely low-income family (30% of median income).

Step 4. LHA with covered developments having average incomes outside the EIR must then determine whether or not these developments are consistent with its local goals and annual plan.

Step 5. Where the income profile for a covered development is not explained or justified in the annual plan submission, LHA must include in its admission policy its specific policy to provide for de-concentration of poverty and income mixing.

Depending on local circumstances LHA's de-concentration policy may include, but is not limited to the following:

- Providing incentives to encourage families to accept units in developments where their income level is needed, including rent incentives, affirmative marketing plans, or added amenities
- Targeting investment and capital improvements toward developments with an average income below the EIR to encourage families with incomes above the EIR to accept units in those developments
- Establishing a preference for admission of working families in developments below the EIR
- Skipping a family on the waiting list to reach another family in an effort to further the goals of de-concentration
- Providing other strategies permitted by statute and determined by LHA in consultation with the residents and the community through the annual plan process to be responsive to local needs and LHA strategic objectives

A family has the sole discretion whether to accept an offer of a unit made under LHA's de-concentration policy. LHA must not take any adverse action toward any eligible family for choosing not to accept an offer of a unit under LHA's de-concentration policy [24 CFR 903.2(c) (4)].

If, at annual review, the average incomes at all general occupancy developments are within the EIR, LHA will be considered to be in compliance with the de-concentration requirement and no further action is required.

LHA Policy

For developments outside the EIR LHA will take the following actions to provide for de-concentration of poverty and income mixing:

- LHA will monitor progress in meeting the ELI requirement throughout the fiscal year. Extremely low-income families will be selected ahead of other eligible families on an as-needed basis to ensure the income targeting requirement is met. The periods of income targeting shall coincide with the LHA's fiscal year (January 1st through December 31st). LHA will track the percentage of initial lease-up at or below 30% of the area median income. If the cumulative fiscal year percentage falls below 75%, LHA may offer Public Housing only to applicants whose income is at or below 30% if necessary to meet federally mandated goals. If the household income of an applicant who receives Public Housing assistance during

this period exceeds the 30% income limit at any time during the lease-up phase, the applicant will be found ineligible and notified and put back on the waiting list.

Order of Selection [24 CFR 960.206(e)]

LHA's system of preferences may select families either according to the date and time of application or by a random selection process.

LHA Policy

Families will be selected from the waiting list on a first come, first-served basis according to the date and time and preference points in their complete application are received by LHA.

When selecting applicants from the waiting list LHA will match the characteristics of the available unit (unit size, accessibility features, unit type) to the applicants on the waiting lists. LHA will offer the unit to the highest-ranking applicant who qualifies for that unit size or type, or that requires the accessibility features.

By matching unit and family characteristics, it is possible that families who are lower on the waiting list may receive an offer of housing ahead of families with an earlier date and time of application or higher preference status.

Factors such as de-concentration or income mixing, and income targeting will also be considered in accordance with HUD requirements and LHA policy.

4-III.C. NOTIFICATION OF SELECTION

When the family has been selected from the waiting list, LHA must notify the family. LHA Policy LHA will notify the family by first class mail when it is selected from the waiting list.

The notice will inform the family of the following:

- Applicants are notified to call and schedule a date and time for an application interview. Procedures for rescheduling the interview
- Who is required to attend the interview Documents that must be provided at the interview to document the legal identity of household members, including information about what constitutes acceptable documentation
- Other documents and information that should be brought to the interview
- If a notification letter is returned to LHA with no forwarding address, the family will be removed from the waiting list.

4-III.D. THE APPLICATION INTERVIEW

HUD recommends that LHA obtain the information and documentation needed to make an eligibility determination through a private interview. Being invited to attend an interview does not constitute admission to the program.

Assistance cannot be provided to the family until all SSN documentation requirements are met. However, if the PHA determines that an applicant family is otherwise eligible to participate in the program, the family may retain its place on the waiting list for a period of time determined by the PHA [Notice PIH 2018-24].

Reasonable accommodation must be made for persons with disabilities who are unable to attend an interview due to their disability [24 CFR 8.4(a) and 24 CFR 100.204(a)].

LHA Policy

Families selected from the waiting list are required to participate in an eligibility interview.

The head of household and the spouse/co-head will be strongly encouraged to attend the interview together. However, either the head of household or the spouse/co-head may attend the interview on behalf of the family. Verification of information pertaining to adult members of the household not present at the interview will not begin until signed release forms are returned to LHA.

The interview will be conducted only if the head of household or spouse/co-head provides appropriate documentation of legal identity (Chapter 7 provides a discussion of proper documentation of legal identity). If the family representative does not provide the required documentation, the appointment may be rescheduled when the proper documents have been obtained.

Pending disclosure and documentation of social security numbers, the PHA will allow the family to retain its place on the waiting list for 30 days. If not, all household members have disclosed their SSNs at the next time a unit becomes available, the PHA will offer a unit to the next eligible applicant family on the waiting list.

The family must provide the information necessary to establish the family's eligibility, including suitability, and to determine the appropriate amount of rent the family will pay. The family must also complete required forms, provide required signatures, and submit required documentation. If any materials are missing, LHA will provide the family with a written list of items that must be submitted.

Any required documents or information that the family is unable to provide at the interview must be provided within 10 business days of the interview (Chapter 7 provides details about longer submission deadlines for particular items, including documentation of Social Security numbers and eligible noncitizen status). If the family is unable to obtain the information or materials within the required time frame, the family may request an extension. If the required documents and information are not provided within the required time frame (plus any extensions), the family will be sent a notice of denial (see Chapter 3).

An advocate, interpreter, or other assistant may assist the family with the application and the interview process. Interviews will be conducted in English. For limited English proficient (LEP) applicants, LHA will provide translation services in accordance with LHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact LHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, LHA will send a file inactive notification letter giving the family 30 days to respond and schedule a new appointment. If the family fails to respond, they are automatically filed inactive per the notification.

4-III.E. FINAL ELIGIBILITY DETERMINATION [24 CFR 960.208]

LHA must verify all information provided by the family (see Chapter 7). Based on verified information related to the eligibility requirements, including LHA suitability standards, LHA must make a final determination of eligibility (see Chapter 3).

When a determination is made that a family is eligible and satisfies all requirements for admission, including tenant selection criteria, the applicant must be notified of the approximate date of occupancy insofar as that date can be reasonably determined [24 CFR 960.208(b)].

LHA Policy

LHA will notify a family verbally of their eligibility within 10 business days of the determination and will provide the approximate date of occupancy insofar as that date can be reasonably determined.

LHA must promptly notify any family determined to be ineligible for admission of the basis for such determination, and must provide the applicant upon request, within a reasonable time after the determination is made, with an opportunity for an informal hearing on such determination [24 CFR 960.208(a)].

LHA Policy

If LHA determines that the family is ineligible, LHA will send written notification of the ineligibility determination within 10 business days of the determination. The notice will specify the reasons for ineligibility and will inform the family of its right to request an informal hearing (see Chapter 14).

If LHA uses a criminal record or sex offender registration information obtained under 24 CFR 5, Subpart J, as the basis of a denial, a copy of the record must precede the notice to deny, with an opportunity for the applicant to dispute the accuracy and relevance of the information before LHA can move to deny the application. See Section 3-III.G for LHA's policy regarding such circumstances.

Upon making an eligibility determination, the PHA must provide the family a notice of VAWA rights as well as the HUD VAWA self-certification form (form HUD-53825382) in accordance with the Violence against Women Act of 2013, and as outlined in 16-VII.C. The notice and self-certification form must accompany the written notification of eligibility determination. This notice must be provided in both of the following instances: (1) when a family is notified of its eligibility; or (2) when a family is notified of its ineligibility.

BEDROOM SIZE	MINIMUM NUMBER OF PERSONS	MAXIMUM NUMBER OF PERSONS
0	1	1
1	1	3
2	2	5
3	3	7
4	5	9
5	7	11

Chapter 5 OCCUPANCY STANDARDS AND UNIT OFFERS INTRODUCTION

LHA must establish policies governing occupancy of dwelling units and offering dwelling units to qualified families.

This chapter contains policies for assigning unit size and making unit offers. LHA’s waiting list and selection policies are contained in Chapter 4. Together, Chapters 4 and 5 of the ACOP comprise LHA’s Tenant Selection and Assignment Plan (TSAP).

Policies in this chapter are organized in two parts.

Part I: Occupancy Standards. This part contains LHA’s standards for determining the appropriate unit size for families of different sizes and types.

Part II: Unit Offers. This part contains LHA’s policies for making unit offers and describes actions to be taken when unit offers are refused.

PART I: OCCUPANCY STANDARDS

5-I.A. OVERVIEW

Occupancy standards are established by LHA to ensure that units are occupied by families of the appropriate size. This policy maintains the maximum usefulness of the units, while preserving them from excessive wear and tear or underutilization. Part I of this chapter explains the occupancy standards. These standards describe the methodology and factors LHA will use to determine the size unit for which a family qualifies and includes the identification of the minimum and maximum number of household members for each unit size. This part also identifies circumstances under which an exception to the occupancy standards may be approved.

5-I.B. DETERMINING UNIT SIZE

In selecting a family to occupy a particular unit, LHA may match characteristics of the family with the type of unit available, for example, number of bedrooms [24 CFR 960.206(c)]. HUD does not specify the number of persons who may live in public housing units of various sizes. LHA is permitted to develop appropriate occupancy standards as long as the standards do not have the effect of discriminating against families with children [PH Occ GB, p. 62].

Although LHA does determine the size of unit the family qualifies for under the occupancy standards, LHA does not determine who shares a bedroom/sleeping room. LHA’s occupancy standards for determining unit size must be applied in a manner consistent with fair housing requirements.

LHA Policy LHA will use the same occupancy standards for each of its developments. LHA’s occupancy standards are as follows:

Each unit is intended for single family occupancy. LHA will assign one bedroom for each two persons within the

household, except in the following circumstances:

Persons of the opposite sex (other than spouses, and children under age 5) will not be required to share a bedroom. Persons of different generations will not be required to share a bedroom. Live-in aides will be allocated a separate bedroom. No additional bedrooms will be provided for the live-in aide's family. Single person families will be allocated a zero or one bedroom.

Foster children will be included in determining unit size. In addition to the above standards, the following guidelines will apply when initially assigning a family to a unit:

- (a) A child who is temporarily away from the home because of placement in foster care is considered a member of the family in determining the family unit size;
- (b) A child who is temporarily away from the home to attend school is considered a member of the family in determining the family unit size;
- (c) A family consisting solely of a pregnant woman will be treated as a two-person household; LHA will reference the following standards in determining the appropriate unit bedroom size for a family:

LHA has no Public Housing units larger than five-bedroom units. Should the family size increase to the point where a six-bedroom unit is required, the family will be offering a 5 bedroom, if available. If the term of the offer expires and the family still has not moved, the Housing Authority will take steps to terminate the lease agreement, unless this is waived by the Executive Director. A waiver will only be considered in the most unique of circumstances.

In accordance with the lease, boarders or lodgers shall not be permitted to occupy a dwelling unit, nor shall they be permitted to move in with any family occupying a dwelling unit. Violation of this provision is ground for termination of the lease.

Resident will not be given permission to allow a former resident of LHA who has been evicted to join the household. Violation of this requirement is grounds for termination of the lease.

Family members age 18 or older, or emancipated minors who move from the dwelling unit to establish new households, shall be removed from the lease. The resident has the responsibility to immediately report the move-out to LHA. This does not apply to those temporarily away at school but intending to return to the household. These individuals may not be readmitted to the unit. However, they may apply as new applicant households for placement on the waiting list (subject to applicable income limits, preferences, resident selection, and screening requirements). Medical hardship or other extenuating circumstances may be considered by LHA in making determinations under this paragraph.

5-I.C. EXCEPTIONS TO OCCUPANCY STANDARDS

Types of Exceptions

LHA Policy

LHA will consider granting exceptions to the occupancy standards at the family's request if LHA determines the exception is justified by the relationship, age, sex, health or disability of family members, or other personal circumstances.

For example, an exception may be granted if a larger bedroom size is needed for medical equipment due to its size and/or function, or as a reasonable accommodation for a person with disabilities. An exception may also be granted for a smaller bedroom size in cases where the number of household members exceeds the maximum number of persons allowed for the unit size in which the family resides (according to the chart in Section 5I.B) and the family does not want to transfer to a larger size unit.

When evaluating exception requests LHA will consider the size and configuration of the unit. In no case will LHA grant an exception that is in violation of local housing or occupancy codes, regulations or laws.

Requests from applicants to be placed on the waiting list for a unit size smaller than designated by the occupancy standards will be approved as long as the unit is not overcrowded according to local code, and the family agrees not to request a transfer for a period of two years from the date of admission, unless they have a subsequent

change in family size or composition.

To prevent vacancies, LHA may provide an applicant family with a larger unit than the occupancy standards permit. However, in these cases the family must agree to move to a suitable, smaller unit when another family qualifies for the larger unit and there is an appropriate size unit available for the family to transfer to.

Processing of Exceptions

LHA Policy

All requests for exceptions to the occupancy standards must be submitted in writing.

In the case of a request for exception as a reasonable accommodation, LHA will encourage the resident to make the request in writing using a reasonable accommodation request form. However, LHA will consider the exception request any time the resident indicates that an accommodation is needed whether or not a formal written request is submitted.

Requests for a larger size unit must explain the need or justification for the larger size unit and must include appropriate documentation. Requests based on health-related reasons must be verified by a knowledgeable professional source, unless the disability and the disability-related request for accommodation is readily apparent or otherwise known.

LHA will notify the family of its decision within 14 business days of receiving the family's request.

PART II: UNIT OFFERS

24 CFR 1.4(b) (2) (ii); 24 CFR 960.208

5-II.A. OVERVIEW

LHA must assign eligible applicants to dwelling units in accordance with a plan that is consistent with civil rights and nondiscrimination.

In filling an actual or expected vacancy, LHA must offer the dwelling unit to an applicant in the appropriate sequence. LHA will offer the unit until it is accepted. This section describes LHA's policies with regard to the number of unit offers that will be made to applicants selected from the waiting list. This section also describes LHA's policies for offering units with accessibility features.

LHA Policy

LHA will maintain a record of units offered, including location, date and circumstances of each offer, each acceptance or rejection, including the reason for the rejection.

5-II.B. NUMBER OF OFFERS

LHA Policy

LHA has adopted a "one offer plan" for offering units to applicants. Under this plan the first qualified applicant in sequence on the waiting list will be made one offer of a unit of the appropriate size, at a site in which the applicant has applied. For all applications received after April 1, 2013, if an applicant has applied to be on two site-based wait lists, there will only be one offer at the first available site and if the offer is rejected, no other offers will be made and the applicant is taken off all wait lists. For all applications received before April 1, 2013, applicants will be given a maximum of one offer from each site -based wait list they had applied to be on.

5-II.C. TIME LIMIT FOR UNIT OFFER ACCEPTANCE OR REFUSAL

LHA Policy

Applicants must accept or refuse a unit offer within 3 business days of the date of the unit offer.

Offers made by telephone will be confirmed by letter.

5-II.D. REFUSALS OF UNIT OFFERS

Good Cause for Unit Refusal

An elderly or disabled family may decline an offer for designated housing. Such a refusal must not adversely affect the family's position on or placement on the public housing waiting list [24 CFR 945.303(d)].

LHA Policy

Applicants may refuse to accept a unit offer for "good cause." Good cause includes situations in which an applicant is willing to move but is unable to do so at the time of the unit offer, or the applicant demonstrates that acceptance of the offer would cause undue hardship not related to considerations of the applicant's race, color, national origin, etc. [PH Occ. GB, p. 104]. Examples of good cause for refusal of a unit offer include, but are not limited to, the following:

- Inaccessibility to source of employment, education, or job training, children's day care, or educational program for children with disabilities, so that accepting the unit offer would require the adult household member to quit a job, drop out of an educational institution or job training program, or take a child out of day care or an educational program for children with disabilities
- The family demonstrates to LHA's satisfaction that accepting the offer will place a family member's life, health, or safety in jeopardy. The family should offer specific and compelling documentation such as restraining orders, other court orders, or risk assessments related to witness protection from a law enforcement agency. Reasons offered must be specific to the family. Refusals due to location alone do not qualify for this good cause exemption
- A health professional verifies temporary hospitalization or recovery from illness of the principal household member, other household members (as listed on final application) or live-in aide necessary to the care of the principal household member. The unit is inappropriate for the applicant's disabilities, or the family does not need the accessible features in the unit offered and does not want to be subject to a 30-day notice to move
- The unit has lead-based paint and the family includes children under the age of six

In the case of a unit refusal for good cause the applicant will not be removed from the waiting list as described later in this section. The applicant will remain at the top of the waiting list until the family receives an offer for which they do not have good cause to refuse.

LHA will require documentation of good cause for unit refusals.

Unit Refusal without Good Cause

LHA Policy

When an applicant rejects the final unit offer without good cause, LHA will remove the applicant's name from the waiting list and send notice to the family of such removal. All applications received after April 1, 2013, will be automatically removed from all wait lists once an offer has been made and refused without good cause. The notice will inform the family of their right to request an informal hearing and the process for doing so (see Chapter 14). The applicant may reapply for assistance if the waiting list is open. If the waiting list is not open, the applicant must wait to reapply until LHA opens the waiting list.

5-II.E. ACCESSIBLE UNITS [24 CFR 8.27]

LHA must adopt suitable means to assure that information regarding the availability of accessible units reaches eligible individuals with disabilities and take reasonable nondiscriminatory steps to maximize the utilization of such units by eligible individuals whose disability requires the accessibility features of a particular unit.

When an accessible unit becomes vacant, before offering such units to a non-disabled applicant LHA must offer such units:

- First, to a current resident of another unit of the same development, or other public housing development under LHA's control, who has a disability that requires the special features of the vacant unit and is occupying a unit not having such features, or if no such occupant exists, then
- Second, to an eligible qualified applicant on the waiting list having a disability that requires the special features of the vacant unit.

When offering an accessible unit to an applicant not having a disability requiring the accessibility features of the unit, LHA may require the applicant to agree (and may incorporate this agreement in the lease) to move to a non-accessible unit when available.

LHA Policy

Families requiring an accessible unit may be over-housed in such a unit if there are no resident or applicant families of the appropriate size who also require the accessible features of the unit.

When there are no resident or applicant families requiring the accessible features of the unit, including families who would be over-housed, LHA will offer the unit to a non-disabled applicant.

When offering an accessible unit to a non-disabled applicant, LHA will require the applicant to agree to move to an available non-accessible unit within 30 days when either a current resident or an applicant needs the features of the unit and there is another unit available for the non-disabled family. This requirement will be a provision of the lease agreement.

5-II.F. DESIGNATED HOUSING

LHA has no designated housing inventory at this time.

Chapter 6 INCOME AND RENT DETERMINATIONS

[24 CFR Part 5, Subparts E and F; 24 CFR 960, Subpart C]

INTRODUCTION

A family's income determines eligibility for assistance and is also used to calculate the family's rent payment. LHA will use the policies and methods described in this chapter to ensure that only eligible families receive assistance and that no family pays more or less than its obligation under the regulations. This chapter describes HUD regulations and LHA policies related to these topics in three parts as follows:

Part I: Annual Income. HUD regulations specify the sources of income to include and exclude to arrive at a family's annual income. These requirements and LHA policies for calculating annual income are found in Part I.

Part II: Adjusted Income. Once annual income has been established HUD regulations require LHA to subtract from annual income any of five mandatory deductions for which a family qualifies. These requirements and LHA policies for calculating adjusted income are found in Part II.

Part III: Calculating Rent. This part describes the statutory formula for calculating total tenant payment (TTP), the use of utility allowances, and the methodology for determining family rent payment. Also included here are flat rents and the family's choice in rents.

PART I: ANNUAL INCOME 6-I.A. OVERVIEW

The general regulatory definition of *annual income* shown below is from 24 CFR 5.609.

5.609 Annual income.

(a) Annual income means all amounts, monetary or not, which:

- (1) Go to, or on behalf of, the family head or spouse (even if temporarily absent) or to any other family member; or
- (2) Are anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date; and (3) Which are not specifically excluded in paragraph [5.609(c)].

(4) Annual income also means amounts derived (during the 12-month period) from assets to which any member of the family has access.

In addition to this general definition, HUD regulations establish policies for treating specific types of income and assets. The full texts of those portions of the regulations are provided in exhibits at the end of this chapter as follows:

Annual Income Inclusions (Exhibit 6-1)

Annual Income Exclusions (Exhibit 6-2)

Treatment of Family Assets (Exhibit 6-3)

Earned Income Disallowance (Exhibit 6-4)

The Effect of Welfare Benefit Reduction (Exhibit 6-5)

Sections 6-I.B and 6-I.C discuss general requirements and methods for calculating annual income. The rest of this section describes how each source of income is treated for the purposes of determining annual income. HUD regulations present income inclusions and exclusions separately [24 CFR 5.609(b) and 24 CFR 5.609(c)]. In this ACOP, however, the discussions of income inclusions and exclusions are integrated by topic (e.g., all policies affecting earned income are discussed together in section 6-I.D). Verification requirements for annual income are discussed in Chapter 7.

6-I.B. HOUSEHOLD COMPOSITION AND INCOME

Income received by all family members must be counted unless specifically excluded by the regulations. It is the responsibility of the head of household to report changes in family composition. The rules on which sources of income are counted vary somewhat by family member. The chart below summarizes how family composition affects income determinations.

Temporarily Absent Family Members

Summary of Income Included and Excluded by Person	
Live-in aides	Income from all sources is excluded [24 CFR 5.609(c)(5)].
Foster child or foster adult	Income from all sources is excluded [24 CFR 5.609(a)(1)].
Head, spouse, or co-head Other adult family members	All sources of income not specifically excluded by the regulations are included.
Children under 18 years of age	Employment income is excluded [24 CFR 5.609(c)(1)]. All other sources of income, except those specifically excluded by the regulations, are included.
Full-time students 18 years of age or older (not head, spouse, or co-head)	Employment income above \$480/year is excluded [24 CFR 5.609(c)(11)]. All other sources of income, except those specifically excluded by the regulations, are included.

The income of family members approved to live in the unit will be counted, even if the family member is temporarily absent from the unit [HCV GB, p. 5-18].

LHA Policy

Generally, an individual who is or is expected to be absent from the assisted unit for 180 consecutive days or less is considered temporarily absent and continues to be considered a family member. Generally, an individual who is or is expected to be absent from the assisted unit for more than 180 consecutive days is considered permanently absent and no longer a family member. Exceptions to this general policy are discussed below.

Absent Students

LHA Policy

When someone who has been considered a family member attends school away from home, the person will continue to be considered a family member unless information becomes available to LHA indicating that the student has established a separate household, or the family declares that the student has established a separate household.

Absences Due to Placement in Foster Care

Children temporarily absent from the home as a result of placement in foster care are considered members of the family [24 CFR 5.403].

LHA Policy

If a child has been placed in foster care, LHA will verify with the appropriate agency whether and when the child is expected to be returned to the home. Unless the agency confirms that the child has been permanently removed from the home, the child will be counted as a family member.

Absent Head, Spouse, or Co-head

LHA Policy

An employed head, spouse, or co-head absent from the unit more than 180 consecutive days due to employment will continue to be considered a family member.

Individuals Confined for Medical Reasons

LHA Policy

LHA will request verification from a responsible medical professional and will use this determination. If the responsible medical professional cannot provide a determination, the person generally will be considered temporarily absent. The family may present evidence that the family member is confined on a permanent basis and request that the person not be considered a family member.

When an individual who has been counted as a family member is determined permanently absent, the family is eligible for the medical expense deduction only if the remaining head, spouse, or co-head qualify as an elderly person or a person with disabilities.

Joint Custody of Children

LHA Policy

Dependents that are subject to a joint custody arrangement will be considered a member of the family, if they live with the applicant or resident family more than 50 percent of the time.

When more than one applicant or assisted family (regardless of program) are claiming the same dependents as family members, the family with primary custody at the time of the initial examination or reexamination will be able to claim the dependents. If there is a dispute about which family should claim them, LHA will make the determination based on available documents such as court orders, or an IRS return showing which family has claimed the child for income tax purposes.

Caretakers for a Child

LHA Policy

If neither a parent nor a designated guardian remains in a household receiving assistance, LHA will take the following actions.

If a responsible agency has determined that another adult is to be brought into the unit to care for a child for an indefinite period, the designated caretaker will not be considered a family member until a determination of custody or legal guardianship is made.

If a caretaker has assumed responsibility for a child without the involvement of a responsible agency or formal assignment of custody or legal guardianship, the caretaker will be treated as a visitor for 90 days. After the 90 days has elapsed, the caretaker will be considered a family member unless information is provided that would confirm that the caretaker's role is temporary. In such cases LHA will extend the caretaker's status as an eligible visitor.

At any time that custody or guardianship legally has been awarded to a caretaker, the lease will be transferred to the caretaker, as head of household.

During any period that a caretaker is considered a visitor, the income of the caretaker is not counted in annual income and the caretaker does not qualify the family for any deductions from income.

6-I.C. ANTICIPATING ANNUAL INCOME

LHA is required to count all income "anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date" [24 CFR 5.609(a)(2)]. Policies related to anticipating annual income are provided below.

Basis of Annual Income Projection

LHA generally will use current circumstances to determine anticipated income for the coming 12-month period. HUD authorizes LHA to use other than current circumstances to anticipate income when:

An imminent change in circumstances is expected [HCV GB, p. 5-17]

It is not feasible to anticipate a level of income over a 12-month period (e.g., seasonal or cyclic income) [24 CFR 5.609(d)]

The PHA believes that past income is the best available indicator of expected future income [24 CFR 5.609(d)]

LHA Policy

LHA is required to use HUD's Enterprise Income Verification system (EIV). When EIV is obtained and the family does not dispute the EIV employer data, LHA will use current tenant-provided documents to project annual income. When the tenant provided documents are pay stubs, LHA will make every effort to obtain at least 8 consecutive pay stubs dated within the last 60 days.

LHA will obtain written and/or oral third-party verification in accordance with the verification requirements and policy in Chapter 7 in the following cases:

If EIV or other UIV data is not available,

If the family disputes the accuracy of the EIV employer data, and/or

If LHA determines additional information is needed.

In such cases, LHA will review and analyze current data to anticipate annual income. In all cases, the family file will be documented with a clear record of the reason for the decision, and a clear audit trail will be left as to how LHA annualized projected income.

When LHA cannot readily anticipate income based upon current circumstances (e.g., in the case of seasonal employment, unstable working hours, or suspected fraud), LHA will review and analyze historical data for patterns of employment, paid benefits, and receipt of other income and use the results of this analysis to establish annual income. Anytime current circumstances are not used to project annual income, a clear rationale for the decision will be documented in the file. In all such cases the family may present information and documentation to LHA to show why the historic pattern does not represent the family's anticipated income. Added language to comply with Notice PIH 2013-03 temporary policies to accept self-certification of assets up to \$5000; added language for the elderly and disabled families with fixed incomes, the PHA will recalculate annual income by applying any published Cost of Living Adjustment (COLA) to the previously verified amounts, current documentation of fixed income is not required. However, if the family receives any income from a non-fixed income source, the PHA will not streamline the annual re-examination. The PHA must follow existing regulatory requirements for verification of deductions.

Notice PIH 2013-04 added language allowing self-certification of fully excluded income;

Changed language for a requirement of four consecutive pay stubs to a minimum of two consecutive paystubs for verification of earned income;

Updated verification requirements for individual items to comply with Notice PIH 2010-19 Verification Guidance;

Known Changes in Income

If LHA verifies an upcoming increase or decrease in income, annual income will be calculated by applying each income amount to the appropriate part of the 12-month period.

Example: An employer reports that a full-time employee who has been receiving \$6/hour will begin to receive \$6.25/hour in the eighth week after the effective date of the reexamination. In such a case LHA would calculate annual income as follows: $(\$6/\text{hour} \times 40 \text{ hours} \times 7 \text{ weeks}) + (\$6.25 \times 40 \text{ hours} \times 45 \text{ weeks})$.

The family may present information that demonstrates that implementing a change before its effective date would create a hardship for the family. In such cases LHA will calculate annual income using current circumstances and then require an interim reexamination when the change actually occurs. This requirement will be imposed even if LHA's policy on reexaminations does not require interim reexaminations for other types of changes.

When tenant-provided documents are used to anticipate annual income, they will be dated within the last 90 days of the reexamination interview date.

Up-Front Income Verification (UIV) and Income Projection

HUD requires the use of up-front income verification (UIV) techniques. UIV is "the verification of income, before or during a family reexamination, through an independent source that systematically and uniformly maintains income information in computerized form for a large number of individuals" [VG, p. 7]. One such source is HUD's Enterprise Income Verification (EIV) system, which maintains data on three types of income: wages, unemployment benefits, and social security (SS) and supplemental security income (SSI) benefits. Effective January 31, 2010, PHAs are required to use the Enterprise Income Verification (EIV) system in

accordance with the Refinement of Income and Rent Rule which was published on December 29, 2009. HUD allows LHA to use UIV data as third-party verification of an income source when a resident does not dispute the source. UIV data, however, is generally several months old. Therefore, except in the case of SS and SSI benefits, which are not subject to frequent or dramatic changes, HUD expects LHA to base its income projection on documentation of current circumstances provided by the resident (such as consecutive pay stubs dated within the last 90 days) or by the income source (if LHA determines that additional verification is necessary).

6-I.D. EARNED INCOME

Types of Earned Income Included in Annual Income

Wages and Related Compensation [24 CFR 5.609(b)(1)]

The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services is included in annual income.

LHA Policy

For persons who regularly receive bonuses or commissions, LHA will verify, and then average amounts received for the two years preceding admission or reexamination. If only a one-year history is available, LHA will use the prior year amounts. In either case the family may provide, and LHA will consider, a credible justification for not using this history to anticipate future bonuses or commissions. If a new employee has not yet received any bonuses or commissions, LHA will count only the amount estimated by the employer. The file will be documented appropriately.

Some Types of Military Pay

All regular pay, special pay and allowances of a member of the Armed Forces are counted [24 CFR 5.609(b)(8)] except for the special pay to a family member serving in the Armed Forces who is exposed to hostile fire [24 CFR 5.609(c)(7)].

Types of Earned Income Not Counted in Annual Income

Temporary, Nonrecurring, or Sporadic Income [24 CFR 5.609(c)(9)]

This type of income (including gifts) is not included in annual income. Sporadic income includes temporary payments from the U.S. Census Bureau for employment lasting longer than 180 days [PIH Notice 2009-19]

LHA Policy

Sporadic income is income that is not received periodically and cannot be reliably predicted. For example, the income of an individual who works occasionally as a handyman would be considered sporadic if future work could not be anticipated and no historic, stable pattern of income existed. If a pattern is established and income can be reliably predicted, the income will be included.

Children's Earnings [24 CFR 5.609(c)(1)]

Employment income earned by children (including foster children) under the age of 18 years is not included in annual income. (See Eligibility chapter for a definition of *foster children*.)

Certain Earned Income of Full-Time Students

Earnings in excess of \$480 for each full-time student 18 years old or older (except for the head, spouse, or co-head) are not counted [24 CFR 5.609(c)(11)]. To be considered "full-time," a student must be considered "full-time" by an educational institution with a degree or certificate program [HCV GB, p. 5-29].

Income of a Live-in Aide

Income earned by a live-in aide, as defined in [24 CFR 5.403], is not included in annual income [24 CFR 5.609(c)(5)]. (See Eligibility chapter for a full discussion of live-in aides.)

Income Earned under Certain Federal Programs [24 CFR 5.609(c)(17)]

Income from some federal programs is specifically excluded from consideration as income, including:

Payments to volunteers under the Domestic Volunteer Services Act of 1973 (42 U.S.C. 5044(g), 5058)

Payments received under programs funded in whole or in part under the Job Training Partnership Act (29 U.S.C. 1552(b)) Awards under the federal work-study program (20 U.S.C. 1087 uu)

Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056(f))

Allowances, earnings, and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637(d))

Allowances, earnings, and payments to participants in programs funded under the Workforce Investment Act of 1998 (29 U.S.C. 2931)

Resident Service Stipend [24 CFR 5.600(c)(8)(iv)]

Amounts received under a resident service stipend are not included in annual income. A resident service stipend is a modest amount (not to exceed \$200 per individual per month) received by a resident for performing a service for LHA, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of LHA's governing board. No resident may receive more than one such stipend during the same period of time.

State and Local Employment Training Program (Example: Office and Maintenance Skills Training Program)

Incremental earnings and benefits to any family member resulting from participation in qualifying state or local employment training programs (including training programs not affiliated with a local government) and training of a family member as resident management staff are excluded from annual income. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives and are excluded only for the period during which the family member participates in the training program [24 CFR 5.609(c)(8)(v)].

LHA Policy

LHA defines *training program* as “a learning process with goals and objectives, generally having a variety of components, and taking place in a series of sessions over a period of time. It is designed to lead to a higher level of proficiency, and it enhances the individual's ability to obtain employment. It may have performance standards to measure proficiency. Training may include but is not limited to: (1) classroom training in a specific occupational skill, (2) on-the-job training with wages subsidized by the program, or (3) basic education” [expired Notice PIH 98-2, p. 3].

LHA defines *incremental earnings and benefits* as the difference between (1) the total amount of welfare assistance and earnings of a family member prior to enrollment in a training program and (2) the total amount of welfare assistance and earnings of the family member after enrollment in the program [expired Notice PIH 98-2, pp. 3–4].

In calculating the incremental difference, LHA will use as the pre-enrollment income the total annualized amount of the family member's welfare assistance and earnings reported on the family's most recently completed HUD-50058.

End of participation in a training program must be reported in accordance with LHA's interim reporting requirements (see chapter on reexaminations).

HUD-Funded Training Programs

Amounts received under training programs funded in whole or in part by HUD [24 CFR 5.609(c)(8)(i)] are excluded from annual income. Eligible sources of funding for the training include operating subsidy, Section 8 administrative fees, and modernization, Community Development Block Grant (CDBG), HOME program, and other grant funds received from HUD.

LHA Policy

To qualify as a training program, the program must meet the definition of *training program* provided above for state and local employment training programs.

Earned Income Tax Credit. Earned income tax credit (EITC) refund payments received on or after January 1, 1991 (26 U.S.C. 32(j)), are excluded from annual income [24 CFR 5.609(c)(17)]. Although many families receive the EITC annually when they file taxes, an EITC can also be received throughout the year. The prorated share of the annual EITC is included in the employee's payroll check.

Earned Income Disallowance. The earned income disallowance is discussed in section 6-I.E below.

6-I.E. EARNED INCOME DISALLOWANCE [24 CFR 960.255]

The earned income disallowance (EID) encourages people to enter the work force by not including the full value of increases in earned income for a period of time. The full text of 24 CFR 960.255 is included as Exhibit 6-4 at the end of this chapter. Eligibility criteria and limitations on the disallowance are summarized below.

Eligibility

This disallowance applies only to individuals in families already participating in the public housing program (not at initial examination). To qualify, the family must experience an increase in annual income that is the result of one of the following events:

Employment of a family member who was previously unemployed for one or more years prior to employment. *Previously unemployed* includes a person who annually has earned not more than the minimum wage applicable to the community multiplied by 500 hours. The applicable minimum wage is the federal minimum wage unless there is a higher state or local minimum wage.

Increased earnings by a family member whose earnings increase during participation in an economic self-sufficiency or job-training program. A self-sufficiency program includes a program designed to encourage, assist, train, or facilitate the economic independence of HUD-assisted families or to provide work to such families [24 CFR 5.603(b)].

New employment or increased earnings by a family member who has received benefits or services under Temporary Assistance for Needy Families (TANF) or any other state program funded under Part A of Title IV of the Social Security Act within the past six months. If the benefits are received in the form of monthly maintenance, there is no minimum amount. If the benefits or services are received in a form other than monthly maintenance, such as onetime payments, wage subsidies, or transportation assistance, the total amount received over the six-month period must be at least \$500.

Calculation of the Disallowance

Calculation of the earned income disallowance for an eligible member of a qualified family begins with a comparison of the member's current income with his or her "prior income."

LHA Policy

LHA defines *prior income*, or *prequalifying income*, as the family member's last certified income prior to qualifying for the EID.

The family member's prior, or prequalifying, income remains constant throughout the period that he or she is receiving the EID.

Initial 12-Month Exclusion

During the initial 12-month exclusion period, the full amount (100 percent) of any increase in income attributable to new employment or increased earnings is excluded. The 12 months are cumulative and need not be consecutive.

LHA Policy

The initial EID exclusion period will begin on the first of the month following the date an eligible member of a qualified family is first employed or first experiences an increase in earnings.

Second 12-Month Exclusion and Phase-In

During the second 12-month exclusion period, the exclusion is reduced to half (50 percent) of any increase in income attributable to employment or increased earnings. The 12 months are cumulative and need not be consecutive.

Lifetime Limitation

The Earned Income Disallowance (EID) is the exclusion from the calculation of the family's income, the income increases attributable to new employment or increased earnings, over the income received prior to qualifying for the disallowance. LHA has included in this ACOP the Final Rule of the Streamlining Administrative Regulations effective April 7, 2016, regarding the reduction of EID benefits to a lifetime limit over a straight 24-month period beginning on or after May 9, 2016 (24 CFR § 960.255). This change does not apply to residents receiving EID prior to the effective date of this regulation.

LHA Policy

During the 24-month eligibility period, LHA will conduct an interim reexamination each time there is a change in the family member's annual income that affects or is affected by the EID (e.g., when the family member's income falls to a level at or below his/her prequalifying income, when one of the exclusion periods ends, and at the end of

the lifetime maximum eligibility period).

Individual Savings Accounts [24 CFR 960.255(d)]

LHA Policy

LHA chooses not to establish a system of individual savings accounts (ISAs) for families who qualify for the EID.

The following rules pertaining to ISAs do not apply to LHA.

A qualified family paying income-based rent may choose an ISA instead of being given the EID. The PHA must advise the family that the ISA option is available. Families who choose the ISA will pay the higher rent and the PHA will deposit the difference between the higher rent and the EID rent in the savings account.

Amounts deposited to ISAs may only be withdrawn for the following reasons:

Because the family is purchasing a home

To pay education costs of family members

Because the family is moving out of public or assisted housing

To pay any other expenses the PHA authorizes to promote economic self-sufficiency

The PHA is required to maintain ISAs in interest bearing accounts, for which the family is credited with interest earned. The PHA may not charge the family a fee for maintaining the account.

At least once each year the PHA must provide the family with a statement of the balance in their account, including any interest earned, if required by state law.

When applicable, the PHA will provide the family with a statement of the balance in their account, including any interest earned, annually and upon request when the family makes withdrawals from the account.

If the family moves out of public housing, the PHA must return the balance in the family's ISA, less any amounts the family owes the PHA.

6-1.F. BUSINESS INCOME [24 CFR 5.609(b)(2)]

Annual income includes “the net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family” [24 CFR 5.609(b)(2)].

Business Expenses

Net income is “gross income less business expense” [HCV GB, p. 5-19].

LHA Policy

To determine business expenses that may be deducted from gross income, LHA will use current applicable Internal Revenue Service (IRS) rules for determining allowable business expenses [see IRS Publication 535], unless a topic is addressed by HUD regulations or guidance as described below.

Business Expansion

HUD regulations do not permit LHA to deduct from gross income expenses for business expansion.

LHA Policy

Business expansion is defined as any capital expenditures made to add new business activities, to expand current facilities, or to operate the business in additional locations. For example, purchase of a street sweeper by a construction business for the purpose of adding street cleaning to the services offered by the business would be considered a business expansion. Similarly, the purchase of a property by a hair care business to open at a second location would be considered a business expansion.

Capital Indebtedness

HUD regulations do not permit LHA to deduct from gross income the amortization of capital indebtedness.

LHA Policy

Capital indebtedness is defined as the principal portion of the payment on a capital asset such as land, buildings,

and machinery. This means LHA will allow as a business expense interest, but not principal, paid on capital indebtedness.

Negative Business Income

If the net income from a business is negative, no business income will be included in annual income; a negative amount will not be used to offset other family income.

Withdrawal of Cash or Assets from a Business

HUD regulations require LHA to include in annual income the withdrawal of cash or assets from the operation of a business or profession unless the withdrawal reimburses a family member for cash or assets invested in the business by the family.

LHA Policy

Acceptable investments in a business include cash loans and contributions of assets or equipment. For example, if a member of a tenant family provided an up-front loan of \$2,000 to help a business get started, LHA will not count as income any withdrawals from the business up to the amount of this loan until the loan has been repaid. Investments do not include the value of labor contributed to the business without compensation.

Co-owned Businesses

LHA Policy

If a business is co-owned with someone outside the family, the family must document the share of the business it owns. If the family's share of the income is lower than its share of ownership, the family must document the reasons for the difference.

6-I.G. ASSETS [24 CFR 5.609(b)(3) and 24 CFR 5.603(b)]

Overview

There is no asset limitation for participation in the public housing program. However, HUD requires that LHA include in annual income the "interest, dividends, and other net income of any kind from real or personal property" [24 CFR 5.609(b)(3)]. This section discusses how the income from various types of assets is determined. For most types of assets, LHA must determine the value of the asset in order to compute income from the asset. Therefore, for each asset type, this section discusses:

- How the value of the asset will be determined
- How income from the asset will be calculated

Exhibit 6-1 provides the regulatory requirements for calculating income from assets [24 CFR 5.609(b) (3)], and Exhibit 6-3 provides the regulatory definition of *net family assets*. This section begins with a discussion of general policies related to assets and then provides HUD rules and PHA policies related to each type of asset.

General Policies

Income from Assets

LHA generally will use current circumstances to determine both the value of an asset and the anticipated income from the asset. As is true for all sources of income, HUD authorizes LHA to use other than current circumstances to anticipate income when (1) an imminent change in circumstances is expected (2) it is not feasible to anticipate a level of income over 12 months or

(3) LHA believes that past income is the best indicator of anticipated income. For example, if a family member owns real property that typically receives rental income, but the property is currently vacant, LHA can take into consideration past rental income along with the prospects of obtaining a new tenant.

LHA Policy

Per PIH Notice 2013-3 LHA will accept a family's self-declaration of the amount of assets less than \$5,000 and the amount of income expected to be received from those assets. LHA's reexamination documentation, which is signed by all adult family members, can serve as the declaration. Where the family has net family assets equal to or less than \$5,000, LHA does not need to request supporting documentation (e.g. bank statements) for the family to confirm the assets or the amount of income expected to be received from those assets.

Where the family has net family assets in excess of \$5,000, LHA must obtain supporting documentation to confirm assets. Any time current circumstances are not used to determine asset income, a clear rationale for the

decision will be documented in the file. In such cases the family may present information and documentation to LHA to show why the asset income determination does not represent the family's anticipated asset income.

Valuing Assets

The calculation of asset income sometimes requires LHA to make a distinction between an asset's market value and its cash value.

The market value of an asset is its worth (e.g., the amount a buyer would pay for real estate or the balance in an investment account).

The cash value of an asset is its market value less all reasonable amounts that would be incurred when converting the asset to cash.

LHA Policy

Reasonable costs that would be incurred when disposing of an asset include, but are not limited to, penalties for premature withdrawal, broker and legal fees, and settlement costs incurred in real estate transactions [HCV GB, p. 5-28 and PH Occ GB, p. 121].

Lump-Sum Receipts

Payments that are received in a single lump sum, such as inheritances, capital gains, lottery winnings, insurance settlements, and proceeds from the sale of property, are generally considered assets, not income. However, such lump-sum receipts are counted as assets only if they are retained by a family in a form recognizable as an asset (e.g., deposited in a savings or checking account) [RHIP FAQs]. (For a discussion of lump-sum payments that represent the delayed start of a periodic payment, most of which are counted as income, see sections 6-I.H and 6-I.I.)

Imputing Income from Assets [24 CFR 5.609(b)(3)]

When net family assets are \$5,000 or less, LHA will include in annual income the actual income anticipated to be derived from the assets. When the family has net family assets in excess of \$5,000, LHA will include in annual income the greater of (1) the actual income derived from the assets or (2) the imputed income. Imputed income from assets is calculated by multiplying the total cash value of all family assets by the current HUD-established passbook savings rate.

Determining Actual Anticipated Income from Assets

It may or may not be necessary for LHA to use the value of an asset to compute the actual anticipated income from the asset. When the value is required to compute the anticipated income from an asset, the market value of the asset is used. For example, if the asset is a property for which a family receives rental income, the anticipated income is determined by annualizing the actual monthly rental amount received for the property; it is not based on the property's market value. However, if the asset is a savings account, the anticipated income is determined by multiplying the market value of the account by the interest rate on the account.

Withdrawal of Cash or Liquidation of Investments

Any withdrawal of cash or assets from an investment will be included in income except to the extent that the withdrawal reimburses amounts invested by the family. For example, when a family member retires, the amount received by the family from a retirement plan is not counted as income until the family has received payments equal to the amount the family member deposited into the retirement fund.

Jointly Owned Assets

The regulation at 24 CFR 5.609(a)(4) specifies that annual income includes "amounts derived (during the 12-month period) from assets to which any member of the family has access."

LHA Policy

If an asset is owned by more than one person and any family member has unrestricted access to the asset, LHA will count the full value of the asset. A family member has unrestricted access to an asset when he or she can legally dispose of the asset without the consent of any of the other owners.

If an asset is owned by more than one person, including a family member, but the family member does not have unrestricted access to the asset, LHA will prorate the asset according to the percentage of ownership. If no percentage is specified or provided for by state or local law, LHA will prorate the asset evenly among all owners.

Assets Disposed Of for Less than Fair Market Value [24 CFR 5.603(b)]

HUD regulations require LHA to count as a current asset any business or family asset that was disposed of for

less than fair market value during the two years prior to the effective date of the examination/reexamination, except as noted below.

Minimum Threshold

LHA may set a threshold below which assets disposed of for less than fair market value will not be counted [HCV GB, p. 5-27].

LHA Policy

LHA will not include the value of assets disposed of for less than fair market value unless the cumulative fair market value of all assets disposed of during the past two years exceeds the gross amount received for the assets by more than \$1,000.

When the two-year period expires, the income assigned to the disposed asset(s) also expires. If the two-year period ends between annual re-certifications, the family may request an interim recertification to eliminate consideration of the asset(s).

Assets placed by the family in non-revocable trusts are considered assets disposed of for less than fair market value except when the assets placed in trust were received through settlements or judgments.

Separation or Divorce

The regulation also specifies that assets are not considered disposed of for less than fair market value if they are disposed of as part of a separation or divorce settlement and the applicant or tenant receives important consideration not measurable in dollar terms.

LHA Policy

All assets disposed of as part of a separation or divorce settlement will be considered assets for which important consideration not measurable in monetary terms has been received. In order to qualify for this exemption, a family member must be subject to a formal separation or divorce settlement agreement established through arbitration, mediation, or court order.

Foreclosure or Bankruptcy

Assets are not considered disposed of for less than fair market value when the disposition is the result of a foreclosure or bankruptcy sale.

Family Declaration

LHA Policy

Families must sign a declaration form at initial certification and each annual recertification identifying all assets that have been disposed of for less than fair market value or declaring that no assets have been disposed of for less than fair market value. LHA may verify the value of the assets disposed of if other information available to LHA does not appear to agree with the information reported by the family.

Types of Assets

Checking and Savings Accounts

For regular checking accounts and savings accounts, *cash value* has the same meaning as *market value*. If a checking account does not bear interest, the anticipated income from the account is zero.

LHA Policy

In determining the value of a checking account, LHA will use the average monthly balance for the last three months.

In determining the value of a savings account, LHA will use the current balance.

In determining the anticipated income from an interest-bearing checking or savings account, LHA will multiply the value of the account by the current rate of interest paid on the account.

Investment Accounts Such as Stocks, Bonds, Saving Certificates, and Money Market Funds

Interest or dividends earned by investment accounts are counted as actual income from assets even when the earnings are reinvested. The cash value of such an asset is determined by deducting from the market value any broker fees, penalties for early withdrawal, or other costs of converting the asset to cash.

LHA Policy

In determining the market value of an investment account, LHA will use the value of the account on the most recent investment report.

How anticipated income from an investment account will be calculated depends on whether the rate of return is known. For assets that are held in an investment account with a known rate of return (e.g., savings certificates), asset income will be calculated based on that known rate (market value multiplied by rate of earnings). When the anticipated rate of return is not known (e.g., stocks), LHA will calculate asset income based on the earnings for the most recent reporting period.

Equity in Real Property or Other Capital Investments

Equity (cash value) in a property or other capital asset is the estimated current market value of the asset less the unpaid balance on all loans secured by the asset and reasonable costs (such as broker fees) that would be incurred in selling the asset [HCV GB, p. 5-25 and PH, p. 121].

LHA Policy

In determining the equity, LHA will determine market value by examining recent sales of at least three properties in the surrounding or similar neighborhood that possess comparable factors that affect market value.

LHA will first use the payoff amount for the loan (mortgage) as the unpaid balance to calculate equity. If the payoff amount is not available, the PHA will use the basic loan balance information to deduct from the market value in the equity calculation.

Equity in real property and other capital investments is considered in the calculation of asset income except for the following types of assets:

Equity accounts in HUD homeownership programs [24 CFR 5.603(b)]

Equity in real property when a family member's main occupation is real estate [HCV GB, p. 5-25]. This real estate is considered a business asset, and income related to this asset will be calculated as described in section 6-I.F.

Interests in Indian Trust lands [24 CFR 5.603(b)]

Real property and capital assets that are part of an active business or farming operation [HCV GB, p. 5-25] A family may have real property as an asset in two ways: (1) owning the property itself and (2) holding a mortgage or deed of trust on the property. In the case of a property owned by a family member, the anticipated asset income generally will be in the form of rent or other payment for the use of the property. If the property generates no income, actual anticipated income from the asset will be zero.

The Housing Authority must also deduct from the equity the reasonable costs for converting the asset to cash. Using the formula for calculating equity specified above, the net cash value of real property is the market value of the loan (mortgage) minus the expenses to convert to cash [Notice PIH 2012-3].

LHA Policy

For the purposes of calculating expenses to convert to cash for real property, LHA will use ten percent of the market value of the home.

In the case of a mortgage or deed of trust held by a family member, the outstanding balance (unpaid principal) is the cash value of the asset. The interest portion only of payments made to the family in accordance with the terms of the mortgage or deed of trust is counted as anticipated asset income.

LHA Policy

In the case of capital investments owned jointly with others not living in a family's unit, a prorated share of the property's cash value will be counted as an asset unless LHA determines that the family receives no income from the property and is unable to sell or otherwise convert the asset to cash.

Trusts

A *trust* is a legal arrangement generally regulated by state law in which one party (the creator or grantor) transfers property to a second party (the trustee) who holds the property for the benefit of one or more third parties (the beneficiaries).

Revocable Trusts

If any member of a family has the right to withdraw the funds in a trust, the value of the trust is considered an asset [HCV GB, p. 5-25]. Any income earned as a result of investment of trust funds is counted as actual asset income, whether the income is paid to the family or deposited in the trust.

Non-revocable Trusts

In cases where a trust is not revocable by, or under the control of, any member of a family, the value of the trust

fund is not considered an asset. However, any income distributed to the family from such a trust is counted as a periodic payment or a lump-sum receipt, as appropriate [24 CFR 5.603(b)]. (Periodic payments are covered in section 6-I.H. Lump-sum receipts are discussed earlier in this section.)

Retirement Accounts

Company Retirement/Pension Accounts

In order to correctly include or exclude as an asset any amount held in a company retirement or pension account by an employed person, LHA must know whether the money is accessible before retirement [HCV GB, p. 5-26]. While a family member is employed, only the amount the family member can withdraw without retiring or terminating employment is counted as an asset [HCV GB, p. 5-26].

After a family member retires or terminates employment, any amount distributed to the family member is counted as a periodic payment or a lump-sum receipt, as appropriate [HCV GB, p. 526], except to the extent that it represents funds invested in the account by the family member. (For more on periodic payments, see section 6-I.H.) The balance in the account is counted as an asset only if it remains accessible to the family member.

IRA, Keogh, and Similar Retirement Savings Accounts

IRA, Keogh, and similar retirement savings accounts are counted as assets even though early withdrawal would result in a penalty [HCV GB, p. 5-25].

Personal Property

Personal property held as an investment, such as gems, jewelry, coin collections, antique cars, etc., is considered an asset [HCV GB, p. 5-25].

LHA Policy

In determining the value of personal property held as an investment, LHA will use the family's estimate of the value. LHA may obtain an appraisal if there is reason to believe that the family's estimated value is off by \$50 or more. The family must cooperate with the appraiser but cannot be charged any costs related to the appraisal.

Generally, personal property held as an investment generates no income until it is disposed of. If regular income is generated (e.g., income from renting the personal property), the amount that is expected to be earned in the coming year is counted as actual income from the asset.

Necessary items of personal property are not considered assets [24 CFR 5.603(b)].

LHA Policy

Necessary personal property consists of only those items not held as an investment. It may include clothing, furniture, household furnishings, jewelry, and vehicles, including those specially equipped for persons with disabilities.

Life Insurance

The cash value of a life insurance policy available to a family member before death, such as a whole life or universal life policy is included in the calculation of the value of the family's assets [HCV GB 5-25]. The cash value is the surrender value. If such a policy earns dividends or interest that the family could elect to receive, the anticipated amount of dividends or interest is counted as income from the asset whether or not the family actually receives it.

6-I.H. PERIODIC PAYMENTS

Periodic payments are forms of income received on a regular basis. HUD regulations specify periodic payments that are and are not included in annual income.

Periodic Payments Included in Annual Income

Periodic payments from sources such as social security, unemployment and welfare assistance, annuities, insurance policies, retirement funds, and pensions. However, periodic payments from retirement accounts, annuities, and similar forms of investments are counted only after they exceed the amount contributed by the family [24 CFR 5.609(b)(4) and (b)(3)].

Disability or death benefits and lottery receipts paid periodically, rather than in a single lump sum [24 CFR 5.609(b)(4) and HCV, p. 5-14]

Lump-Sum Payments for the Delayed Start of a Periodic Payment

Most lump sums received as a result of delays in processing periodic payments, such as unemployment or welfare assistance, are counted as income. However, lump-sum receipts for the delayed start of periodic social security or supplemental security income (SSI) payments are not counted as income [CFR 5.609(b)(4)]. Additionally, any deferred disability benefits that are received in a lump sum or in prospective monthly amounts from the Department of Veterans Affairs are to be excluded from annual income [FR Notice 11/24/08].

LHA Policy

When a delayed-start payment is received and reported during the period in which LHA is processing an annual reexamination, LHA will adjust the tenant rent retroactively for the period the payment was intended to cover. The family may pay in full any amount due or request to enter into a repayment agreement with LHA. See the chapter on reexaminations for information about a family's obligation to report lump-sum receipts between annual reexaminations.

Treatment of Overpayment Deductions from Social Security Benefits

The PHA must make a special calculation of annual income when the Social Security Administration (SSA) overpays an individual, resulting in a withholding or deduction from his or her benefit amount until the overpayment is paid in full. The amount and duration of the withholding will vary depending on the amount of the overpayment and the percent of the benefit rate withheld. Regardless of the amount withheld or the length of the withholding period, the PHA must use the reduced benefit amount after deducting only the amount of the overpayment withholding from the gross benefit amount [Notice PIH 2018-24].

Periodic Payments Excluded from Annual Income

Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone) [24 CFR 5.609(c)(2)]. Kinship care payments are considered equivalent to foster care payments and are also excluded from annual income [Notice PIH2012-1].

LHA Policy

LHA will exclude payments for the care of foster children and foster adults only if the care is provided through an official arrangement with a local welfare agency [HCV GB, p. 5-18].

Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home [24 CFR 5.609(c)(16)]

Amounts received under the Low-Income Home Energy Assistance Program (42 U.S.C. 1626(c)) [24 CFR 5.609(c)(17)]

Amounts received under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q) [24 CFR 5.609(c)(17)]

Earned Income Tax Credit (EITC) refund payments (26 U.S.C. 32(j)) [24 CFR 5.609(c)(17)]. *Note:* EITC may be paid periodically if the family elects to receive the amount due as part of payroll payments from an employer. Lump sums received as a result of delays in processing Social Security and SSI payments (see section 6-I.J.) [24 CFR 5.609(b)(4)].

Lump sums or prospective monthly amounts received as deferred disability benefits from the Department of Veterans Affairs (VA) [FR Notice 11/24/08].

6-I.I. PAYMENTS IN LIEU OF EARNINGS

Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation, and severance pay, are counted as income [24 CFR 5.609(b)(5)] if they are received either in the form of periodic payments or in the form of a lump-sum amount or prospective monthly amounts for the delayed start of a periodic payment. If they are received in a one-time lump sum (as a settlement, for instance), they are treated as lump-sum receipts [24 CFR 5.609(c)(3)]. (See also the discussion of periodic payments in section 6-I.H and the discussion of lump-sum receipts in section 6-I.G.)

6-I.J. WELFARE ASSISTANCE

Overview

Welfare assistance is counted in annual income. Welfare assistance includes Temporary Assistance for Needy

Families (TANF) and any payments to individuals or families based on need that are made under programs funded separately or jointly by federal, state, or local governments [24 CFR 5.603(b)].

Sanctions Resulting in the Reduction of Welfare Benefits [24 CFR 5.615]

LHA must make a special calculation of annual income when the welfare agency imposes certain sanctions on certain families. The full text of the regulation at 24 CFR 5.615 is provided as Exhibit 6-5. The requirements are summarized below. This rule applies only if a family was a public housing resident at the time the sanction was imposed.

Covered Families

The families covered by 24 CFR 5.615 are those “who receive welfare assistance or other public assistance benefits (‘welfare benefits’) from a State or other public agency (‘welfare agency’) under a program for which Federal, State or local law requires that a member of the family must participate in an economic self-sufficiency program as a condition for such assistance” [24 CFR 5.615(b)]

Imputed Income

When a welfare agency imposes a sanction that reduces a family’s welfare income because the family commits fraud or fails to comply with the agency’s economic self-sufficiency program or work activities requirement, LHA must include in annual income “imputed” welfare income. LHA must request that the welfare agency inform LHA when the benefits of a public housing resident are reduced. The imputed income is the amount the family would have received if the family had not been sanctioned.

This requirement does not apply to reductions in welfare benefits: (1) at the expiration of the lifetime or other time limit on the payment of welfare benefits, (2) if a family member is unable to find employment even though the family member has complied with the welfare agency economic self-sufficiency or work activities requirements, or (3) because a family member has not complied with other welfare agency requirements [24 CFR 5.615(b)(2)].

For special procedures related to grievance hearings based upon LHA’s denial of a family’s request to lower rent when the family experiences a welfare benefit reduction, see Chapter 14, Grievances and Appeals.

Offsets

The amount of the imputed income is offset by the amount of additional income the family begins to receive after the sanction is imposed. When the additional income equals or exceeds the imputed welfare income, the imputed income is reduced to zero [24 CFR 5.615(c)(4)].

6-I.K. PERIODIC AND DETERMINABLE ALLOWANCES [24 CFR 5.609(b)(7)]

Annual income includes periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from organizations or from persons not residing with a tenant family.

Alimony and Child Support

LHA must count alimony or child support amounts awarded as part of a divorce or separation agreement.

LHA Policy

LHA will count court-awarded amounts for alimony and child support unless LHA verifies that (1) the payments are not being made and (2) the family has made reasonable efforts to collect amounts due, including filing with courts or agencies responsible for enforcing payments [HCV GB, pp. 5-23 and 5-47].

Families who do not have court-awarded alimony and child support awards are not required to seek a court award and are not required to take independent legal action to obtain collection.

Regular Contributions or Gifts

LHA must count as income regular monetary and nonmonetary contributions or gifts from persons not residing with a tenant family [24 CFR 5.609(b)(7)]. Temporary, nonrecurring, or sporadic income and gifts are not counted [24 CFR 5.609(c)(9)].

LHA Policy

Examples of regular contributions include: (1) regular payment of a family’s bills (e.g., utilities, telephone, rent, credit cards, and car payments), (2) cash or other liquid assets provided to any family member on a regular basis,

and (3) “in-kind” contributions such as groceries and clothing provided to a family on a regular basis.

Nonmonetary contributions will be valued at the cost of purchasing the items, as determined by LHA. For contributions that may vary from month to month (e.g., utility payments), LHA will include an average amount based upon past history.

6-I.L. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME

Other exclusions contained in 24 CFR 5.609(c) and updated by FR Notice 5/20/14 that have not been discussed earlier in this chapter include the following:

- Reimbursement of medical expenses [24 CFR 5.609(c)(4)]
- The full amount of student financial assistance paid directly to the student or to the educational institution [24 CFR 5.609(c)(6)].

PHA Policy

Regular financial support from parents or guardians to students for food, clothing personal items, and entertainment **is not** considered student financial assistance and is included **in** annual income.

- Amounts received by participants in other publicly assisted programs which are specifically for or in reimbursement of out-of-pocket expenses incurred and which are made solely to allow participation in a specific program [24 CFR 5.609(c)(8)(iii)]
- Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS) [(24 CFR 5.609(c)(8)(ii)]
- Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era [24 CFR 5.609(c)(10)]
- Adoption assistance payments in excess of \$480 per adopted child [24 CFR 5.609(c)(12)]
- Refunds or rebates on property taxes paid on the dwelling unit [24 CFR 5.609(c)(15)]
- Amounts paid by a state agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home [24 CFR 5.609(c)(16)]
- Amounts specifically excluded by any other federal statute [24 CFR 5.609(c)(17), FR Notice 5/20/14]. HUD publishes an updated list of these exclusions periodically. It includes:
 - (a) The value of the allotment provided to an eligible household under the Food Stamp Act of 1977 (7 U.S.C. 2017 (b))
 - (b) Benefits under Section 1780 of the School Lunch Act and Child Nutrition Act of 1966, including WIC
 - (c) Payments to volunteers under the Domestic Volunteer Services Act of 1973 (42 U.S.C. 5044(g), 5058)
 - (d) Payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626(c))
 - (e) Income derived from certain submarginal land of the United States that is held in trust for certain Indian tribes (25 U.S.C. 459e)
 - (f) Payments or allowances made under the Department of Health and Human Services’ Low-Income Home

Energy Assistance Program (42 U.S.C. 8624(f))

- (g) Payments received under programs funded in whole or in part under the Workforce Investment Act of 1998 (29 U.S.C. 2931)
- (h) Deferred disability benefits from the Department of Veterans Affairs, whether received as a lump sum or in monthly prospective amounts
- (i) Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub. L. 94-540, 90 Stat. 2503-04)
- (j) Payments, funds, or distributions authorized, established, or directed by the Seneca Nation Settlement Act of 1990 (25 U.S.C. 1774f(b))
- (k) A lump sum or periodic payment received by an individual Indian pursuant to the Class Action Settlement Agreement in the United States District Court case entitled *Elouise Cobell et al. v. Ken Salazar et al.*, for a period of one year from the time of receipt of that payment as provided in the Claims Resolution Act of 2010
- (l) The first \$2,000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U. S. Claims Court, the interests of individual Indians in trust or restricted lands, including the first \$2,000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands (25 U.S.C. 1407-1408)
- (m) Benefits under the Indian Veterans Housing Opportunity Act of 2010 (only applies to Native American housing programs)
- (n) Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056(f))
- (o) Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in *In Re Agent Orange* product liability litigation, M.D.L. No. 381 (E.D.N.Y.)
- (p) Payments received under 38 U.S.C. 1833(c) to children of Vietnam veterans born with spinal bifida, children of women Vietnam veterans born with certain birth defects, and children of certain Korean service veterans born with spinal bifida
- (q) Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721)
- (r) The value of any child care provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q)
- (s) Earned income tax credit (EITC) refund payments received on or after January 1, 1991 (26 U.S.C. 32(j))

- (t) Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433)
 - (u) Amounts of scholarships funded under Title IV of the Higher Education Act of 1965, including awards under federal work-study programs or under the Bureau of Indian Affairs student assistance programs (20 U.S.C. 1087uu). For Section 8 programs, the exception found in § 237 of Public Law 109–249 applies and requires that the amount of financial assistance in excess of tuition shall be considered income in accordance with the provisions codified at 24 CFR 5.609(b)(9), except for those persons with disabilities as defined by 42 U.S.C. 1437a(b)(3)(E) (Pub. L. 109–249)
 - (v) Allowances, earnings and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637(d))
 - (w) Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act (42 U.S.C. 10602)
 - (x) Any amounts in an "individual development account" as provided by the Assets for Independence Act, as amended in 2002
 - (y) Payments made from the proceeds of Indian tribal trust cases as described in Notice PIH 2013–30, "Exclusion from Income of Payments under Recent Tribal Trust Settlements" (25 U.S.C. 117b(a))
 - (z) Major disaster and emergency assistance received under the Robert T. Stafford Disaster Relief and Emergency Assistance Act and comparable disaster assistance provided by states, local governments, and disaster assistance organizations
- (aa) Distributions from an ABLÉ account, and actual or imputed interest on the ABLÉ account balance.

PART II: ADJUSTED INCOME

6-II.A. INTRODUCTION Overview

HUD regulations require PHAs to deduct from annual income any of five mandatory deductions for which a family qualifies. The resulting amount is the family's adjusted income. Mandatory deductions are found in 24 CFR 5.611.

5.611(a) Mandatory deductions. In determining adjusted income, the responsible entity (PHA) must deduct the following amounts from annual income:

- (1) \$480 for each dependent;
- (2) \$400 for any elderly family or disabled family;
- (3) The sum of the following, to the extent the sum exceeds three percent of annual income:
 - (i) Unreimbursed medical expenses of any elderly family or disabled family;
 - (ii) Unreimbursed reasonable attendant care and auxiliary apparatus expenses for each member of the family who is a person with disabilities, to the extent necessary to enable any member of the family (including the member who is a person with disabilities) to be employed. This deduction may not exceed the earned income received by family members who are 18 years of age or older and who are able to work because of such attendant care or auxiliary apparatus; and

(4) Any reasonable child care expenses necessary to enable a member of the family to be employed or to further his or her education.

This part covers policies related to these mandatory deductions. Verification requirements related to these deductions are found in Chapter 7, Verifications.

Anticipating Expenses

LHA Policy

Generally, LHA will use current circumstances to anticipate expenses. When possible, for costs that are expected to fluctuate during the year (e.g., child care during school and non-school periods and cyclical medical expenses), LHA will estimate costs based on historic data and known future costs.

If a family has an accumulated debt for medical or disability assistance expenses, LHA will include as an eligible expense the portion of the debt that the family expects to pay during the period for which the income determination is being made. However, amounts previously deducted will not be allowed even if the amounts were not paid as expected in a preceding period. LHA may require the family to provide documentation of payments made in the preceding year.

6-II.B. DEPENDENT DEDUCTION

A deduction of \$480 is taken for each dependent [24 CFR 5.611(a)(1)]. *Dependent* is defined as any family member other than the head, spouse, or co-head who is under the age of 18 or who is 18 or older and is a person with disabilities or a full-time student. Foster children, foster adults, and live-in aides are never considered dependents [24 CFR 5.603(b)].

6-II.C. ELDERLY OR DISABLED FAMILY DEDUCTION

A single deduction of \$400 is taken for any elderly or disabled family [24 CFR 5.611(a)(2)]. An *elderly family* is a family whose head, spouse, co-head, or sole member is 62 years of age or older, and a *disabled family* is a family whose head, spouse, co-head, or sole member is a person with disabilities [24 CFR 5.403].

6-II.D. MEDICAL EXPENSES DEDUCTION [24 CFR 5.611(a)(3)(i)]

Unreimbursed medical expenses may be deducted to the extent that, in combination with any disability assistance expenses, they exceed three percent of annual income.

The medical expense deduction is permitted only for families in which the head, spouse, or co-head is at least 62 or is a person with disabilities. If a family is eligible for a medical expense deduction, the medical expenses of all family members are counted [VG, p. 28].

Definition of *Medical Expenses*

HUD regulations define *medical expenses* at 24 CFR 5.603(b) to mean “medical expenses, including medical insurance premiums, that are anticipated during the period for which annual income is computed, and that are not covered by insurance.”

LHA Policy

(a) Medical Expenses Deduction. A deduction of unreimbursed medical expenses, including insurance premiums, anticipated for the period for which annual income is computed.

Medical expenses include but are not limited to: services of physicians and other health care professionals, services of health care facilities, insurance premiums (including the cost of Medicare), prescription and non-prescription medicines (as recommended by a medical practitioner as treatment for a specific medical condition diagnosed by a physician), transportation to and from treatment, dental expenses, eyeglasses, hearing aids and batteries, attendant care (unrelated to employment of family members), and payments on accumulated medical bills. Additional guidance on acceptable medical deductions may be sought from information provided by the US Department of Treasury/IRS Publication 502. To be considered by LHA for the purpose of determining a deduction from income the expenses claimed must be verifiable.

(i) For elderly families without disability expenses: the amount of the deduction shall equal total medical expenses less three percent of annual income.

(ii) For elderly families with both disability and medical expenses: the amount of the deduction is calculated as described in paragraph 1.(c)(ii) above.

(b) Elderly/Disabled Household Exemption. An exemption of \$400 per household.

Families That Qualify for Both Medical and Disability Assistance Expenses

LHA Policy

This policy applies only to families in which the head, spouse, or co-head is 62 or older or is a person with disabilities.

When expenses anticipated by a family could be defined as either medical or disability assistance expenses, LHA will consider them medical expenses unless it is clear that the expenses are incurred exclusively to enable a person with disabilities to work.

6-II.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION [24 CFR 5.603(b) and 24 CFR 5.611(a)(3)(ii)]

Reasonable expenses for attendant care and auxiliary apparatus for a disabled family member may be deducted if they: (1) are necessary to enable a family member 18 years or older to work,

(2) are not paid to a family member or reimbursed by an outside source, (3) in combination with any medical expenses, exceed three percent of annual income, and (4) do not exceed the earned income received by the family member who is enabled to work.

Earned Income Limit on the Disability Assistance Expense Deduction

A family can qualify for the disability assistance expense deduction only if at least one family member (who may be the person with disabilities) is enabled to work [24 CFR 5.603(b)].

The disability expense deduction is capped by the amount of “earned income received by family members who are 18 years of age or older and who are able to work” because of the expense [24 CFR 5.611(a)(3)(ii)]. The earned income used for this purpose is the amount verified before any earned income disallowances or income exclusions are applied.

LHA Policy

The family must identify the family members enabled to work as a result of the disability assistance expenses. In evaluating the family’s request, LHA will consider factors such as how the work schedule of the relevant family members relates to the hours of care provided, the time required for transportation, the relationship of the family members to the person with disabilities, and any special needs of the person with disabilities that might determine which family members are enabled to work.

When LHA determines that the disability assistance expenses enable more than one family member to work, the disability assistance expenses will be capped by the sum of the family members’ incomes [PH Occ. GB, p. 124].

Eligible Disability Expenses

Examples of auxiliary apparatus are provided in the *PH Occupancy Guidebook* as follows: “Auxiliary apparatus: Including wheelchairs, walkers, scooters, reading devices for persons with visual disabilities, equipment added to cars and vans to permit their use by the family member with a disability, or service animals” [PH Occ. GB, p. 124], but only if these items are directly related to permitting the disabled person or other family member to work [HCV GB, p. 5-30].

HUD advises PHAs to further define and describe auxiliary apparatus [VG, p. 30].

Eligible Auxiliary Apparatus

LHA Policy

Expenses incurred for maintaining or repairing an auxiliary apparatus is eligible. In the case of an apparatus that is specially adapted to accommodate a person with disabilities (e.g., a vehicle or computer), the cost to maintain the special adaptations (but not maintenance of the apparatus itself) is an eligible expense. The cost of service animals trained to give assistance to persons with disabilities, including the cost of acquiring the animal, veterinary care, food, grooming, and other continuing costs of care, will be included.

Eligible Attendant Care

The family determines the type of attendant care that is appropriate for the person with disabilities.

LHA Policy

Attendant care includes, but is not limited to, reasonable costs for home medical care, nursing services, in-home

or center-based care services, interpreters for persons with hearing impairments, and readers for persons with visual disabilities.

Attendant care expenses will be included for the period that the person enabled to work is employed plus reasonable transportation time. The cost of general housekeeping and personal services is not an eligible attendant care expense. However, if the person enabled to work is the person with disabilities, personal services necessary to enable the person with disabilities to work are eligible.

If the care attendant also provides other services to the family, LHA will prorate the cost and allow only that portion of the expenses attributable to attendant care that enables a family member to work. For example, if the care provider also cares for a child who is not the person with disabilities, the cost of care must be prorated.

Unless otherwise specified by the care provider, the calculation will be based upon the number of hours spent in each activity and/or the number of persons under care.

Payments to Family Members

No disability expenses may be deducted for payments to a member of a tenant family [23 CFR 5.603(b)]. However, expenses paid to a relative who is not a member of the tenant family may be deducted if they are reimbursed by an outside source.

Necessary and Reasonable Expenses

The family determines the type of care or auxiliary apparatus to be provided and must describe how the expenses enable a family member to work. The family must certify that the disability assistance expenses are necessary and are not paid or reimbursed by any other source.

LHA Policy

LHA determines the reasonableness of the expenses based on typical costs of care or apparatus in the locality. To establish typical costs, LHA will collect information from organizations that provide services and support to persons with disabilities. A family may present, and LHA will consider, the family's justification for costs that exceed typical costs in the area.

Families That Qualify for Both Medical and Disability Assistance Expenses

LHA Policy

This policy applies only to families in which the head, spouse, or co-head is 62 or older or is a person with disabilities.

When expenses anticipated by a family could be defined as either medical or disability assistance expenses, LHA will consider them medical expenses unless it is clear that the expenses are incurred exclusively to enable a person with disabilities to work.

6-II.F. CHILD CARE EXPENSE DEDUCTION

HUD defines *childcare expenses* at 24 CFR 5.603(b) as “amounts anticipated to be paid by the family for the care of children under 13 years of age during the period for which annual income is computed, but only where such care is necessary to enable a family member to actively seek employment, be gainfully employed, or to further his or her education and only to the extent such amounts are not reimbursed. The amount deducted shall reflect reasonable charges for childcare. In the case of childcare necessary to permit employment, the amount deducted shall not exceed the amount of employment income that is included in annual income.”

Childcare expenses do not include child support payments made to another on behalf of a minor who is not living in an assisted family's household [VG, p. 26]. However, childcare expenses for foster children that are living in the assisted family's household are included when determining the family's childcare expenses.

Qualifying for the Deduction

Determining Who Is Enabled to Pursue an Eligible Activity

LHA Policy

The family must identify the family member(s) enabled to pursue an eligible activity. The term *eligible activity* in this section means any of the activities that may make the family eligible for a childcare deduction (seeking work, pursuing an education, or being gainfully employed).

In evaluating the family's request, LHA will consider factors such as how the schedule for the claimed activity relates to the hours of care provided, the time required for transportation, the relationship of the family member(s)

to the child, and any special needs of the child that might help determine which family member is enabled to pursue an eligible activity.

Seeking Work

LHA Policy

If the childcare expense being claimed is to enable a family member to seek employment, the family must provide evidence of the family member's efforts to obtain employment at each reexamination. The deduction may be reduced or denied if the family member's job search efforts are not commensurate with the childcare expense being allowed by LHA.

Furthering Education

LHA Policy

If the childcare expense being claimed is to enable a family member to further his or her education, the member must be enrolled in school (academic or vocational) or participating in a formal training program. The family member is not required to be a full-time student, but the time spent in educational activities must be commensurate with the childcare claimed.

Being Gainfully Employed

LHA Policy

If the childcare expense being claimed is to enable a family member to be gainfully employed, the family must provide evidence of the family member's employment during the time that childcare is being provided. Gainful employment is any legal work activity (full-or part-time) for which a family member is compensated.

Earned Income Limit on Child Care Expense Deduction

When a family member looks for work or furthers his or her education, there is no cap on the amount that may be deducted for childcare – although the care must still be necessary and reasonable. However, when childcare enables a family member to work, the deduction is capped by “the amount of employment income that is included in annual income” [24 CFR 5.603(b)].

The earned income used for this purpose is the amount of earned income verified after any earned income disallowances or income exclusions are applied.

When the person who is enabled to work is a person who receives the earned income disallowance (EID) or a full-time student whose earned income above \$480 is excluded, childcare costs related to enabling a family member to work may not exceed the portion of the person's earned income that actually is included in annual income. For example, if a family member who qualifies for the EID makes \$15,000 but because of the EID only \$5,000 is included in annual income, childcare expenses are limited to \$5,000.

LHA must not limit the deduction to the least expensive type of childcare. If the care allows the family to pursue more than one eligible activity, including work, the cap is calculated in proportion to the amount of time spent working [HCV GB, p. 5-30].

LHA Policy

When the childcare expense being claimed is to enable a family member to work, only one family member's income will be considered for a given period of time. When more than one family member works during a given period, LHA generally will limit allowable childcare expenses to the earned income of the lowest-paid member. The family may provide information that supports a request to designate another family member as the person enabled to work.

Eligible Child Care Expenses

The type of care to be provided is determined by the tenant family. LHA may not refuse to give a family the childcare expense deduction because there is an adult family member in the household that may be available to provide childcare [VG, p. 26].

Allowable Child Care Activities

LHA Policy

For school-age children, costs attributable to public or private school activities during standard school hours are not considered. Expenses incurred for supervised activities after school or during school holidays (e.g., summer day camp, after-school sports league) are allowable forms of childcare.

The costs of general housekeeping and personal services are not eligible. Likewise, childcare expenses paid to a

family member who lives in the family's unit are not eligible; however, payments for childcare to relatives who do not live in the unit are eligible.

If a childcare provider also renders other services to a family or childcare is used to enable a family member to conduct activities that are not eligible for consideration, LHA will prorate the costs and allow only that portion of the expenses that is attributable to childcare for eligible activities. For example, if the care provider also cares for a child with disabilities who is 13 or older, the cost of care will be prorated. Unless otherwise specified by the childcare provider, the calculation will be based upon the number of hours spent in each activity and/or the number of persons under care.

Necessary and Reasonable Costs

Childcare expenses will be considered necessary if: (1) a family adequately explains how the care enables a family member to work, actively seek employment, or further his or her education, and (2) the family certifies, and the childcare provider verifies, that the expenses are not paid or reimbursed by any other source.

LHA Policy

Childcare expenses will be considered for the time required for the eligible activity plus reasonable transportation time. For childcare that enables a family member to go to school, the time allowed may include not more than one study hour for each hour spent in class.

To establish the reasonableness of childcare costs, LHA will use the schedule of child care costs from the local welfare agency. Families may present, and LHA will consider, justification for costs that exceed typical costs in the area.

6-II.G. PERMISSIVE DEDUCTIONS [24 CFR 5.611(b)(1)]

Permissive deductions are additional, optional deductions that may be applied to annual income. As with mandatory deductions, permissive deductions must be based on need or family circumstance and deductions must be designed to encourage self-sufficiency or other economic purpose. If LHA offers permissive deductions, they must be granted to all families that qualify for them and should complement existing income exclusions and deductions [PH Occ. GB, p. 128].

The *Form HUD-50058 Instruction Booklet* states that the maximum allowable amount for total permissive deductions is less than \$90,000 per year.

LHA Policy

LHA has opted not to use permissive deductions.

PART III: CALCULATING RENT

6-III.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS

The first step in calculating income-based rent is to determine each family's total tenant payment (TTP). Then, if the family is occupying a unit that has tenant-paid utilities, the utility allowance is subtracted from the TTP. The result of this calculation, if a positive number, is the tenant rent. If the TTP is less than the utility allowance, the result of this calculation is a negative number, and is called the utility reimbursement, which may be paid to the family or directly to the utility company by LHA.

TTP Formula [24 CFR 5.628]

HUD regulations specify the formula for calculating the total tenant payment (TTP) for a tenant family. TTP is the highest of the following amounts, rounded to the nearest dollar:

30 percent of the family's monthly adjusted income (adjusted income is defined in Part II)

10 percent of the family's monthly gross income (annual income, as defined in Part I, divided by 12)

The welfare rent (in as-paid states only)

A minimum rent between \$0 and \$50 that is established by LHA

LHA has authority to suspend and exempt families from minimum rent when a financial hardship exists, as defined in section 6-III.B.

Welfare Rent [24 CFR 5.628]

LHA Policy

Welfare rent does not apply in this locality. ***Minimum Rent [24 CFR 5.630]***

LHA Policy

The minimum rent for all localities is \$50.

Optional Changes to Income-Based Rents [24 CFR 960.253(c) (2) and PH Occ. GB, pp. 131-134]

PHAs have been given very broad flexibility to establish their own, unique rent calculation systems as long as the rent produced is not higher than that calculated using the TTP and mandatory deductions. At the discretion of LHA, rent policies may structure a system that uses combinations of permissive deductions, escrow accounts, income-based rents, and the required flat and minimum rents.

LHA's minimum rent and rent choice policies still apply to affected families. Utility allowances are applied to LHA designed income-based rents in the same manner as they are applied to the regulatory income-based rents. The choices are limited only by the requirement that the method used not produce a TTP or tenant rent greater than the TTP or tenant rent produced under the regulatory formula.

LHA Policy

LHA chooses not to adopt optional changes to income-based rents.

Ceiling Rents [24 CFR 960.253 (c)(2) and (d)]

Ceiling rents are used to cap income-based rents. They are part of the income-based formula. If the calculated TTP exceeds the ceiling rent for the unit, the ceiling rent is used to calculate tenant rent (ceiling rent/TTP minus utility allowance). Increases in income do not affect the family since the rent is capped. The use of ceiling rents fosters upward mobility and income mixing.

Because of the mandatory use of flat rents, the primary function of ceiling rents now is to assist families who cannot switch back to flat rent between annual reexaminations and would otherwise be paying an income-based tenant rent that is higher than the flat rent.

Ceiling rents must be set to the level required for flat rents (which will require the addition of the utility allowance to the flat rent for properties with tenant-paid utilities) [PH Occ. GB, p. 135].

LHA Policy

LHA chooses not to use ceiling rents.

Utility Reimbursement [24 CFR 960.253(c) (3)]

Utility reimbursement occurs when any applicable utility allowance for tenant-paid utilities exceeds the TTP. HUD permits LHA to pay the reimbursement to the family or directly to the utility provider.

LHA Policy

LHA will make utility reimbursements to the family. Upon agreement with the resident, the utility reimbursement may be applied toward any outstanding charges owed by the resident to the Housing Authority.

6-III.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT [24 CFR 5.630]

LHA Policy

The financial hardship rules do not apply in this jurisdiction because LHA has established a minimum rent of \$50.

6-III.C. UTILITY ALLOWANCES [24 CFR 965, Subpart E]

Overview

Utility allowances are provided to families paying income-based rents when the cost of utilities is not included in the rent. When determining a family's income-based rent, LHA must use the utility allowance applicable to the type of dwelling unit leased by the family.

For policies on establishing and updating utility allowances, see Chapter 16.

Reasonable Accommodation [24 CFR 8]

On request from a family, PHAs must approve a utility allowance that is higher than the applicable amount for the dwelling unit if a higher utility allowance is needed as a reasonable accommodation to make the program accessible to and usable by the family with a disability [PH Occ. GB, p. 172].

Residents with disabilities may not be charged for the use of certain resident-supplied appliances if there is a verified need for special equipment because of the disability [PH Occ. GB, p. 172].

See Chapter 2 for policies related to reasonable accommodations.

Utility Allowance Revisions [24 CFR 965.507]

LHA must review its schedule of utility allowances each year. Between annual reviews, LHA must revise the utility allowance schedule if there is a rate change that by itself or together with prior rate changes not adjusted for, results in a change of 10 percent or more from the rate on which such allowances were based. Adjustments to resident payments as a result of such changes must be retroactive to the first day of the month following the month in which the last rate change taken into account in such revision became effective [PH Occ. GB, p. 171]. The tenant rent calculations must reflect any changes in LHA's utility allowance schedule [24 CFR 960.253(c) (3)].

LHA Policy

Unless LHA is required to revise utility allowances retroactively, revised utility allowances will be applied to a family's rent calculations at the first annual reexamination after the allowance is adopted. LHA will not do a re-exam solely for purposes of implementing a new utility allowance.

6-III.D. PRORATED RENT FOR MIXED FAMILIES [24 CFR 5.520]

HUD regulations prohibit assistance to ineligible family members. A *mixed family* is one that includes at least one U.S. citizen or eligible immigrant and any number of ineligible family members. LHA must prorate the assistance provided to a mixed family. LHA will first determine TTP as if all family members were eligible and then prorate the rent based upon the number of family members that actually are eligible. To do this, LHA must:

- (1) Subtract the TTP from a maximum rent applicable to the unit. The result is the maximum subsidy for which the family could qualify if all members were eligible.
- (2) Divide the family maximum subsidy by the number of persons in the family to determine the maximum subsidy per each family member who is eligible (member maximum subsidy).
- (3) Multiply the member maximum subsidy by the number of eligible family members.
- (4) Subtract the subsidy calculated in the last step from the maximum rent. This is the prorated TTP.
- (5) Subtract the utility allowance for the unit from the prorated TTP. This is the prorated rent for the mixed family. LHA Policy Revised public housing maximum rents will be applied to a family's rent calculation at the first annual reexamination after the revision is adopted. For policies related to the establishment of the public housing maximum rent see Chapter 16.

6-III.E. FLAT RENTS AND FAMILY CHOICE IN RENTS [24 CFR 960.253]

Flat Rents [24 CFR 960.253(b)]

The flat rent is designed to encourage self-sufficiency and to avoid creating disincentives for continued residency by families who are attempting to become economically self-sufficient.

There is no utility allowance or reimbursement with flat rents. When the family elects to pay the flat rent, the flat rent amount quoted to the family by LHA is the amount the family pays. Changes in family income, expenses, or composition will not affect the flat rent amount because it is outside the income-based formula.

Policies related to the reexamination of families paying flat rent are contained in Chapter 9, and policies related to the establishment and reviews of flat rents are contained in Chapter 16.

Family Choice in Rents [24 CFR 960.253(a) and (e)]

Once each year, LHA must offer families the choice between a flat rent and an income-based rent. The family may not be offered this choice more than once a year. LHA must document that flat rents were offered to families under the methods used to determine flat rents for LHA.

LHA Policy

The annual PHA offer to a family of the choice between flat and income-based rent will be conducted upon admission and upon each subsequent annual reexamination.

LHA will enter the projected income-based rent (TTP minus utility allowance) and the flat rent for the unit on the Choice of Rent form. The family will select the rent and sign the form. The form is retained in the tenant file. LHA must provide sufficient information for families to make an informed choice. This information must include LHA's policy on switching from flat rent to income-based rent due to financial hardship and the dollar amount of the rent under each option. However, if the family chose the flat rent for the previous year LHA is required to

provide an income-based rent amount only in the year that a reexamination of income is conducted or if the family specifically requests it and submits updated income information.

Switching from Flat Rent to Income-Based Rent Due to Hardship [24 CFR 960.253(f)]

A family can opt to switch from flat rent to income-based rent at any time if they are unable to pay the flat rent due to financial hardship. If LHA determines that a financial hardship exists, LHA must immediately allow the family to switch from flat rent to the income-based rent.

LHA Policy

Upon determination by LHA that a financial hardship exists, LHA will allow a family to switch from flat rent to income-based rent effective the first of the month following the family's request. A family making this switch would remain on income-based rent until the next annual reexamination.

Reasons for financial hardship include:

The family has experienced a decrease in income because of changed circumstances, including loss or reduction of employment, death in the family, or reduction in or loss of earnings or other assistance

The family has experienced an increase in expenses, because of changed circumstances, for medical costs, childcare, transportation, education, or similar items.

Such other situations determined by LHA to be appropriate LHA Policy LHA considers payment of flat rent to be a financial hardship whenever the switch to income-based rent would be lower than the flat rent [PH Occ. GB, p. 137].

Change in Flat Rents

LHA Policy

Changes to flat rents, up or down, will not affect families paying flat rent until their next annual flat rent offer, at which time the family will be given the choice of switching back to income-based rent or of remaining on flat rent at the current (most recently adjusted) flat rent for their unit [PH Occ. GB, pp. 137-138].

Phasing In Flat Rents [Notice PIH 2017-23; 24 CFR 960.253(b)]

When new flat rents requirements were implemented in 2014, HUD limited the increase for existing residents paying flat rent at that time to no more than 35 percent of the current tenant rent per year. In some cases, this meant that some residents had or will have their flat rents phased-in at the time of their annual recertification. To do this, PHAs conduct a flat rent impact analysis to determine whether a phase-in is or was necessary. For families whose flat rent is being phased-in, the PHA must multiply the family's current rent amount by 1.35 and compare the result to the flat rent under the PHA's policies. Families who have subsequently been admitted to the program or have subsequently selected flat rent will not experience a phase-in. Notice PIH 2017-23 requires that flat rents must be phased in at the full 35 percent per year. PHAs do not have the option of phasing in flat rent increases at less than 35 percent per year.

Example: A family was paying a flat rent of \$500 per month. At their annual recertification, the PHA has increased the flat rent for their unit size to comply with the new requirements to \$700. The PHA conducted a flat rent impact analysis as follows:

$$\$500 \times 1.35 = \$675$$

Since the PHA's increased flat rent of \$700 resulted in a rent increase of more than 35 percent, the PHA offered the family the choice to pay either \$675 per month or an income-based rent. The flat rent increase was phased in. At their next annual recertification in November 2015, the PHA will again multiply the family's current flat rent by 1.35 and compare the results to the PHA's current flat rent.

Flat Rents and Earned Income Disallowance [A&O FAQs]

Because the EID is a function of income-based rents, a family paying flat rent cannot qualify for the EID even if a

family member experiences an event that would qualify the family for the EID. If the family later chooses to pay income-based rent, they would only qualify for the EID if a new qualifying event occurred.

A family currently paying flat rent that previously qualified for the EID while paying income-based rent and is currently within their 48-month period would have the 12 cumulative months of full (100 percent) and phase-in (50 percent) exclusion continue while paying flat rent as long as the employment that is the subject of the exclusion continues, and the 48-month lifetime limit would continue uninterrupted. A family paying flat rent could therefore see a family member's 48-month lifetime limit expire while the family is paying flat rent.

Flat Rents and Mixed Families [A&O FAQs]

Mixed families electing to pay flat rent must first have a flat rent worksheet completed to see if the flat rent must be prorated. The worksheet is located in Appendix III of the *Form HUD-50058 Instruction Booklet*.

If the flat rent is greater than or equal to the public housing maximum rent, there is no proration of flat rent, and the family pays the flat rent for the unit.

If the flat rent is less than the maximum rent, the worksheet will calculate a prorated flat rent. The mixed family will pay the prorated flat rent.

EXHIBIT 6-1: ANNUAL INCOME INCLUSIONS

24 CFR 5.609

(a) Annual income means all amounts, monetary or not, which:

- (1) Go to, or on behalf of, the family head or spouse (even if temporarily absent) or to any other family member; or
- (2) Are anticipated to be received from a source outside the family during the 12-month period following admission or annual reexamination effective date; and
- (3) Which are not specifically excluded in paragraph (c) of this SECTION?
- (4) Annual income also means amounts derived (during the 12-month period) from assets to which any member of the family has access.

(b) Annual income includes, but is not limited to:

- (1) The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services;
- (2) The net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation of assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested in the operation by the family;
- (3) Interest, dividends, and other net income of any kind from real or personal property. Expenditures for amortization of capital indebtedness shall not be used as deductions in determining net income. An allowance for depreciation is permitted only as authorized in paragraph (b) (2) of this section. Any withdrawal of cash or assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or assets invested by the family. Where the family has net family assets in excess of \$5,000, annual income shall include the greater of the actual income derived from all net family assets or a percentage of the value of such assets based on the current passbook savings rate, as determined by HUD;
- (4) The full amount of periodic amounts received from Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount (except as provided in paragraph (c)(14) of this section);
- (5) Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation and severance pay (except as provided in paragraph (c) (3) of this section);
- (6) Welfare assistance payments.
 - (i) Welfare assistance payments made under the Temporary Assistance for Needy Families (TANF) program are included in annual income only to the extent such payments: (A) Qualify as assistance under the TANF program

definition at 45 CFR 260.31; and (B) Are not otherwise excluded under paragraph (c) of this section.

(ii) If the welfare assistance payment includes an amount specifically designated for shelter and utilities that is subject to adjustment by the welfare assistance agency in accordance with the actual cost of shelter and utilities, the amount of welfare assistance income to be included as income shall consist of: (A) The amount of the allowance or grant exclusive of the amount specifically designated for shelter or utilities; plus (B) The maximum amount that the welfare assistance agency could in fact allow the family for shelter and utilities. If the family's welfare assistance is ratably reduced from the standard of need by applying a percentage, the amount calculated under this paragraph shall be the amount resulting from one application of the percentage.

(7) Periodic and determinable allowances, such as alimony and child support payments, and regular contributions or gifts received from organizations or from persons not residing in the dwelling;

(8) All regular pay, special pay and allowances of a member of the Armed Forces (except as provided in paragraph (c) (7) of this section)

(9) For section 8 programs only and as provided in 24 CFR 5.612, any financial assistance, in excess of amounts received for tuition, that an individual receives under the Higher Education Act of 1965 (20 U.S.C. 1001 *et seq.*), from private sources, or from an institution of higher education (as defined under the Higher Education Act of 1965 (20 U.S.C. 1002)), shall be considered income to that individual, except that financial assistance described in this paragraph is not considered annual income for persons over the age of 23 with dependent children. For purposes of this paragraph, "financial assistance" does not include loan proceeds for the purpose of determining income.

HHS DEFINITION OF "ASSISTANCE"

45 CFR: GENERAL TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

260.31 What does the term "assistance" mean?

(a)(1) The term "assistance" includes cash, payments, vouchers, and other forms of benefits designed to meet a family's ongoing basic needs (i.e., for food, clothing, shelter, utilities, household goods, personal care items, and general incidental expenses).

(2) It includes such benefits even when they are:

(i) Provided in the form of payments by a TANF agency, or other agency on its behalf, to individual recipients;

and (ii) Conditioned on participation in work experience or community service (or any other work activity under 261.30 of this chapter). (3) Except where excluded under paragraph (b) of this section, it also includes supportive services such as transportation and childcare provided to families who are not employed.

(b) [The definition of "assistance"] excludes: (1) non-recurrent, short-term benefits that: (i) Are designed to deal with a specific crisis situation or episode of need; (ii) Are not intended to meet recurrent or ongoing needs; and (iii) Will not extend beyond four months. (2) Work subsidies (i.e., payments to employers or third parties to help cover the costs of employee wages, benefits, supervision, and training); (3) Supportive services such as childcare and transportation provided to families who are employed; (4) Refundable earned income tax credits;

(5) Contributions to, and distributions from, Individual Development Accounts; (6) Services such as counseling, case management, peer support, childcare information and referral, transitional services, job retention, job advancement, and other employment-related services that do not provide basic income support; and

(7) Transportation benefits provided under a Job Access or Reverse Commute project, pursuant to section 404(k) of [the Social Security] Act, to an individual who is not otherwise receiving assistance

EXHIBIT 6-2: ANNUAL INCOME EXCLUSIONS

24 CFR 5.609

(c) *Annual income does not include the following:*

(1) Income from employment of children (including foster children) under the age of 18 years;

(2) Payments received for the care of foster children or foster adults (usually persons with disabilities, unrelated to the tenant family, who are unable to live alone).

(3) Lump-sum additions to family assets, such as inheritances, insurance payments (including payments under

health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in paragraph (b)(5) of this section);

(4) Amounts received by the family that are specifically for, or in reimbursement of, the cost of medical expenses for any family member;

(5) Income of a live-in aide, as defined in Sec. 5.403;

(6) Subject to paragraph (b) (9) of this section, the full amount of student financial assistance paid directly to the student or to the educational institution;

(7) The special pay to a family member serving in the Armed Forces who is exposed to hostile fire;

(8) (i) Amounts received under training programs funded by HUD;

(ii) Amounts received by a person with a disability that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because they are set aside for use under a Plan to Attain Self-Sufficiency (PASS); (iii) Amounts received by a participant in other publicly assisted programs which are specifically for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and which are made solely to allow participation in a specific program;

(iv) Amounts received under a resident service stipend. A resident service stipend is a modest amount (not to exceed \$200 per month) received by a resident for performing a service for the PHA or owner, on a part-time basis, that enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the PHA's governing board. No resident may receive more than one such stipend during the same period of time;

(v) Incremental earnings and benefits resulting to any family member from participation in qualifying State or local employment training programs (including training programs not affiliated with a local government) and training of a family member as resident management staff. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the family member participates in the employment training program;

(9) Temporary, nonrecurring or sporadic income (including gifts);

(10) Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;

(11) Earnings in excess of \$480 for each full-time student 18 years old or older (excluding the head of household and spouse);

(12) Adoption assistance payments in excess of \$480 per adopted child;

(13) [Reserved]

(14) Deferred periodic amounts from supplemental security income and social security benefits that are received in a lump sum amount or in prospective monthly amounts.

(15) Amounts received by the family in the form of refunds or rebates under State or local law for property taxes paid on the dwelling unit;

(16) Amounts paid by a State agency to a family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled family member at home; or

(17) Amounts specifically excluded by any other Federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs that includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the Federal Register and distributed to PHAs and housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary. [See the following list of benefits that qualify for this exclusion.]

Sources of Income Excluded by Federal Statute from Consideration as Income for Purposes of Determining Eligibility or Benefits

a) The value of the allotment provided to an eligible household under the Food Stamp Act of 1977 (7 U.S.C. 2017

(b)); b) Payments to Volunteers under the Domestic Volunteer Services Act of 1973 (42 U.S.C. 5044(g), 5058);

c) Payments received under the Alaska Native Claims Settlement Act (43 U.S.C. 1626(c));

d) Income derived from certain sub marginal land of the United States that is held in trust for certain Indian tribes

(25 U.S.C. 459e); e) Payments or allowances made under the Department of Health and Human Services' Low-Income Home Energy Assistance Program (42 U.S.C. 8624(f)); f) Payments received under programs funded in whole or in part under the Job Training Partnership Act (29 U.S.C. 1552(b)); (effective July 1, 2000, references to Job Training Partnership Act shall be deemed to refer to the corresponding provision of the Workforce Investment Act of 1998 (29 U.S.C. 2931); g) Income derived from the disposition of funds to the Grand River Band of Ottawa Indians (Pub.L-94-540, 90 Stat. 2503-04); h) The first \$2000 of per capita shares received from judgment funds awarded by the Indian Claims Commission or the U. S. Claims Court, the interests of individual Indians in trust or restricted lands, including the first \$2000 per year of income received by individual Indians from funds derived from interests held in such trust or restricted lands (25 U.S.C. 1407-1408); i) Amounts of scholarships funded under title IV of the Higher Education Act of 1965, including awards under federal work-study program or under the Bureau of Indian Affairs student assistance programs (20 U.S.C. 1087uu); j) Payments received from programs funded under Title V of the Older Americans Act of 1985 (42 U.S.C. 3056(f)); k) Payments received on or after January 1, 1989, from the Agent Orange Settlement Fund or any other fund established pursuant to the settlement in In Re Agent-product liability litigation, M.D.L. No. 381 (E.D.N.Y.); l) Payments received under the Maine Indian Claims Settlement Act of 1980 (25 U.S.C. 1721); m) The value of any childcare provided or arranged (or any amount received as payment for such care or reimbursement for costs incurred for such care) under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858q); n) Earned income tax credit (EITC) refund payments received on or after January 1, 1991 (26 U.S.C. 32(j)); o) Payments by the Indian Claims Commission to the Confederated Tribes and Bands of Yakima Indian Nation or the Apache Tribe of Mescalero Reservation (Pub. L. 95-433); p) Allowances, earnings and payments to AmeriCorps participants under the National and Community Service Act of 1990 (42 U.S.C. 12637(d)); q) Any allowance paid under the provisions of 38 U.S.C. 1805 to a child suffering from spina bifida who is the child of a Vietnam veteran (38 U.S.C. 1805); r) Any amount of crime victim compensation (under the Victims of Crime Act) received through crime victim assistance (or payment or reimbursement of the cost of such assistance) as determined under the Victims of Crime Act because of the commission of a crime against the applicant under the Victims of Crime Act (42 U.S.C. 10602); and s) Allowances, earnings and payments to individuals participating in programs under the Workforce Investment Act of 1998 (29 U.S.C. 2931).

EXHIBIT 6-3: TREATMENT OF FAMILY ASSETS

24 CFR 5.603(b) Net Family Assets

(1) Net cash value after deducting reasonable costs that would be incurred in disposing of real property, savings, stocks,

bonds, and other forms of capital investment, excluding interests in Indian trust land and excluding equity accounts in HUD homeownership programs. The value of necessary items of personal property such as furniture and automobiles shall be excluded.

(2) In cases where a trust fund has been established and the trust is not revocable by, or under the control of, any member of the family or household, the value of the trust fund will not be considered an asset so long as the fund continues to be held in trust. Any income distributed from the trust fund shall be counted when determining annual income under Sec.5.609.

(3) In determining net family assets, PHAs or owners, as applicable, shall include the value of any business or family assets disposed of by an applicant or tenant for less than fair market value (including a disposition in trust, but not in a

foreclosure or bankruptcy sale) during the two years preceding the date of application for the program or reexamination, as applicable, in excess of the consideration received therefor. In the case of a disposition as part of a separation or divorce settlement, the disposition will not be considered to be for less than fair market value if the applicant or tenant receives important consideration not measurable in dollar terms.

(4) For purposes of determining annual income under Sec. 5.609, the term "net family assets" does not include the value of a home currently being purchased with assistance under part 982, subpart M of this title. This exclusion is

limited to the first 10 years after the purchase date of the home.

EXHIBIT 6-4: EARNED INCOME DISALLOWANCE

24 CFR 960.255 Self-sufficiency incentive—Disallowance of increase in annual income.

(a) *Definitions.* The following definitions apply for purposes of this section.

Disallowance. Exclusion from annual income.

Previously unemployed includes a person who has earned, in the twelve months previous to employment, no more than would be received for 10 hours of work per week for 50 weeks at the established minimum wage.

Qualified family. A family residing in public housing:

- (i) Whose annual income increases as a result of employment of a family member who was unemployed for one or more years previous to employment;
- (ii) Whose annual income increases as a result of increased earnings by a family member during participation in any economic self-sufficiency or other job training program; or
- (iii) Whose annual income increases, as a result of new employment or increased earnings of a family member, during or within six months after receiving assistance, benefits or services under any state program for temporary assistance for needy families funded under Part A of Title IV of the Social Security Act, as determined by the PHA in consultation with the local agencies administering temporary assistance for needy families (TANF) and Welfare-to-Work (WTW) programs. The TANF program is not limited to monthly income maintenance, but also includes such benefits and services as one-time payments, wage subsidies and transportation assistance—provided that the total amount over a six-month period is at least \$500.

(b) *Disallowance of increase in annual income.*

(1) *Initial twelve month exclusion.* During the cumulative twelve month period beginning on the date a member of a qualified family is first employed or the family first experiences an increase in annual income attributable to employment, the PHA must exclude from annual income (as defined in 5.609 of this title) of a qualified family any increase in income of the family member as a result of employment over prior income of that family member.

(2) *Second twelve month exclusion and phase-in.* During the second cumulative twelve month period after the date a member of a qualified family is first employed or the family first experiences an increase in annual income attributable to employment, the PHA must exclude from annual income of a qualified family fifty percent of any increase in income of such family member as a result of employment over income of that family member prior to the beginning of such employment.

(3) *Maximum four-year disallowance.* The disallowance of increased income of an individual family member as provided in paragraph (b)(1) or (b)(2) of this section is limited to a lifetime 48-month period. It only applies for a maximum of twelve months for disallowance under paragraph (b)(1) and a maximum of twelve months for disallowance under paragraph (b)(2), during the 48-month period starting from the initial exclusion under paragraph (b)(1) of this section.

(c) *Inapplicability to admission.* The disallowance of increases in income as a result of employment under this section does not apply for purposes of admission to the program (including the determination of income eligibility and income targeting).

(d) *Individual Savings Accounts.* As an alternative to the disallowance of increases in income as a result of employment described in paragraph (b) of this section, a PHA may choose to provide for individual savings accounts for public housing residents who pay an income-based rent, in accordance with a written policy, which must include the following provisions:

- (1) The PHA must advise the family that the savings account option is available;
- (2) At the option of the family, the PHA must deposit in the savings account the total amount that would have been included in tenant rent payable to the PHA as a result of increased income that is disallowed in accordance with paragraph (b) of this section;
- (3) Amounts deposited in a savings account may be withdrawn only for the purpose of:
 - (i) Purchasing a home;
 - (ii) Paying education costs of family members;
 - (iii) Moving out of public or assisted housing; or

- (iv) Paying any other expense authorized by the PHA for the purpose of promoting the economic self-sufficiency of residents of public housing;
- (4) The PHA must maintain the account in an interest-bearing investment and must credit the family with the net interest income, and the PHA may not charge a fee for maintaining the account;
- (5) At least annually the PHA must provide the family with a report on the status of the account; and
- (6) If the family moves out of public housing, the PHA shall pay the tenant any balance in the account, minus any amounts owed to the PHA

EXHIBIT 6-5: THE EFFECT OF WELFARE BENEFIT REDUCTION

24 CFR 5.615 Public housing program and Section 8 tenant-based assistance program: How welfare benefit reduction affects family income.

(a) Applicability. This section applies to covered families who reside in public housing (part 960 of this title) or receive Section 8 tenant-based assistance (part 982 of this title).

(b) Definitions. The following definitions apply for purposes of this section:

Covered families. Families who receive welfare assistance or other public assistance benefits ("welfare benefits") from a State or other public agency ("welfare agency") under a program for which Federal, State, or local law requires that a member of the family must participate in an economic self-sufficiency program as a condition for such assistance. *Economic self-sufficiency program.* See definition at Sec. 5.603.

Imputed welfare income. The amount of annual income not actually received by a family, as a result of a specified welfare benefit reduction, that is nonetheless included in the family's annual income for purposes of determining rent.

Specified welfare benefits reduction.

(1) A reduction of welfare benefits by the welfare agency, in whole or in part, for a family member, as determined by the welfare agency, because of fraud by a family member in connection with the welfare program; or because of welfare agency sanction against a family member for noncompliance with a welfare agency requirement to participate in an economic self-sufficiency program.

(2) "Specified welfare benefit reduction" does not include a reduction or termination of welfare benefits by the welfare agency: (i) at expiration of a lifetime or other time limit on the payment of welfare benefits; (ii) because a family member is not able to obtain employment, even though the family member has complied with welfare agency economic self-sufficiency or work activities requirements; or (iii) because a family member has not complied with other welfare agency requirements.

(c) Imputed welfare income.

(1) A family's annual income includes the amount of imputed welfare income (because of a specified welfare benefits reduction, as specified in notice to the PHA by the welfare agency), plus the total amount of other annual income as determined in accordance with Sec. 5.609.

(2) At the request of the PHA, the welfare agency will inform the PHA in writing of the amount and term of any specified welfare benefit reduction for a family member, and the reason for such reduction, and will also inform the PHA of any subsequent changes in the term or amount of such specified welfare benefit reduction. The PHA will use this information to determine the amount of imputed welfare income for a family.

(3) A family's annual income includes imputed welfare income in family annual income, as determined at the PHA's interim or regular reexamination of family income and composition, during the term of the welfare benefits reduction (as specified in information provided to the PHA by the welfare agency).

(4) The amount of the imputed welfare income is offset by the amount of additional income a family receives that commences after the time the sanction was imposed. When such additional income from other sources is at least equal to the imputed

(5) The PHA may not include imputed welfare income in annual income if the family was not an assisted resident at the time of sanction.

(d) Review of PHA decision.

(1) Public housing. If a public housing tenant claims that the PHA has not correctly calculated the amount of imputed welfare income in accordance with HUD requirements, and if the PHA denies the family's request to modify such

amount, the PHA shall give the tenant written notice of such denial, with a brief explanation of the basis for the PHA determination of the amount of imputed welfare income. The PHA notice shall also state that if the tenant does not agree with the PHA determination, the tenant may request a grievance hearing in accordance with part 966, subpart B of this title to review the PHA determination. The tenant is not required to pay an escrow deposit pursuant to Sec. 966.55 (e) for the portion of tenant rent attributable to the imputed welfare income in order to obtain a grievance hearing on the PHA determination.

(2) Section 8 participant. A participant in the Section 8 tenant-based assistance program may request an informal hearing, in accordance with Sec. 982.555 of this title, to review the PHA determination of the amount of imputed welfare income that must be included in the family's annual income in accordance with this section. If the family claims that such amount is not correctly calculated in accordance with HUD requirements, and if the PHA denies the family's request to modify such amount, the PHA shall give the family written notice of such denial, with a brief explanation of the basis for the PHA determination of the amount of imputed welfare income. Such notice shall also state that if the family does not agree with the PHA determination, the family may request an informal hearing on the determination under the PHA hearing procedure.

(e) PHA relation with welfare agency.

(1) The PHA must ask welfare agencies to inform the PHA of any specified welfare benefits reduction for a family member, the reason for such reduction, the term of any such reduction, and any subsequent welfare agency determination affecting the amount or term of a specified welfare benefits reduction. If the welfare agency determines a specified welfare benefits reduction for a family member, and gives the PHA written notice of such reduction, the family's annual incomes shall include the imputed welfare income because of the specified welfare benefits reduction.

(2) The PHA is responsible for determining the amount of imputed welfare income that is included in the family's annual income as a result of a specified welfare benefits reduction as determined by the welfare agency, and specified in the notice by the welfare agency to the PHA. However, the PHA is not responsible for determining whether a reduction of welfare benefits by the welfare agency was correctly determined by the welfare agency in accordance with welfare program requirements and procedures, nor for providing the opportunity for review or hearing on such welfare agency determinations.

(3) Such welfare agency determinations are the responsibility of the welfare agency, and the family may seek appeal of such determinations through the welfare agency's normal due process procedures. The PHA shall be entitled to rely on the welfare agency notice to the PHA of the welfare agency's determination of a specified welfare benefits reduction.

Chapter 7 VERIFICATION

[24 CFR 960.259, 24 CFR 5.230, Notice PIH 2018-18

INTRODUCTION

LHA must verify all information that is used to establish the family's eligibility and level of assistance and is required to obtain the family's consent to collect the information. Applicants and tenants must cooperate with the verification process

as a condition of receiving assistance. LHA must not pass on the cost of verification to the family.

LHA will follow the verification guidance provided by HUD in Notice PIH 2018-18 and any subsequent guidance issued by HUD. This chapter summarizes those requirements and provides supplementary LHA policies. Part I describes the general verification process. More detailed requirements related to individual factors are provided in subsequent parts including family information (Part II), income and assets (Part III), and mandatory deductions (Part IV). Verification policies, rules and procedures will be modified as needed to accommodate persons with disabilities. All information obtained through the verification process will be handled in accordance with the records management policies established by LHA.

PART I: GENERAL VERIFICATION REQUIREMENTS

7-I.A. FAMILY CONSENT TO RELEASE OF INFORMATION [24 CFR 960.259, 24 CFR 5.230]

The family must supply any information that LHA or HUD determines is necessary to the administration of the program and must consent to LHA verification of that information [24 CFR 960.259(a)(1)]. LHA Policy Per PIH Notice 2013-03, LHA is opting to streamline reexaminations of income for elderly families and disabled families when 100 percent of the family's income consists of fixed income. In a streamlined examination, LHA will recalculate

family incomes by applying any published cost of living adjustments to the previously verified income amount. For purposes of this policy, the term "fixed income" includes some income from: Social Security payments to include Supplemental Security Income (SSI) and Supplemental Security Disability Insurance (SSDI); Federal, State, local and private pension plans; and Other periodic payments received from annuities, insurance policies, retirement funds, disability benefits, and other similar types of periodic receipt that are of substantially the same amounts from year to year.

Consent Forms

It is required that all adult applicants and tenants sign form HUD-9886, Authorization for Release of Information. The purpose of form HUD-9886 is to facilitate automated data collection and computer matching from specific sources and provides the family's consent only for the specific purposes listed on the form. HUD and LHA may collect information from State Wage Information Collection Agencies (SWICAs) and current and former employers of adult family members. Only HUD is authorized to collect information directly from the Internal Revenue Service (IRS) and the Social Security Administration (SSA). Adult family members must sign other consent forms as needed to collect information relevant to the family's eligibility and level of assistance.

Penalties for Failing to Consent [24 CFR 5.232]

If any family member who is required to sign a consent form fails to do so, LHA will deny admission to applicants and terminate the lease of tenants. The family may request a hearing in accordance with LHA's grievance procedures.

7-I.B. OVERVIEW OF VERIFICATION REQUIREMENTS

HUD's Verification Hierarchy [Notice PIH 2018-18] HUD authorizes LHA to use six methods to verify family information and specifies the circumstances in which each method will be used. In general HUD requires LHA to use the most reliable form of verification that is available and to document the reasons when LHA uses a lesser form of verification.

LHA Policy In order of priority, the forms of verification that LHA will use are:

1. Up-front Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system
2. Up-front Income Verification (UIV) using a non-HUD system Written Third Party Verification (may be provided by applicant or resident)

3. Written Third-party Verification Form
4. Oral Third-party Verification
5. Self-Certification

Each of the verification methods is discussed in subsequent sections below.

Requirements for Acceptable Documents

LHA Policy

Any documents used for verification must be the original (not photocopies) and generally must be dated within 60 days of the date they are provided to LHA. The documents must not be damaged, altered or in any way illegible. Printouts from web pages are considered original documents.

LHA staff member who views the original document must make a photocopy, annotate the copy with the name of the person who provided the document and the date the original was viewed, and sign the copy.

Any family self-certifications must be made in a format acceptable to LHA and must be signed in the presence of a LHA representative or LHA notary public.

File Documentation

LHA must document in the file how the figures used in income and rent calculations were determined. All verification attempts, information obtained, and decisions reached during the verification process will be recorded in the family's file in sufficient detail to demonstrate that LHA has followed all of the verification policies set forth in this ACOP. The record should be sufficient to enable a staff member or HUD reviewer to understand the process followed and conclusions reached.

LHA Policy

LHA will document, in the family file, the following:

- Reported family annual income
- Value of assets
- Expenses related to deductions from annual income
- Other factors influencing the adjusted income or income-based rent determination

When LHA is unable to obtain third-party verification, LHA will document in the family file the reason that third-party verification was not available [24 CFR 960.259(c)(1); Notice PIH 2018-18].

7-I.C. UP-FRONT INCOME VERIFICATION (UIV)

Up-front income verification (UIV) refers to LHA's use of the verification tools available from independent sources that

maintain computerized information about earnings and benefits. UIV will be used to the extent that these systems are available to LHA.

There may be legitimate differences between the information provided by the family and UIV-generated information. If the family disputes the accuracy of UIV data, no adverse action can be taken until LHA has independently verified the UIV information and the family has been granted the opportunity to contest any adverse findings through LHA's informal review/hearing processes. (For more on UIV and income projection, see section 6-I.C.)

Upfront Income Verification Using HUD's Enterprise Income Verification (EIV) System (Mandatory)

HUD's EIV system contains data showing earned income, unemployment benefits, social security benefits, and SSI benefits for resident families. HUD requires LHA to use the EIV system in its entirety. The following policies apply to the use of HUD's EIV system.

EIV Income and IVT Reports

The data shown on income and income validation tool (IVT) reports is updated quarterly. Data may be between three and six months old at the time reports are generated.

PHA Policy

The PHA will obtain income and IVT reports for annual reexaminations on a monthly basis. Reports will be generated as part of the regular reexamination process.

Income and IVT reports will be compared to family-provided information as part of the annual reexamination process. Income reports may be used in the calculation of annual income, as described in Chapter 6.I.C. Income reports may also be used to meet the regulatory requirement for third party verification, as described above. Policies for resolving discrepancies between income and IVT reports and family-provided information will be resolved as described in Chapter 6.I.C. and in this chapter.

Income and IVT reports will be used in interim reexaminations to identify any discrepancies between reported income and income shown in the EIV system, and as necessary to verify earned income, and to verify and calculate unemployment benefits, Social Security and/or SSI benefits. EIV will also be used to verify that families claiming zero income are not receiving income from any of these sources.

Income and IVT reports will be retained in resident files with the applicable annual or interim reexamination documents.

When the PHA determines through EIV reports and third-party verification that a family has concealed or under-reported income, corrective action will be taken pursuant to the policies in Chapter 15, Program Integrity.

EIV Identity Verification

The EIV system verifies resident identities against Social Security Administration (SSA) records. These records are compared to Public and Indian Housing Information Center (PIC) data for a match on social security number, name, and date of birth.

PHAs are required to use EIV's *Identity Verification Report* on a monthly basis to improve the availability of income information in EIV [Notice PIH 2018-18].

When identity verification for a resident fails, a message will be displayed within the EIV system and no income information will be displayed.

PHA Policy

The PHA will identify residents whose identity verification has failed by reviewing EIV's *Identity Verification Report* on a monthly basis. The PHA will attempt to resolve PIC/SSA discrepancies by obtaining appropriate documentation from the tenant. When the PHA determines that discrepancies exist as a result of PHA errors, such as spelling errors or incorrect birth dates, it will correct the errors promptly.

Upfront Income Verification Using Non-HUD Systems (Optional)

In addition to mandatory use of the EIV system, HUD encourages PHAs to utilize other upfront verification sources.

LHA Policy

LHA will inform all applicants and residents of its use of the following UIV resources during the admission

and reexamination process: HUD's EIV system

7-1.D. THIRD-PARTY WRITTEN AND ORAL VERIFICATION

HUD's current verification hierarchy defines two types of written third-party verification. The more preferable form, "written third-party verification," consists of an original document generated by a third-party source, which may be received directly from a third-party source or provided to LHA by the family. If written third-party verification is not available, LHA must attempt to obtain a "written third-party verification form." This is a standardized form used to collect information from a third party.

Written Third-Party Verification [Notice PIH 2018-18]

Written third-party verification documents must be original and authentic and may be supplied by the family or received from a third-party source.

Examples of acceptable tenant-provided documents include, but are not limited to: pay stubs, payroll summary reports, employer notice or letters of hire and termination, SSA benefit verification letters, bank statements, child support payment stubs, welfare benefit letters and/or printouts, and unemployment monetary benefit notices. LHA is required to obtain, at minimum, two current and consecutive pay stubs for determining annual income from wages.

LHA may reject documentation provided by the family if the document is not an original, if the document appears to be forged, or if the document is altered, mutilated, or illegible.

LHA Policy

Third-party documents provided by the family must be dated generally within 60 days of LHA request date.

If LHA determines that third-party documents provided by the family are not acceptable, LHA will explain the reason to the family and request additional documentation.

As verification of earned income, LHA will request pay stubs covering the 60-day period prior to LHA's request.

Written Third-Party Verification Form

When upfront verification is not available and the family is unable to provide written third-party documents, LHA must request a written third-party verification form. HUD's position is that this traditional third-party verification method presents administrative burdens and risks which may be reduced through the use of family-provided third-party documents.

A written third-party verification form is mandatory when there is an unreported source of income or a substantial difference in reported income (\$2400 annually or more) and there is no UIV or tenant-provided documentation to support the income discrepancy.

PHAs may mail, fax, or e-mail third-party written verification form requests to third-party sources.

LHA Policy

LHA will send third-party verification forms directly to the third party.

Third-party verification forms will be sent when third-party verification documents are unavailable or are rejected by LHA.

Oral Third-Party Verification [Notice PIH 2018-18]

For third-party oral verification, PHAs contact sources, identified by UIV techniques or by the family, by telephone or in person.

Oral third-party verification is mandatory if neither form of written third-party verification is available.

Third-party oral verification may be used when requests for written third-party verification forms have not been returned within a reasonable time—e.g., 10 business days.

PHAs should document in the file the date and time of the telephone call or visit, the name of the person contacted, the telephone number, as well as the information confirmed.

LHA Policy

In collecting third-party oral verification, LHA staff will record in the family's file the name and title of the person contacted, the date and time of the conversation (or attempt), the telephone number used, and the facts provided.

When any source responds verbally to the initial written request for verification LHA will accept the verbal response as oral verification but will also request that the source complete and return any verification forms that were provided.

When Third-Party Verification is Not Required [Notice PIH 2018-18]

Third-party verification may not be available in all situations. HUD has acknowledged that it may not be cost-effective or reasonable to obtain third-party verification of income, assets, or expenses when these items would have a minimal impact on the family’s total tenant payment.

LHA Policy

If the family cannot provide original documents, LHA will pay the service charge required to obtain third-party verification, unless it is not cost effective in which case a self-certification will be acceptable as the only means of verification. The cost of verification will not be passed on to the family.

The cost of postage and envelopes to obtain third-party verification of income, assets, and expenses is not an unreasonable cost.

Primary Documents

Third-party verification is not required when legal documents are the primary source, such as a birth certificate or other legal documentation of birth.

Imputed Assets

LHA may accept a self-certification from the family as verification of assets disposed of for less than fair market value [HCV GB, p. 5-28].

LHA Policy LHA will accept a self-certification from a family as verification of assets disposed of for less than fair market value [HCV GB, p. 5-28].

Verification of Legal Identity for Adults	Verification of Legal Identity for Children
Certificate of birth, naturalization papers Church issued baptismal certificate Current, valid driver's license or Department of Motor Vehicle identification card U.S. military discharge (DD 214) U.S. passport Employer identification card	Certificate of birth Adoption papers Custody agreement Health and Human Services ID School records

7-1.E. SELF-CERTIFICATION

Self-certification, or “tenant declaration,” is used as a last resort when LHA is unable to obtain third-party verification.

When LHA relies on a tenant declaration for verification of income, assets, or expenses, the family’s file must be documented to explain why third-party verification was not available.

LHA Policy

When information cannot be verified by a third party or by review of documents, family members will be required to submit self-certifications attesting to the accuracy of the information they have provided to LHA.

LHA may require a family to certify that a family member does not receive a particular type of income or benefit. The self-certification must be made in a format acceptable to LHA and must be signed by the family member whose information or status is being verified. All self-certifications must be signed in the presence of a LHA representative or LHA notary public.

LHA may accept a family's declaration of the amount of assets of less than \$5,000, and the amount of income expected to be received from those assets. Where the family has less than \$5,000 in assets, the LHA does not need supporting documentation (e.g. bank statements) from the family to confirm the assets or the income from those assets. [PIH Notice 2013-03]

PART II: VERIFYING FAMILY INFORMATION

7-II.A. VERIFICATION OF LEGAL IDENTITY

LHA Policy

LHA will require families to furnish verification of legal identity for each household member.

If a document submitted by a family is illegible or otherwise questionable, more than one of these documents may be required.

If none of these documents can be provided and at LHA's discretion, a third party who knows the person may attest to the person's identity. The certification must be provided in a format acceptable to LHA and be signed in the presence of a LHA representative or LHA notary public. Legal identity will be verified on an as needed basis.

7-II.B. SOCIAL SECURITY NUMBERS [24 CFR 5.216 and Notice PIH 2018-24]

The family must provide documentation of a valid social security number (SSN) for each member of the household, with the exception of individuals who do not contend eligible immigration status. Exemptions also include existing residents who were at least 62 years of age as of April 30, 2010, and had not previously disclosed an SSN.

LHA must accept the following documentation as acceptable evidence of the social security number:

- An original SSN card issued by the Social Security Administration (SSA)
- An original SSA-issued document, which contains the name and SSN of the individual
- An original document issued by a federal, state, or local government agency, which contains the name and SSN of the individual

LHA may only reject documentation of an SSN provided by an applicant or resident if the document is not an original

document, if the original document has been altered, mutilated, or is not legible, or if the document appears to be forged.

LHA Policy

LHA will explain to the applicant or resident the reasons the document is not acceptable and request that the individual obtain and submit acceptable documentation of the SSN to LHA within 90 days.

When the resident requests to add a new household member the resident must provide the complete and accurate SSN

assigned to each new member at the time of reexamination or recertification, in addition to the documentation required to verify it. LHA may not add the new household member until such documentation is provided.

When a resident request to add a new household member who is under the age of 6 and has not been assigned an SSN, the resident must provide the SSN assigned to each new child and the required documentation within 90 calendar days of the

child being added to the household. A 90day extension will be granted if LHA determines that the resident's failure to

comply was due to unforeseen circumstances and was outside of the resident's control. During the period LHA is awaiting documentation of the SSN, the child will be counted as part of the assisted household.

LHA Policy

LHA will grant one additional 90-day extension if needed for reasons beyond the resident's control such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergency.

Social security numbers must be verified only once during continuously assisted occupancy.

LHA Policy

LHA will verify each disclosed SSN by:

- Obtaining documentation from applicants and residents that is acceptable as evidence of social security numbers,

- Making a copy of the original documentation submitted, returning it to the individual, and retaining a copy in the file folder
- Once the individual’s verification status is classified as “verified,” LHA may, at its discretion, remove and destroy copies of documentation accepted as evidence of social security numbers. The retention of the EIV Summary Report or Income Report is adequate documentation of an individual’s SSN.

LHA Policy

Once an individual’s status is classified as “verified” in HUD’s EIV system, LHA will remove and destroy copies of documentation accepted as evidence of social security numbers.

7-II.C. DOCUMENTATION OF AGE

A birth certificate or other official record of birth is the preferred form of age verification for all family members. For elderly family members an original document that provides evidence of the receipt of social security retirement benefits is acceptable.

LHA Policy

If an official record of birth or evidence of social security retirement benefits cannot be provided, LHA will require the family to submit other documents that support the reported age of the family member (e.g., school records, driver's license if birth year is recorded) and to provide a self-certification.

Age must be verified only once during continuously assisted occupancy.

7-II.D. FAMILY RELATIONSHIPS

Applicants and tenants are required to identify the relationship of each household member to the head of household. Definitions of the primary household relationships are provided in the Eligibility chapter.

LHA Policy

Family relationships are verified only to the extent necessary to determine a family’s eligibility and level of assistance. Certification by the head of household normally is sufficient verification of family relationships.

Marriage

LHA Policy

Certification by the head of household is normally sufficient verification. If LHA has reasonable doubts about a marital relationship, LHA will require the family to document the marriage.

A marriage certificate generally is required to verify that a couple is married.

In the case of a common law marriage, the couple must demonstrate that they hold themselves to be married (e.g., by telling the community they are married, calling each other husband and wife, using the same last name, filing joint income tax returns).

Separation or Divorce

LHA Policy

Certification by the head of household is normally sufficient verification. If LHA has reasonable doubts about a separation or divorce, LHA will require the family to document the divorce, or separation.

A certified copy of a divorce decree, signed by a court officer, is required to document that a couple is divorced.

A copy of a court-ordered maintenance or other court record is required to document a separation.

If no court document is available, documentation from a community-based agency will be accepted.

Absence of Adult Member

LHA Policy

If an adult member who was formerly a member of the household is reported to be permanently absent, the family must provide evidence to support that the person is no longer a member of the family (e.g., documentation of another address at

which the person resides such as a lease or utility bill).

Foster Children and Foster Adults

LHA Policy

Third-party verification from the state or local government agency responsible for the placement of the individual with the family is required.

7-II.E. VERIFICATION OF STUDENT STATUS

LHA Policy

LHA requires families to provide information about the student status of all students who are 18 years of age or older. This information will be verified only if:

The family claims full-time student status for an adult other than the head, spouse, or co-head, or

The family claims a child care deduction to enable a family member to further his or her education.

7-II.F. DOCUMENTATION OF DISABILITY

LHA must verify the existence of a disability in order to allow certain income disallowances and deductions from income. LHA is not permitted to inquire about the nature or extent of a person's disability [24 CFR 100.202(c)].

LHA may not

inquire about a person's diagnosis or details of treatment for a disability or medical condition. If LHA receives a verification document that provides such information, LHA will not place this information in the tenant file.

Under no circumstances will LHA request a resident's medical record(s). For more information on health care privacy laws, see the Department of Health and Human Services' Web site at www.FL.gov.

LHA may make the following inquiries, provided it makes them of all applicants, whether or not they are persons with disabilities:

- Inquiry into an applicant's ability to meet the requirements of ownership or tenancy
- Inquiry to determine whether an applicant is qualified for a dwelling available only to persons with disabilities or to persons with a particular type of disability
- Inquiry to determine whether an applicant for a dwelling is qualified for a priority available to persons with disabilities or to persons with a particular type of disability
- Inquiry about whether an applicant for a dwelling a current illegal abuser or addict of a controlled substance is
- Inquiry about whether an applicant has been convicted of the illegal manufacture or distribution of a controlled substance

Family Members Receiving SSA Disability Benefits

Verification of receipt of disability benefits from the Social Security Administration (SSA) is sufficient for verification of

disability for the purpose of qualification for waiting list preferences or certain income disallowances and deductions. LHA Policy

For family members claiming disability who receive disability payments from the SSA, LHA will attempt to obtain information about disability benefits through HUD's Enterprise Income Verification (EIV) system. If documentation is not available through HUD's EIV system, LHA will request a current (dated within the last 60 days) SSA benefit

verification letter from each family member claiming disability status. If a family member is unable to provide the document, LHA will ask the family to obtain a benefit verification letter either by calling SSA at 1-800-772-1213 or by requesting one from www.ssa.gov. Once the family receives the benefit verification letter, it will be required to provide the letter to LHA.

Family Members Not Receiving SSA Disability Benefits

Receipt of veteran's disability benefits, worker's compensation, or other non-SSA benefits based on the individual's claimed disability are not sufficient verification that the individual meets HUD's definition of disability in 24 CFR 5.403, necessary to qualify for waiting list preferences or certain income disallowances and

deductions.

LHA Policy

For family members claiming disability who do not receive SSI or other disability payments from the SSA, a knowledgeable professional must provide third-party verification that the family member meets the HUD definition of disability. See the Eligibility chapter for the HUD definition of disability. The knowledgeable professional will verify whether the family member does or does not meet the HUD definition.

7-II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS [24

CFR 5.508] Overview

Housing assistance is not available to persons who are not citizens, nationals, or eligible immigrants. Prorated assistance

is provided for "mixed families" containing both eligible and ineligible persons. See the Eligibility chapter for detailed discussion of eligibility requirements. This chapter (7) discusses HUD and LHA verification requirements related to citizenship status.

The family must provide a certification that identifies each family member as a U.S. citizen, a national, an eligible noncitizen or an ineligible noncitizen and submit the documents discussed below for each family member. Once eligibility to receive assistance has been verified for an individual it need not be collected or verified again during continuously- assisted occupancy [24 CFR 5.508(g)(5)]

Citizens and Nationals

HUD requires a declaration for each family member who claims to be a U.S. citizen or national. The declaration must be signed personally by any family member 18 or older and by a guardian for minors.

LHA may request verification of the declaration by requiring presentation of a birth certificate, United States passport or other appropriate documentation.

LHA Policy

Family members who claim U.S. citizenship or national status will not be required to provide additional documentation unless LHA receives information indicating that an individual's declaration may not be accurate.

Eligible Immigrants

Documents Required

All family members claiming eligible immigration status must declare their status in the same manner as U.S. citizens and nationals.

The documentation required for eligible noncitizens varies depending upon factors such as the date the person entered the

U.S., the conditions under which eligible immigration status has been granted, age, and the date on which the family began receiving HUD-funded assistance. Exhibit 7-1 at the end of this chapter summarizes documents family members must provide.

LHA Verification [HCV GB, pp 5-3 and 5-7]

For family members age 62 or older who claim to be eligible immigrants, proof of age is required in the manner described in 7-II.C. of this ACOP. No further verification of eligible immigration status is required.

For family members under the age of 62 who claim to be eligible immigrants, LHA must verify immigration status with the U.S. Citizenship and Immigration Services (USCIS).

LHA will follow all USCIS protocols for verification of eligible immigration status.

7-II.H. VERIFICATION OF PREFERENCE STATUS

LHA must verify any preferences claimed by an applicant.

LHA Policy

LHA offers a preference for working families, described in Section 4-III.B.

LHA may verify that the family qualifies for the working family preference based on the family's submission of the working member's most recent paycheck stub indicating that the working member works at least 30 hours per

week. The paycheck stub must have been issued to the working member within the last thirty days.

LHA may also seek third party verification from the employer of the head, spouse, co-head or sole member of a family requesting a preference as a working family.

PART III: VERIFYING INCOME AND ASSETS

Chapter 6, Part I of this ACOP describes in detail the types of income that are included and excluded and how assets and income from assets are handled. Any assets and income reported by the family must be verified. This part provides LHA policies that supplement the general verification procedures specified in Part I of this chapter.

7-III.A. EARNED INCOME

Tips

LHA Policy

Unless tip income is included in a family member's W-2 by the employer, persons who work in industries where tips are standard will be required to sign a certified estimate of tips received for the prior year and tips anticipated to be received in the coming year.

7-III.B. BUSINESS AND SELF EMPLOYMENT INCOME

LHA Policy

Business owners and self-employed persons will be required to provide:

An audited financial statement for the previous fiscal year if an audit was conducted. If an audit was not conducted, a statement of income and expenses must be submitted, and the business owner or self-employed person must certify to its accuracy.

All schedules completed for filing federal and local taxes in the preceding year.

If accelerated depreciation was used on the tax return or financial statement, an accountant's calculation of depreciation expense, computed using straight-line depreciation rules.

LHA will provide a format for any person who is unable to provide such a statement to record income and expenses for the coming year. The business owner/self-employed person will be required to submit the information requested and to certify to its accuracy at all future reexaminations.

At any reexamination LHA may request documents that support submitted financial statements such as manifests, appointment books, cash books, or bank statements.

If a family member has been self-employed less than three (3) months, LHA will accept the family member's certified estimate of income and schedule an interim reexamination in three (3) months. If the family member has been self-employed for three (3) to twelve (12) months LHA will require the family to provide documentation of income and expenses for this period and use that information to project income.

7-III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS Social Security/SSI Benefits

LHA Policy

To verify the SS/SSI benefits of applicants, LHA will request a current (dated within the last 60 days) SSA benefit verification letter from each family member who receives social security benefits. If a family member is unable to provide the document, LHA will help the applicant request a benefit verification letter from SSA's Web site at www.socialsecurity.gov or ask the family to request one by calling SSA at 1-800-772-1213. Once the family has received the original benefit verification letter, it will be required to provide the letter to LHA.

To verify the SS/SSI benefits of residents, LHA will obtain information about social security/SSI benefits through HUD's EIV system, and confirm with the resident(s) that the current listed benefit amount is correct. If the resident disputes the EIV-reported benefit amount, or if benefit information is not available in HUD systems, LHA will request a current SSA benefit verification letter from each family member that receives social security benefits. If a family member is unable to provide the document, LHA will help the resident request a benefit verification letter from SSA's Web site at www.socialsecurity.gov or ask the family to request one by calling SSA at 1-800-7721213. Once the family has received the benefit verification letter, it will be required to provide the

letter to LHA.

7-III.D. ALIMONY OR CHILD SUPPORT

LHA Policy

The way LHA will seek verification for alimony and child support differs depending on whether the family declares that it receives regular payments.

If the family declares that it *receives regular payments*, verification will be sought in the following order.

Copy of the receipts and/or payment stubs for the 60 days prior to LHA request

Third-party verification form from the state or local child support enforcement agency

Third-party verification form from the person paying the support

Family's self-certification of amount received and of the likelihood of support payments being received in the future, or that support payments are not being received

If the family declares that it *receives irregular or no payments*, in addition to the verification process listed above, the family must provide evidence that it has taken all reasonable efforts to collect amounts due. This may include:

A statement from any agency responsible for enforcing payment that shows the family has requested enforcement and is cooperating with all enforcement efforts

If the family has made independent efforts at collection, a written statement from the attorney or other collection entity that has assisted the family in these efforts

Note: Families are not required to undertake independent enforcement action.

7-III.E. ASSETS AND INCOME FROM ASSETS-Assets Disposed of for Less than Fair Market Value

The family must certify whether any assets have been disposed of for less than fair market value in the preceding two years. LHA needs to verify only those certifications that warrant documentation [HCV GB, p. 5-28].

LHA Policy

LHA will verify the value of assets disposed of only if:

LHA does not already have a reasonable estimation of its value from previously collected information, or the amount reported by the family in the certification appears obviously in error.

Example 1: An elderly resident reported a \$10,000 certificate of deposit at the last annual reexamination and LHA verified this amount. Now the person reports that she has given this \$10,000 to her son. LHA has a reasonable estimate of the value of the asset; therefore, re-verification of the value of the asset is not necessary.

Example 2: A family member has disposed of its 1/4 share of real property located in a desirable area and has valued her share at approximately 5,000. Based upon market conditions, this declaration does not seem realistic. Therefore, LHA will verify the value of this asset.

7-III.F. NET INCOME FROM RENTAL PROPERTY

LHA Policy

The family must provide:

A current executed lease for the property that shows the rental amount or certification from the current tenant

A self-certification from the family members engaged in the rental of property providing an estimate of expenses for the coming year and the most recent IRS Form 1040 with Schedule E (Rental Income). If schedule E was not prepared, LHA will require the family members involved in the rental of property to provide a self-certification of income and expenses for the previous year and may request documentation to support the statement including: tax statements, insurance invoices, bills for reasonable maintenance and utilities, and bank statements or amortization schedules showing monthly interest expense.

7-III.G. RETIREMENT ACCOUNTS

LHA Policy

LHA will accept written third-party documents supplied by the family as evidence of the status of retirement accounts. The type of original document that will be accepted depends upon the family member's retirement status.

Before retirement, LHA will accept an original document from the entity holding the account with a date that shows it is the most recently scheduled statement for the account but in no case earlier than 6 months from the effective date of the examination. *Upon* retirement, LHA will accept an original document from the entity holding the account that reflects any distributions of the account balance, any lump sums taken and any regular payments.

After retirement, LHA will accept an original document from the entity holding the account dated no earlier than 12 months before that reflects any distributions of the account balance, any lump sums taken and any regular payments.

7-III.H. INCOME FROM EXCLUDED SOURCES

A detailed discussion of excluded income is provided in Chapter 6, Part I.

LHA must obtain verification for income exclusions only if, without verification, LHA would not be able to determine whether the income is to be excluded. For example: If a family's 16-year-old has a job at a fast food restaurant, LHA will confirm that LHA records verify the child's age but will not require third-party verification of the amount earned. However, if a family claims the earned income disallowance for a source of income, both the source and the income must be verified.

LHA Policy

LHA will reconcile differences in amounts reported by the third party and the family only when the excluded amount is used to calculate the family's rent (as is the case with the earned income disallowance). In all other cases, LHA will report the amount to be excluded as indicated on documents provided by the family.

7-III.I. ZERO ANNUAL INCOME STATUS

LHA Policy

LHA will check UIV sources and/or request information from third-party sources to verify that certain forms of income such as unemployment benefits, TANF, SSI, etc. are not being received by families claiming to have zero annual income. These families will be re-certifying at least every 6 months.

PART IV: VERIFYING MANDATORY DEDUCTIONS

7-IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS

The dependent and elderly/disabled family deductions require only that LHA verify that the family members identified as dependents or elderly/disabled persons meet the statutory definitions. No further verifications are required.

Dependent Deduction

See Chapter 6 (6-II.B.) for a full discussion of this deduction. LHA will verify that:

- Any person under the age of 18 for whom the dependent deduction is claimed is not the head, spouse or co-head of the family and is not a foster child
- Any person age 18 or older for whom the dependent deduction is claimed is not a foster adult or live-in aide, and is a person with a disability or a full time student

Elderly/Disabled Family Deduction

See the Eligibility chapter for a definition of elderly and disabled families and Chapter 6 (6-II.C.) for a discussion of the deduction. LHA will verify that the head, spouse, or co-head is 62 years of age or older or a person with disabilities.

7-IV.B. MEDICAL EXPENSE DEDUCTION

Policies related to medical expenses are found in 6-II.D. The amount of the deduction will be verified following the standard verification procedures described in Part I.

Amount of Expense

LHA Policy

Medical expenses will be verified through:

Written third-party documents provided by the family, such as pharmacy printouts or receipts.

LHA will make a best effort to determine what expenses from the past are likely to continue to occur in the future. LHA will also accept evidence of monthly payments or total payments that will be due for medical expenses during the upcoming 12 months.

Written third-party verification forms if the family is unable to provide acceptable documentation.

If third-party or document review is not possible, written family certification as to costs anticipated to be incurred during the upcoming 12 months.

In addition, LHA must verify that:

- The household is eligible for the deduction.
- The costs to be deducted are qualified medical expenses.
- The expenses are not paid for or reimbursed by any other source.
- Costs incurred in past years are counted only once.

Eligible Household

The medical expense deduction is permitted only for households in which the head, spouse, or co-head is at least 62 or a person with disabilities. LHA will verify that the family meets the definition of an elderly or disabled family provided in the Eligibility chapter, and as described in Chapter 7 (7-IV. A) of this plan.

Qualified Expenses

To be eligible for the medical expense's deduction, the costs must qualify as medical expenses. See Chapter 6 (6-II.D.) for

LHA's policy on what counts as a medical expense.

Unreimbursed Expenses

To be eligible for the medical expense's deduction, the costs must not be reimbursed by another source. LHA Policy

The family will be required to certify that the medical expenses are not paid or reimbursed to the family from any source.

Expenses Incurred in Past Years

LHA Policy

When anticipated costs are related to on-going payment of medical bills incurred in past years, LHA will verify: The anticipated repayment schedule, the amounts paid in the past, and whether the amounts to be repaid have been deducted from the family's annual income in past years

7-IV.C. DISABILITY ASSISTANCE EXPENSES

Policies related to disability assistance expenses are found in 6-II.E. The amount of the deduction will be verified following the standard verification procedures described in Part I.

Amount of Expense

Attendant Care

LHA Policy LHA will accept written third-party documents provided by the family. If family-provided documents are not available, LHA will provide a third-party verification form directly to the care provider requesting the needed information. Expenses for attendant care will be verified through:

Written third-party documents provided by the family, such as receipts or cancelled checks. Third-party verification form signed by the provider, if family-provided documents are not available. If third-party verification is not possible, written family certification as to costs anticipated to be incurred for the upcoming 12 months.

Auxiliary Apparatus

LHA Policy Expenses for auxiliary apparatus will be verified through: Written third-party documents provided by the family, such as billing statements for purchase of auxiliary apparatus, or other evidence of monthly

payments or total payments that will be due for the apparatus during the upcoming 12 months. Third-party verification form signed by the provider, if family-provided documents are not available. If third-party or document review is not possible, written family certification of estimated apparatus costs for the upcoming 12 months. In addition, LHA must verify that:

- The family member for whom the expense is incurred is a person with disabilities (as described in 7-II.F above).
- The expense permits a family member, or members, to work (as described in 6-II.E.).
- The expense is not reimbursed from another source (as described in 6-II.E.).

Family Member is a Person with Disabilities

To be eligible for the disability assistance expense deduction, the costs must be incurred for attendant care or auxiliary apparatus expense associated with a person with disabilities. LHA will verify that the expense is incurred for a person with disabilities (See 7-II.F.).

Family Member(s) Permitted to Work

LHA must verify that the expenses claimed actually enable a family member, or members, (including the person with disabilities) to work.

LHA Policy

LHA will request third-party verification from a rehabilitation agency or knowledgeable medical professional indicating that the person with disabilities requires attendant care or an auxiliary apparatus to be employed, or that the attendant care or auxiliary apparatus enables another family member, or members, to work (See 6-II.E.). This documentation may be provided by the family.

If third-party verification has been attempted and is either unavailable or proves unsuccessful, the family must certify that the disability assistance expense frees a family member, or members (possibly including the family member receiving the assistance), to work.

Unreimbursed Expenses

To be eligible for the disability expenses deduction, the costs must not be reimbursed by another source. LHA Policy

The family will be required to certify that attendant care or auxiliary apparatus expenses are not paid by or reimbursed to the family from any source.

7-IV.D. CHILD CARE EXPENSES

Policies related to child care expenses are found in Chapter 6 (6-II.F). The amount of the deduction will be verified following the standard verification procedures described in Part I. In addition, LHA must verify that:

- The child is eligible for care.
- The costs claimed are not reimbursed.
- The costs enable a family member to pursue an eligible activity.
- The costs are for an allowable type of childcare.
- The costs are reasonable.

Eligible Child

To be eligible for the childcare deduction, the costs must be incurred for the care of a child under the age of 13. LHA will

verify that the child being cared for (including foster children) is under the age of 13 (See 7-II.C.).

Unreimbursed Expense

To be eligible for the childcare deduction, the costs must not be reimbursed by another source.

LHA Policy

The family will be required to certify that the childcare expenses are not paid by or reimbursed to the family from any source.

Pursuing an Eligible Activity

LHA must verify that the family member(s) that the family has identified as being enabled to seek work, pursue education, or be gainfully employed, are actually pursuing those activities. LHA Policy

Information to be gathered

LHA will verify information about how the schedule for the claimed activity relates to the hours of care provided, the time required for transportation, the time required for study (for students), the relationship of the family member(s) to the child, and any special needs of the child that might help determine which family member is enabled to pursue an eligible activity.

Seeking Work

Whenever possible, LHA will use documentation from a state or local agency that monitors work-related requirements (e.g., welfare or unemployment). In such cases LHA will request family-provided verification from the agency of the member’s job seeking efforts to date and require the family to submit to LHA any reports provided to the other agency.

In the event third-party verification is not available, LHA will provide the family with a form on which the family member must record job search efforts. LHA will review this information at each subsequent reexamination for which this deduction is claimed.

Furthering Education

LHA will request third-party documentation to verify that the person permitted to further his or her education by the childcare is enrolled and provide information about the timing of classes for which the person is registered.

The documentation may be provided by the family.

Gainful Employment

LHA will seek third-party verification of the work schedule of the person who is permitted to work by the childcare. In cases in which two or more family members could be permitted to work, the work schedules for all relevant family members may be verified. The documentation may be provided by the family.

Exhibit 7-1: Summary of Documentation Requirements for Noncitizens [HCV GB, pp. 5-9 and 5-10]

<ul style="list-style-type: none"> • All noncitizens claiming eligible status must sign a declaration of eligible immigrant status on a form acceptable to LHA. • Except for persons 62 or older, all noncitizens must sign a verification consent form • Additional documents are required based upon the person's status. 	
<p>Elderly Noncitizens • A person 62 years of age or older who claims eligible immigration status also must provide proof of age such as birth certificate, passport, or documents showing receipt of SS old-age benefits.</p>	
<p>All other Noncitizens • Noncitizens that claim eligible immigration status also must present the applicable USCIS document. Acceptable USCIS documents are listed below.</p>	
<ul style="list-style-type: none"> • Form I-551 Alien Registration Receipt Card (for permanent resident aliens) • Form I-94 Arrival-Departure Record annotated with one of the following: • “Admitted as a Refugee Pursuant to Section 207” • “Section 208” or “Asylum” • “Section 243(h)” or “Deportation stayed by Attorney General” • “Paroled Pursuant to Section 221 (d)(5) of the USCIS” 	<ul style="list-style-type: none"> • Form I-94 Arrival-Departure Record with no annotation accompanied by: • A final court decision granting asylum (but only if no appeal is taken); • A letter from a USCIS asylum officer granting asylum (if application is filed on or after 10/1/90) or from a USCIS district director granting asylum (application filed before 10/1/90); • A court decision granting withholding of deportation; or • A letter from an asylum officer granting withholding or deportation (if application filed on or after 10/1/90).
<ul style="list-style-type: none"> • Form I-688 Temporary Resident Card annotated “Section 245A” or Section 210”. 	<ul style="list-style-type: none"> Form I-688B Employment Authorization Card annotated “Provision of Law 274a. 12(11)” or “Provision of Law 274a.12”.

- A receipt issued by the USCIS indicating that an application for issuance of a replacement document in one of the above listed categories has been made and the applicant’s entitlement to the document has been verified; or
- Other acceptable evidence. If other documents are determined by the USCIS to constitute acceptable evidence of eligible immigration status, they will be announced by notice published in the *Federal Register*

Allowable Type of Child Care

The type of care to be provided is determined by the family, but must fall within certain guidelines, as discussed in Chapter 6. LHA Policy

LHA will verify that the type of childcare selected by the family is allowable, as described in Chapter 6 (6-II. F). LHA will verify that the fees paid to the childcare provider cover only childcare costs (e.g., no housekeeping services or

personal services) and are paid only for the care of an eligible child (e.g., prorate costs if some of the care is provided for ineligible family members).

LHA will verify that the childcare provider is not an assisted family member. Verification will be made through the head of household’s declaration of family members who are expected to reside in the unit.

Reasonableness of Expenses

Only reasonable childcare costs can be deducted.

LHA Policy

The actual costs the family incurs will be compared with LHA’s established standards of reasonableness for the type of care in the locality to ensure that the costs are reasonable.

If the family presents a justification for costs that exceed typical costs in the area, LHA will request additional documentation, as required, to support a determination that the higher cost is appropriate.

Chapter 8 LEASING AND INSPECTIONS

[24 CFR 5, Subpart G; 24 CFR 966, Subpart A]

INTRODUCTION

Public housing leases are the basis of the legal relationship between LHA and the tenant. All units must be occupied pursuant to a dwelling lease agreement that complies with HOD's regulations.

HUD rules also require LHA to inspect each dwelling unit prior to move-in, at move-out, and annually during occupancy. In addition, LHA may require additional inspections in accordance with LHA policy.

This chapter is divided into two parts as follows:

Part I: Leasing. This part describes pre-leasing activities and LHA’s policies pertaining to lease execution, modification, and payments under the lease.

Part II: Inspections. This part describes LHA’s policies for inspecting dwelling units.

PART I: LEASING

8-I.A. OVERVIEW

An eligible family may occupy a public housing dwelling unit under the terms of a lease. The lease must meet all regulatory requirements and must also comply with applicable state and local laws and codes.

The term of the lease must be for a period of 12 months. The lease must be renewed automatically for another 12-month term, except that LHA may not renew the lease if the family has violated the community service requirement [24 CFR 966.4(a)(2)]. PIH Notice 2015-12.

PHAs must adopt smoke-free policies, which must be implemented no later than July 18, 2018. A model policy is attached as Exhibit 8-1.

PHAs must include in the ACOP residential minimum heating standards policies (Notices PIH 2018-19). The policy is included in Part I of this chapter.

Part I of this chapter contains regulatory information, when applicable, as well as LHA’s policies governing leasing issues.

8-I.B. LEASE ORIENTATION

LHA Policy

After unit acceptance but prior to occupancy, a LHA representative will provide a lease orientation to the family. The head of household or spouse is required to attend.

Orientation Agenda

LHA Policy

When families attend the lease orientation, they will be provided with:

- A copy of the lease including LHA’s grievance procedure

- A copy of the resident handbook.

- A copy of the pamphlet *Protect Your Family from Lead in Your Home* a copy of “Is Fraud worth It?” (Form HUD-1141-OIG), which explains the types of actions a family must avoid and the penalties for program abuse. (Included in resident handbook)

- A copy of “What You Should Know about EIV,” a guide to the Enterprise Income Verification (EIV) system published by HUD as an attachment to Notice PIH ~~2010-19~~2017-12

- A copy of the house rules

- A copy of the PHA’s schedule of maintenance charges

- A copy of the VAWA notice of occupancy rights (see section 16-VII.C)

- A copy of form HUD-5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

- A copy of the PHA’s smoke free policy

Topics to be discussed will include: Applicable deposits and other charges Review and explanation of lease provisions

Unit maintenance and work orders LHA’s reporting requirements Explanation of occupancy forms Community service requirements Family choice of rent VAWA protections

8-I.C. EXECUTION OF LEASE

The lease must be executed by the tenant and LHA, except for automatic renewals of a lease [24 CFR 966.4(a)(3)].

A lease is executed at the time of admission for all new residents. A new lease is also executed at the time of transfer from one LHA unit to another.

The lease must state the composition of the household as approved by LHA (family members and any PHA-approved

live-in aide) [24 CFR 966.4(a) (1)(v)]. See Section 8-I.D. for policies regarding changes in family composition during the lease term.

LHA Policy

The head of household, spouse or co-head, and all other adult members of the household will be required to sign the public housing lease prior to admission. An appointment will be scheduled for the parties to execute the lease. The head of household will be provided a copy of the executed lease and LHA will retain a copy in the resident’s file.

Files for households that include a live-in aide will contain file documentation signed by the live-in aide, that the live-in

aide is not a party to the lease and is not entitled to LHA assistance. The live-in aide is only approved to live in the unit while serving as the attendant for the participant family member.

8-I.D. MODIFICATIONS TO THE LEASE

The lease may be modified at any time by written agreement of the tenant and LHA [24 CFR 966.4(a)(3)].

Modifications to the Lease Form

LHA may modify its lease from time to time. However, LHA must give residents 30 days advance notice of the

proposed changes and an opportunity to comment on the changes. LHA must also consider any comments before formally adopting the new lease [24 CFR 966.3].

After proposed changes have been incorporated into the lease and approved by the Board, each family must be notified at least 60 days in advance of the effective date of the new lease or lease revision. A resident's refusal to accept permissible and reasonable lease modifications that are made in accordance with HUD requirements, or are required by HUD, is grounds for termination of tenancy [24 CFR 966.4(1)(2)(iii)(E)].

LHA Policy

The family will have 30 days to accept the revised lease. If the family does not accept the offer of the revised lease within that 30-day timeframe, the family's tenancy will be terminated for other good cause in accordance with the policies in Chapter 13.

Schedules of special charges and rules and regulations are subject to modification or revision. Because these schedules are incorporated into the lease by reference, residents and resident organizations must be provided at least thirty days written notice of the reason(s) for any proposed modifications or revisions and must be given an opportunity to present written comments. The notice must be delivered directly or mailed to each tenant; or posted in at least three conspicuous places within each structure or building in which the affected dwelling units are located, as well as in a conspicuous place at the project office, if any, or if none, a similar central business location within the project. Comments must be taken into consideration before any proposed modifications or revisions become effective [24 CFR 966.5].

After the proposed revisions become effective, they must be publicly posted in a conspicuous manner in the project office and must be furnished to applicants and tenants on request [24 CFR 966.5].

LHA Policy

When LHA proposes to modify or revise schedules of special charges or rules and regulations, LHA will post a copy of the notice in the central office and will mail a copy of the notice to each resident family. Documentation of proper notice will be included in each resident file.

Other Modifications

LHA Policy

The lease will be amended to reflect all changes in family composition.

If, for any reason, any member of the household ceases to reside in the unit, the lease will be amended by drawing a line through the person's name. The head of household and LHA will be required to initial and date the change.

If a new household member is approved by LHA to reside in the unit, the person's name will be added to the lease. The head of household and LHA will be required to initial and date the change. If the new member of the household is an adult, s/he will also be required to sign and date the lease.

Policies governing when and how changes in family composition must be reported are contained in Chapter 9, Reexaminations.

8-IE. SECURITY DEPOSITS [24 CFR 966.4(b)(5)]

At the option of LHA, the lease may require security deposits. The amount of the security deposit cannot exceed one month's rent, or a reasonable fixed amount as determined by LHA. LHA requires the family to pay the security deposit in full prior to occupancy.

LHA Policy

Residents must pay a security deposit to LHA at the time of admission. The amount of the security deposit will be equal to the family's total tenant payment or \$300 whichever higher at the time of move-in, and must be paid in full prior to occupancy.

LHA will hold the security deposit for the period the family occupies the unit. LHA will not use the security deposit for rent or other charges while the resident is living in the unit.

Within 31 days after the termination of the tenancy and delivery of possession of the unit, LHA will refund to the resident the amount of the security deposit, less any amount needed to pay the cost of unpaid rent, damages listed on the move-out inspection report that exceed normal wear and tear, and other charges due under the lease.

LHA will provide the resident with a written list of any charges against the security deposit within 30 business days of the end of liability for rent. If the resident disagrees with the amount charged, LHA will provide a meeting

to discuss the charges.

8-1.F. PAYMENTS UNDER THE LEASE Rent Payments [24 CFR 966.4(b)(1)]

Families must pay the amount of the monthly tenant rent determined by LHA in accordance with HUD regulations, Florida Landlord Tenant law and other requirements. The amount of the tenant rent is subject to change in accordance with HUD requirements.

The lease must specify the initial amount of the tenant rent at the beginning of the initial lease term, and LHA must give written notice stating any change in the amount of tenant rent and when the change is effective.

LHA Policy

The tenant rent is due and payable to LHA on the first of every month.

If a family's tenant rent changes, LHA will notify the family of the new amount and the effective date by sending a "Notice of Rent Adjustment" which will become an attachment to the lease.

Late Fees and Nonpayment

The LHA lease provides for payment of penalties when the family is late in paying tenant rent [24 CFR 966.4(b) (3)]. The lease must provide that late payment fees are not due and collectible until two weeks after LHA gives written notice of

the charges. The written notice is considered an adverse action and must meet the requirements governing a notice of adverse action [24 CFR 966.4(b) (4)].

The notice of proposed adverse action must identify the specific grounds for the action and inform the family of their right

for a hearing under LHA grievance procedures. LHA must not take the proposed action until the time for the tenant to request a grievance hearing has expired, or (if a hearing was requested within the required timeframe,) the grievance process has been completed [24 CFR 966.4(e) (8)].

LHA Policy

If the family fails to pay their rent, or have a payment postmarked, by the seventh day of the month, and LHA has not agreed to accept payment at a later date, a 14-day Notice to Vacate will be issued to the resident for failure to pay rent, demanding payment in full or the surrender of the premises.

In addition, if the resident fails to make payment by the end of the day (mid-night) or have a payment postmarked by the seventh day of the month, a late fee of \$25.00 will be charged. Notices of late fees will be in accordance with requirements regarding notices of adverse action. Charges are due and payable 14 calendar days after billing. If the family requests a grievance hearing within the required timeframe, LHA may not take action for nonpayment of the fee until the conclusion of the grievance process. If the resident can document financial hardship, the late fee may be waived on a case- by-case basis.

When a check is returned for insufficient funds or is written on a closed account, the rent will be considered unpaid and a returned check fee of \$50.00 will be charged to the family. The fee will be due and payable 14 days after billing.

Excess Utility Charges

If LHA charges the tenant for consumption of excess utilities, the lease must state the basis for the determination of such charges. The imposition of charges for consumption of excess utilities is permissible only if the charges are determined by an individual check meter servicing the leased unit or result from the use of major tenant-supplied appliances [24 CFR 966.4(b) (2)].

Schedules of special charges for utilities that are required to be incorporated in the lease by reference must be publicly posted in a conspicuous manner in the development office and must be furnished to applicants and tenants on request [24 CFR 966.5].

The lease must provide that charges for excess utility consumption are not due and collectible until two weeks after LHA gives written notice of the charges. The written notice is considered an adverse action and must meet the requirements governing a notice of adverse action [24 CFR 966.4(b) (4)].

The notice of proposed adverse action must identify the specific grounds for the action and inform the family of their right for a hearing under LHA grievance procedures. LHA must not take the proposed action until the time

for the tenant to request a grievance hearing has expired, or (if a hearing was requested within the required timeframe,) the grievance process has been completed [24 CFR 966.4(e) (8)].

LHA Policy

When applicable, families will be charged for excess utility usage according to LHA's current posted schedule. Notices of excess utility charges will be mailed monthly and will be in accordance with requirements regarding notices of adverse actions. Charges are due and payable 14 calendar days after billing. If the family requests a grievance hearing within the required timeframe, LHA may not take action for nonpayment of the charges until the conclusion of the grievance process.

Nonpayment of excess utility charges is a violation of the lease and is grounds for eviction.

Maintenance and Damage Charges

If LHA charges the tenant for maintenance and repair beyond normal wear and tear, the lease must state the basis for the determination of such charges [24 CFR 966.4(b) (2)].

Schedules of special charges for services and repairs which are required to be incorporated in the lease by reference must be publicly posted in a conspicuous manner in the Community Management office and must be furnished to applicants and tenants on request [24 CFR 966.5].

The lease must provide that charges for maintenance and repair beyond normal wear and tear are not due and collectible until two weeks after LHA gives written notice of the charges. The written notice is considered an adverse action, and must meet the requirements governing a notice of adverse action [24 CFR 966.4(b) (4)].

The notice of proposed adverse action must identify the specific grounds for the action and inform the family of their right for a hearing under LHA grievance procedures. LHA must not take the proposed action until the time for the tenant to request a grievance hearing has expired, or (if a hearing was requested within the required timeframe,) the grievance process has been completed [24 CFR 966.4(e) (8)].

LHA Policy

When applicable, families will be charged for maintenance and/or damages according to LHA's current schedule. Work that is not covered in the schedule will be charged based on the actual cost of labor and materials to make needed repairs (including overtime, if applicable). Repeated or excessive damages to the unit beyond normal wear and tear will be considered a serious or repeated violation of the lease.

Notices of maintenance and damage charges will be mailed monthly and will be in accordance with requirements regarding notices of adverse actions. Charges are due and payable 14 calendar days after billing. If the family requests a grievance hearing within the required timeframe, LHA may not take action for nonpayment of the charges until the conclusion of the grievance process.

Nonpayment of maintenance and damage charges is a violation of the lease and is grounds for eviction.

8-I.G. MINIMUM HEATING STANDARDS [Notice PIH 2018-19]

PHAs in states, territories, or localities with existing minimum heating standards must use their respective local standards for public housing dwelling units. For PHAs where state or local minimum heating standards do not exist, PHAs must use the HUD-prescribed heating standards specified in Notice PIH 2018-19.

PHA Policy

The PHA is located in an area where state or local residential heating standards exist and will utilize those standards for public housing units. Therefore, the PHA's minimum heating standards are as follows:

Minimum temperature:

If the PHA controls the temperature, the minimum temperature in each unit must be at least 55 degrees. If the resident controls the temperature, the heating equipment must have the capability of heating to at least 80 degrees.

Minimum temperature capability:

[If PHAs are allowed flexibility maintaining the indoor temperature when the outdoor temperature approaches the design day temperature, insert criteria for when flexibility applies and the minimum temperature threshold that the indoor temperature should never fall below. Note, the design day temperature refers to the lowest expected outdoor temperature a heating system was designed to accommodate.]

Measurement:

Temperature measurements must be taken according to the following methodology: Any Thermometer.

PART II: INSPECTIONS

8-II.A. OVERVIEW

HUD rules require LHA to inspect each dwelling unit prior to move-in, at move-out, and annually during occupancy. In addition, LHA may require additional inspections, in accordance with LHA Policy. This part contains LHA's policies governing inspections, notification of unit entry, and inspection results.

8-II.B. TYPES OF INSPECTIONS Move-In Inspections

[24 CFR 966.4(i)]

The lease must require LHA and the family to inspect the dwelling unit prior to occupancy in order to determine the condition of the unit and equipment in the unit. A copy of the initial inspection, signed by LHA and the resident, must be provided to the tenant and be kept in the resident file.

LHA Policy

Any adult family member may attend the initial inspection and sign the inspection form for the head of household.

Move-Out Inspections [24 CFR 966.4(i)]

LHA must inspect the unit at the time the resident vacates the unit and must allow the resident to participate in the inspection if he or she wishes, unless the tenant vacates without notice to LHA. LHA must provide to the tenant a statement of any charges to be made for maintenance and damage beyond normal wear and tear. The difference between the condition of the unit at move-in and move-out establishes the basis for any charges against the security deposit so long as the work needed exceeds that for normal wear and tear.

LHA Policy

When applicable, LHA will provide the tenant with a statement of charges to be made for maintenance and damage beyond normal wear and tear, within 31 days after termination of the tenancy and delivery of possession to LHA

Annual Inspections [24 CFR 5.705]

LHA is required to inspect all occupied units annually using HUD's Uniform Physical Condition Standards (UPCS). Under the Public Housing Assessment System (PHAS), HUD's physical condition inspections do not relieve LHA of this responsibility to inspect its units [24 CFR 902.20(d)].

Quality Control Inspections

The purpose of quality control inspections is to assure that all defects were identified in the original inspection, and that repairs were completed at an acceptable level of craftsmanship and within an acceptable time frame

LHA Policy

Supervisory quality control inspections will be conducted in accordance with LHA's maintenance plan.

Special Inspections

LHA Policy

LHA staff may conduct a special inspection for any of the following reasons:

- Housekeeping Unit condition
- Suspected lease violation
- Preventive maintenance+
- Routine maintenance
- There is reasonable cause to believe an emergency exists

Other Inspections

LHA Policy

Building exteriors, grounds, common areas and systems will be inspected according to LHA's maintenance plan.

8-II.C. NOTICE AND SCHEDULING OF INSPECTIONS Notice of Entry

Non-emergency Entries [24 CFR 966.4(j)(1)]

LHA may enter the unit, with reasonable advance notification to perform routine inspections and maintenance, make improvements and repairs, or to show the unit for re-leasing. A written statement specifying the purpose of LHA entry delivered to the dwelling unit at least two days before such entry is considered reasonable advance notification.

LHA Policy

LHA will notify the resident in writing at least 48 hours prior to any non-emergency inspection.

For regular annual inspections, the family will receive at least 2 weeks written notice of the inspection to allow the family to prepare the unit for the inspection.

Prior to entering for repairs requested by the family LHA will seek permission to enter the resident's unit if the resident is not present.

Emergency Entries [24 CFR 966.4(j) (2)]

LHA may enter the dwelling unit at any time without advance notice when there is reasonable cause to believe that an emergency exists. If no adult household member is present at the time of an emergency entry, LHA must leave a written statement showing the date, time and purpose of the entry prior to leaving the dwelling unit.

Scheduling of Inspections

LHA Policy

Inspections will be conducted during business hours. If a family needs to reschedule an inspection, they must notify LHA at least 24 hours prior to the scheduled inspection. LHA will reschedule the inspection no more than once unless the resident has a verifiable good cause to delay the inspection. LHA may request verification of such cause.

Attendance at Inspections

Residents are required to be present for move-in inspections [24 CFR 966.4(i)]. There is no such requirement for other types of inspections.

LHA Policy

Except at move-in inspections, the resident is not required to be present for the inspection. The resident may attend the inspection if he or she wishes.

If no one is at home, the inspector will enter the unit, conduct the inspection and leave a copy of the inspection report in the unit.

8-II.D. INSPECTION RESULTS

LHA is obligated to maintain dwelling units and the project in decent, safe and sanitary condition and to make necessary repairs to dwelling units [24 CFR 966.4(e)].

Emergency Repairs [24 CFR 966.4(h)]

If the unit is damaged to the extent that conditions are created which are hazardous to the life, health, or safety of the

occupants, the tenant must immediately notify LHA of the damage, and LHA must make repairs within a reasonable time frame.

If the damage was caused by a household member or guest, LHA must charge the family for the reasonable cost of repairs. LHA may also take lease enforcement action against the family. If LHA cannot make repairs quickly, LHA must offer the family standard alternative accommodations. If LHA can neither repair the defect within a reasonable time frame nor offer alternative housing, rent shall be abated in proportion to the seriousness of the damage and loss in value as a dwelling. Rent shall not be abated if the damage was caused by a household member or guest, or if the resident rejects the alternative accommodations.

LHA Policy

When conditions in the unit are hazardous to life, health, or safety, LHA will make repairs or otherwise abate the situation

within 24 hours. Defects hazardous to life, health or safety include, but are not limited to, the following:

- Any condition that jeopardizes the security of the unit
- Major plumbing leaks or flooding, waterlogged ceiling or floor in imminent danger of falling Natural or LP gas or fuel oil leaks
- Any electrical problem or condition that could result in shock or fire
- Absence of a working heating system Utilities not in service, including no running hot and cold water
- Conditions that present the imminent possibility of injury
- Obstacles that prevent safe entrance or exit from the unit
- Absence of a functioning toilet in the unit
- Inoperable smoke detectors
- Locks on exterior doors
- Latches on windows
- A nonfunctional range
- A nonfunctional refrigerator
- All lighting in the units is off.

Non-emergency Repairs

LHA Policy

LHA will endeavor to correct non-life-threatening health and safety defects within 15 business days of the inspection date. If LHA is unable to make repairs within that period due to circumstances beyond LHA's control (e.g. required parts or services are not available, weather conditions, etc.) LHA will notify the family of an estimated date of completion.

The family must allow LHA access to the unit to make repairs.

Resident-Caused Damages

LHA Policy

Damages to the unit beyond wear and tear will be billed to the tenant in accordance with the policies in 8-I.G., Maintenance and Damage Charges.

Repeated or excessive damages to the unit beyond normal wear and tear will be considered a serious or repeated violation of the lease.

Housekeeping

LHA Policy

Residents whose housekeeping habits pose a non-emergency health or safety risk, encourage insect or rodent infestation,

or cause damage to the unit are in violation of the lease. In these instances, LHA will provide proper notice of a lease violation.

A re-inspection will be conducted within 18 days to confirm that the resident has complied with the requirement to abate the problem. Failure to abate the problem or allow for a re-inspection is considered a violation of the lease and may result

in termination of tenancy in accordance with Chapter 13.

Notices of lease violation will also be issued to residents who purposely disengage the unit's smoke detector. Only one warning will be given. A second incidence will result in lease termination.

Lakeland Housing Authority

NO-SMOKING POLICY

Introduction

Due to the increased risk of fire, increased maintenance costs, and the known health effects of secondhand smoke, West Lake Management Company has determined that for the benefit and well-being of the residents, guests, employees and all who visit name of building/s facilities, smoking will not be permitted on the property. Copies of this policy shall be distributed to all current leaseholders, tenants, residents, new residents, applicants, and employees.

Smoking shall not be permitted:

- By any person including current residents, new residents, tenants, their roommates, their guests, their agents nor their employees inside any building which is part of the name of building/s.
- In any individual apartment units or balconies or patios, which are part of those units.
- In common areas within any building such as entryways, hallways, restrooms, laundry rooms and all openings to any housing property, including window and door openings.
- In all other outside areas of the properties, stairways, yards, playground areas and parking lots

Definitions

The term "smoking" means inhaling, exhaling, breathing, burning, carrying, or possessing any lighted cigar, cigarette, pipe, other tobacco products, or similarly lighted smoking material in any manner or in any form including all electronic cigarette products, commonly referred to as "e-cigarettes".

The terms "leaseholder" "resident and "tenant" shall refer to any entity or person(s) who have signed a lease agreement leasing a housing unit from name of building/s.

Rules and Regulations

All leaseholders, residents and tenants of housing units of Westlake Management Properties and live in residents, roommates or occupants of those housing units and their guests, agents, employees, and invitees must abide by the following rules and regulations:

1. **Prohibition of Smoking Inside Buildings.** Smoking shall not be permitted anywhere inside any building located on Westlake Management property, including, but not limited to, individual apartment or housing units, balconies and patios attached or a part of those housing units and including all common areas such as entryways, hallways, restrooms, laundry rooms, and all openings to the building including window and door openings.

2. Prohibition of Smoking in Areas Outside Buildings.

Smoking shall be prohibited in all outside areas of Westlake Management property to include stairways, landings, yards, playground areas, parking lots.

3. Phase In of Policy.

a. Effective on date, all leaseholders, residents and tenants of apartment or housing units of Westlake Management Properties and their live-in residents, roommates, occupant's guests, invitees, agents, and employees, will be prohibited from smoking anywhere in or outside the building or unit which they occupy or reside.

4. Enforcement

a. Procedures in effect will consist of verbal and written cease-and desist requests made to the leaseholder, resident or tenant deemed responsible for that violation.

b. Effective date, enforcement procedures will include formal notices of violation and notices of lease termination and eviction. That is, violation of the no smoking policy by the leaseholder, resident or tenant or by any of his or her guests, live-in residents, invitees, agents or employees may be treated as a material breach of the tenant's lease agreement and enforced in accordance with the notice and termination procedures that apply to the lease or rental agreement of the particular leaseholder, resident or tenant who have themselves violated or who are responsible for those who have violated the no-smoking policy.

5. Compliance by Leaseholders/Resident's Guests.

Leaseholders, residents and tenants are responsible for ensuring that all other live-in residents, guests, invitees, agents and employees of the housing unit for which the leaseholder, resident or tenant is responsible are made aware of and comply with this policy.

6. Lease Violation.

The leaseholder(s), resident(s) and tenant(s) are responsible for the actions all of his/her or their live in residents, occupants guests, invitees agents and employees. Failure to comply with any of the rules or regulations contained in this policy may be considered a material lease violation as set forth at paragraph 3 above and subject to leaseholder(s), resident(s) and tenant(s) to all leasehold remedies including, but not limited to lease termination, eviction and damages which may include the cost to clean items discolored and/or which contain the odor of smoke including, but not limited to carpets, drapes, and walls, or the cost to repair burn marks and remove cigarette butts or residue.

7. Complaints.

If leaseholder or resident witnesses someone smoking or smells tobacco smoke in any place within the interior buildings of Westlake Management properties or witnesses someone smoking on the grounds , the leaseholder or resident should report the violation or the odor to the property manager in writing as soon as possible.

8. Investigations.

Property managers receiving a complaint will seek the specific source of the tobacco smoke and will take appropriate enforcement action, consistent with paragraph 3 above as soon as possible.

9. Communication of Policy.

This policy shall be communicated by the property manager to all current leaseholders and residents of Westlake Management and employees at least sixty (30) days prior to its effective date, and at the time of employment for all new employees, and prior to admission and/or prior to the signing of a lease for any new leaseholder or resident.

- a. New leaseholders shall be given two (2) copies of the policy. After review, the leaseholder must sign one copy and return the executed copy to the property manager prior to moving in. The property manager shall place the signed copy in the leaseholder's file.
- b. Upon adoption of the policy, all persons whose names are on a lease of a housing unit at Westlake Property Management shall be given two copies of the policy by the property manager. After review, all such persons must sign one copy and return the executed copy to the property manager within ten (10) days. The property manager shall place the signed copy in the leaseholder/resident/tenant's file. In the event that any such person fails or refuses to sign his or her confirmation that he or she has read, understood and agrees to comply with the provisions of Westlake Management no-smoking policy, Westlake management will nevertheless be entitled to assume and understand that every such leaseholder read, understood and agreed to comply with this no-smoking policy.

10. Effective Date. The effective date of this policy shall be April 1, 2014.

11. If any provision of this policy is invalid or unenforceable under applicable law, such provision shall be amended to comply with such law. The reformation of any provision of this policy shall not invalidate this policy or any lease agreement into which this policy is incorporated. An invalid provision that cannot be reformed shall be severed and the remaining portions of this policy shall be enforced

Chapter 9 REEXAMINATIONS

[24 CFR 960.257, 960.259, 966.4]

INTRODUCTION

LHA is required to monitor each family's income and composition over time, and to adjust the family's rent accordingly.

PHAs must adopt policies concerning the conduct of annual and interim reexaminations that are consistent with regulatory requirements and must conduct reexaminations in accordance with such policies [24 CFR 960.257(c)]. (Note: Properties/Communities with Tax Credit requirements must re-certify all families regardless if they pay income based or flat rent)

The frequency with which LHA must reexamine income for a family depends on whether the family pays income-based or flat rent. HUD requires LHA to offer all families the choice of paying income-based rent or flat rent at least annually. LHA's policies for offering families a choice of rents are located in Chapter 6.

This chapter discusses both annual and interim reexaminations.

Part I: Annual Reexaminations for Families Paying Income Based Rents. This part discusses the requirements for annual reexamination of income and family composition. Full reexaminations are conducted at least once a year for families paying income-based rents.

Part II: Reexaminations for Families Paying Flat Rents. This part contains LHA's policies for conducting full reexaminations of family income and composition for families paying flat rents. These full reexaminations are conducted at least once every 3 years. This part also contains LHA's policies for conducting annual updates of family composition for flat rent families.

Part III: Interim Reexaminations. This part includes HUD requirements and LHA policies related to when a family may and must report changes that occur between annual reexaminations.

Part IV: Recalculating Tenant Rent. After gathering and verifying required information for an annual or interim reexamination, LHA must recalculate the tenant rent. While the basic policies that govern these calculations are provided in Chapter 6, this part lays out policies that affect these calculations during a reexamination.

Policies governing reasonable accommodation, family privacy, required family cooperation and program abuse, as described elsewhere in this ACOP, apply to annual and interim reexaminations.

PART I: ANNUAL REEXAMINATIONS FOR FAMILIES PAYING INCOME BASED RENTS [24 CFR 960.257]

9-I.A. OVERVIEW

For those families who choose to pay income-based rent, LHA must conduct a reexamination of income and family composition at least annually [24 CFR 960.257(a) (1)]. For families who choose flat rents, LHA must conduct a reexamination of family composition at least annually, and must conduct a reexamination of family income at least once

every 3 years [24 CFR 960.257(a)(2)]. Policies related to the reexamination process for families paying flat rent are located in Part II of this chapter.

For all residents of public housing, whether those residents are paying income-based or flat rents, LHA must conduct an annual review of community service requirement compliance pursuant PIH Notice 2015-12. This annual reexamination is also a good time to have residents sign consent forms for criminal background checks in case the criminal history of a resident is needed at some point to determine the need for lease enforcement or eviction.

LHA is required to obtain information needed to conduct reexaminations. How that information will be collected is left to the discretion of LHA. Families are required to provide current and accurate information on income, assets, allowances and deductions, family composition and community service compliance as part of the reexamination process [24 CFR 960.259].

This part contains LHA's policies for conducting annual reexaminations.

9-I.B STREAMLINED ANNUAL REEXAMINATIONS [24 CFR 960.257]

HUD permits PHAs to streamline the income determination process for family members with fixed sources of income. While third-party verification of all income sources must be obtained during the intake process and every three years thereafter, in the intervening years the PHA may determine income from fixed sources by applying a verified cost of living adjustment (COLA) or rate of interest. The PHA may, however, obtain third-party verification of all income, regardless of the source. Further, upon request of the family, the PHA must perform third-party verification of all income sources.

Fixed sources of income include Social Security and SSI benefits, pensions, annuities, disability or death benefits, and other sources of income subject to a COLA or rate of interest. The determination of fixed income may be streamlined even if the family also receives income from other non-fixed sources.

Two streamlining options are available, depending upon the percentage of the family's income that is received from fixed sources. If at least 90 percent of the family's income is from fixed sources, the PHA may streamline the verification of fixed income and may choose whether to verify non-fixed income amounts in years where no fixed-income review is required. If the family receives less than 90 percent of its income from fixed sources, the PHA may streamline the verification of fixed income and must verify non-fixed income annually.

LHA Policy

LHA will streamline the annual reexamination process by applying the verified COLA or interest rate to fixed-income sources. The PHA will document in the file how the determination that a source of income was fixed was made.

If a family member with a fixed source of income is added, the PHA will use third-party verification of all income amounts for that family member.

If verification of the COLA or rate of interest is not available, the PHA will obtain third party verification of income amounts.

Third-party verification of fixed sources of income will be obtained during the intake process and at least once every three years thereafter.

Third-party verification of non-fixed income will be obtained annually regardless of the percentage of family income received from fixed sources.

9-I.C. SCHEDULING ANNUAL REEXAMINATIONS

LHA must establish a policy to ensure that the annual reexamination for each family paying an income-based rent is completed within a 12-month period [24 CFR 960.257(a) (1)].

LHA Policy

Generally, LHA will schedule annual reexaminations to coincide with the family's anniversary date. LHA will begin the annual reexamination process approximately 120 days in advance of the scheduled effective date. *Anniversary date* is defined as 12 months from the effective date of the family's last annual reexamination or, during a family's first year in the program, from the effective date of the family's initial examination (admission).

If the family transfers to a new unit, LHA will perform a new annual reexamination, and the anniversary date will be changed.

LHA may also conduct an annual reexamination for completion prior to the anniversary date for administrative purposes.

Notification of and Participation in the Annual Reexamination Process

LHA is required to obtain information needed to conduct annual reexaminations. How that information will be collected is left to the discretion of LHA. However, PHAs should give tenants who were not provided the opportunity the option to complete Form HUD-92006 at this time [Notice PIH 2009-36].

LHA Policy

Families generally are required to bring or mail in annual reexamination documentation. Notification of annual reexamination interviews will be sent by first-class mail and will inform the family of the information and documentation that must be submitted. If a family fails to submit required documentation to LHA the family will be in violation of their lease and may be terminated in accordance with the policies in Chapter 13. An advocate, interpreter, or other assistant may assist the family in the annual review process.

9-I.D. CONDUCTING ANNUAL REEXAMINATIONS

The terms of the public housing lease require the family to furnish information necessary for the redetermination of rent and family composition [24 CFR 966.4(c) (2)].

LHA Policy

Families will be required to provide all documentation (as described in the reexamination notice) The required information will include a PHA-designated reexamination form, an Authorization for the Release of Information/Privacy

Act Notice, as well as supporting documentation related to the family's income, expenses, and family composition. If the family is unable to obtain the information or materials within the required time frame, the family may request an extension.

If the family does not provide the required documents or information within the required time frame (plus any extensions), the family will be in violation of their lease and may be terminated in accordance with the policies in Chapter 13.

The information provided by the family generally must be verified in accordance with the policies in Chapter 7. Unless the family reports a change, or the agency has reason to believe a change has occurred in information previously reported

by the family, certain types of information that are verified at admission typically do not need to be re-verified on an annual basis. These include:

- Legal identity
- Age
- Social security numbers
- A person's disability status
- Citizenship or immigration status

Change in Unit Size

Changes in family or household composition may make it appropriate to consider transferring the family to comply with occupancy standards. LHA may use the results of the annual reexamination to require the family to move to an appropriate size unit [24 CFR 960.257(a)(4)]. Policies related to such transfers are located in Chapter 12.

Criminal Background Checks

Information obtained through criminal background checks may be used for lease enforcement and eviction [24 CFR 5.903(e)(1)(ii)]. Criminal background checks of residents will be conducted in accordance with the policy in Section 13- IV.B.

LHA Policy

Each household member age 15 and over will be required to execute a consent form for a criminal background check as part of the annual reexamination process.

Compliance with Community Service

For families who include nonexempt individuals, LHA must determine compliance with community service requirements once each 12 months [24 CFR 960.257(a) (3)].

See Chapter 11 for LHA's policies governing compliance with the community service requirement pursuant PIH Notice 2015-12.

9-I.E. EFFECTIVE DATES

As part of the annual reexamination process, LHA must make appropriate adjustments in the rent after consultation with the family and upon verification of the information [24 CFR 960.257(a) (1)].

LHA Policy

In general, an *increase* in the tenant rent that results from an annual reexamination will take effect on the family's anniversary date, and the family will be notified at least 30 days in advance.

If less than 30 days remain before the scheduled effective date, the increase will take effect on the first of the month following the end of the 30-day notice period.

If LHA chooses to conduct an annual reexamination for completion prior to the family's anniversary date for administrative purposes, the effective date will be determined by LHA, but will always allow for the 30-day notice period. If the family causes a delay in processing the annual reexamination, *increases* in the family share of the rent will be applied retroactively, to the scheduled effective date of the annual reexamination. The family will be responsible for any underpaid rent and may be offered a repayment agreement in accordance with the policies in Chapter 16.

In general, a *decrease* in the tenant rent that results from an annual reexamination will take effect on the family's anniversary date.

If LHA chooses to conduct an annual reexamination for completion prior to the family's anniversary date for administrative purposes, the effective date will be determined by LHA.

If the family causes a delay in processing the annual reexamination, *decreases* in the family share of the rent will be applied prospectively, from the first day of the month following completion of the reexamination processing.

Delays in reexamination processing are considered to be caused by the family if the family fails to provide information requested by LHA by the date specified, and this delay prevents LHA from completing the reexamination as scheduled.

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS [24 CFR 960.257(2)]

9-II.A. OVERVIEW

HUD requires that LHA offer all families the choice of paying income-based rent or flat rent at least annually.

LHA's policies for offering families a choice of rents are located in Chapter 6.

For families who choose flat rents, LHA must conduct a reexamination of family composition at least annually, and must conduct a reexamination of family income at least once every 3 years [24 CFR 960.257(a)(2)]. LHA is only required to provide the amount of income-based rent the family might pay in those years that LHA conducts a full reexamination of income and family composition, or upon request of the family after the family submits updated income information [24 CFR 960.253(e)(2)].

As it does for families that pay income-based rent, on an annual basis, LHA must also review community service compliance and should have each adult resident consent to a criminal background check.

This part contains LHA's policies for conducting reexaminations of families who choose to pay flat rents.

9-II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION Frequency of Reexamination

LHA Policy

For families paying flat rents, LHA will conduct a full reexamination of family income and composition at least once every 3 years.

Reexamination Policies

LHA Policy

In conducting full reexaminations for families paying flat rents, LHA will follow the policies used for the annual reexamination of families paying income-based rent as set forth in Sections 9-I.B through 9-I.D above.

9-II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”)

As noted above, full reexaminations are conducted at least every 3 years for families paying flat rents. In the years between full reexaminations, regulations require LHA to conduct a reexamination of family composition (“annual update”) [24 CFR 960.257(a)(2)].

The annual update process is similar to the annual reexamination process, except that LHA does not collect information about the family’s income and expenses, and the family’s rent is not recalculated following an annual update.

Scheduling

LHA must establish a policy to ensure that the reexamination of family composition for families choosing to pay the flat rent is completed at least annually [24 CFR 960.257(a)(2)].

LHA Policy

For families paying flat rents, annual updates will be conducted in each of the 2 years following the full reexamination. In scheduling the annual update, LHA will follow the policy used for scheduling the annual reexamination of families paying income-based rent as set forth in Section 9-I.B. above.

Conducting Annual Updates

The terms of the public housing lease require the family to furnish information necessary for the redetermination of rent and family composition [24 CFR 966.4(c)(2)].

LHA Policy

Generally, the family will not be required to attend an interview for an annual update. However, if LHA determines that an interview is warranted, the family may be required to attend.

Notification of the annual update will be sent by first-class mail and will inform the family of the information and documentation that must be provided to LHA. The family will have 15 business days to submit the required information to LHA. If the family is unable to obtain the information or documents within the required time frame, the family may request an extension. LHA will accept required documentation by mail, by email, by fax, or in person.

If the family’s submission is incomplete, or the family does not submit the information in the required time frame, LHA will send a second written notice to the family. The family will have 7 business days from the date of the second notice to provide the missing information or documentation to LHA.

If the family does not provide the required documents or information within the required time frame on first request (plus any extensions), the family will be in violation of their lease and may be terminated in accordance with the policies in Chapter 13.

Change in Unit Size

Changes in family or household composition may make it appropriate to consider transferring the family to comply with occupancy standards. LHA may use the results of the annual update to require the family to move to an appropriate size unit [24 CFR 960.257(a) (4)]. Policies related to such transfers are located in Chapter 12.

Criminal Background Checks

Information obtained through criminal background checks may be used for lease enforcement and eviction [24 CFR 5.903(e)]. Criminal background checks of residents will be conducted in accordance with the policy in Section 13-IV.B.

LHA Policy

Each household member age 18 and over will be required to execute a consent form for criminal background check as part of the annual update process.

Compliance with Community Service

For families who include nonexempt individuals, LHA must determine compliance with community service requirements once each 12 months [24 CFR 960.257(a) (3)].

See Chapter 11 for LHA’s policies governing compliance with the community service requirement.

PART III: INTERIM REEXAMINATIONS [24 CFR 960.257; 24 CFR 966.4]

9-III.A. OVERVIEW

Family circumstances may change throughout the period between annual reexaminations. HUD and LHA policies dictate what kinds of information about changes in family circumstances must be reported, and under what circumstances LHA must process interim reexaminations to reflect those changes. HUD regulations also permit LHA to conduct interim reexaminations of income or family composition at any time.

In addition to specifying what information the family must report, HUD regulations permit the family to request an interim determination if other aspects of the family's income or composition change. LHA must complete the interim reexamination within a reasonable time after the family's request.

This part includes HUD and LHA policies describing what changes families are required to report, what changes families may choose to report, and how LHA will process both PHA-and family-initiated interim reexaminations.

9-III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION

LHA must adopt policies prescribing when and under what conditions the family must report changes in family composition. However, due to provisions of the public housing lease, LHA has limited discretion in this area.

Changes in family or household composition may make it appropriate to consider transferring the family to comply with occupancy standards. Policies related to such transfers are located in Chapter 12.

LHA Policy

All families, those paying income-based rent as well as flat rent, must report all changes in family and household composition that occur between annual reexaminations (or annual updates).

LHA will conduct interim reexaminations to account for any changes in household composition that occur between annual reexaminations.

New Family Members Not Requiring Approval

The addition of a family member as a result of birth, adoption, or court-awarded custody does not require LHA approval. However, the family is required to promptly notify LHA of the addition [24 CFR 966.4(a)(1)(v)].

LHA Policy

The family must inform LHA of the birth, adoption, or court-awarded custody of a child within 7 days.

New Family and Household Members Requiring Approval

With the exception of children who join the family as a result of birth, adoption, or court-awarded custody, a family must request LHA approval to add a new family member [24 CFR 966.4(a)(1)(v)] or other household member (live-in aide or foster child) [24 CFR 966.4(d)(3)].

LHA may adopt reasonable policies concerning residence by a foster child or a live-in aide, and defining the circumstances in which LHA consent will be given or denied. Under such policies, the factors considered by LHA may include [24 CFR 966.4(d)(3)(i)]:

Whether the addition of a new occupant may necessitate a transfer of the family to another unit, and whether such units are available.

LHA's obligation to make reasonable accommodation for persons with disabilities.

LHA Policy

Families must request LHA approval to add a new family member, live-in aide, foster child, or foster adult. This includes any person not on the lease who is expected to stay in the unit for more than a total of 21 cumulative calendar days during any 12-month period and therefore no longer qualifies as a "guest." Requests must be made in writing and approved by LHA prior to the individual moving into the unit.

LHA will not approve the addition of new family or household members other than by birth, adoption, court-awarded custody, or marriage, if it will require the family to transfer to a larger size unit (under the transfer policy in Chapter 12), unless the family can demonstrate that there are medical needs or other extenuating circumstances, including reasonable accommodation, that should be considered by LHA. Exceptions will be made on a case-by-case basis.

LHA will not approve the addition of a new family or household member unless the individual meets LHA's

eligibility criteria (see Chapter 3) and documentation requirements (See Chapter 7, Part II).

If LHA determines that an individual does not meet LHA's eligibility criteria or documentation requirements, LHA will notify the family in writing of its decision to deny approval of the new family or household member and the reasons for the denial.

LHA will make its determination within 10 business days of receiving all information required to verify the individual's eligibility.

Departure of a Family or Household Member

LHA Policy

If a family member ceases to reside in the unit, the family must inform LHA within 7 days. This requirement also applies to family members who had been considered temporarily absent, who are now permanently absent.

If a live-in aide, foster child, or foster adult ceases to reside in the unit, the family must inform LHA within 7 days.

9-III.C. CHANGES AFFECTING INCOME OR EXPENSES

Interim reexaminations can be scheduled either because LHA has reason to believe that changes in income or expenses may have occurred, or because the family reports a change. When a family reports a change, LHA may take different actions depending on whether the family reported the change voluntarily, or because it was required to do so.

LHA Policy

This section only applies to families paying income-based rent. Families paying flat rent are not required to report changes in income or expenses.

PHA-initiated Interim Reexaminations

PHA-initiated interim reexaminations are those that are scheduled based on circumstances or criteria defined by LHA. They are not scheduled because of changes reported by the family.

LHA Policy

LHA will conduct interim reexaminations in each of the following instances:

For families receiving the Earned Income Disallowance (EID), LHA will conduct an interim reexamination at the start, to adjust the exclusion with any changes in income, and at the conclusion of the second 12-month exclusion period (50 percent phase-in period).

If the family has reported zero income, LHA will conduct an interim reexamination every 4 months as long as the family continues to report that they have no income.

If at the time of the annual reexamination, it is not feasible to anticipate a level of income for the next 12 months (e.g. seasonal or cyclic income); LHA will schedule an interim reexamination to coincide with the end of the period for which it is feasible to project income.

If at the time of the annual reexamination, tenant-provided documents were used on a provisional basis due to the lack of third-party verification, and third-party verification becomes available, LHA will conduct an interim reexamination. LHA may conduct an interim reexamination at any time in order to correct an error in a previous reexamination, or to investigate a tenant fraud complaint.

Family-Initiated Interim Reexaminations

LHA must adopt policies prescribing when and under what conditions the family must report changes in family income or expenses [24 CFR 960.257(c)]. In addition, HUD regulations require that the family be permitted to obtain an interim reexamination any time the family has experienced a change in circumstances since the last determination [24 CFR 960.257(b)].

Required Reporting

HUD regulations give LHA the freedom to determine the circumstances under which families will be required to report changes affecting income.

LHA Policy

Families are required to report all increases in earned income, including new employment, within 10 days of the date the change takes effect.

LHA will only conduct interim reexaminations for families that qualify for the earned income disallowance (EID), and only when the EID family's rent will change as a result of the increase. In all other cases, LHA will note the information in the tenant file, but will not conduct an interim reexamination.

Families are not required to report any other changes in income or expenses.

Optional Reporting

The family may request an interim reexamination any time the family has experienced a change in circumstances since the last determination [24 CFR 960.257(b)]. LHA must process the request if the family reports a change that will result in a reduced family income [PH Occ. GB, p. 159].

If a family reports a decrease in income from the loss of welfare benefits due to fraud or noncompliance with a welfare agency requirement to participate in an economic self-sufficiency program, the family's share of the rent will not be reduced [24 CFR 5.615]. For more information regarding the requirement to impute welfare income see Chapter 6.

LHA Policy

If a family reports a change that it was not required to report and that would result in an increase in the tenant rent, LHA will note the information in the tenant file, but will not conduct an interim reexamination.

If a family reports a change that it was not required to report and that would result in a decrease in the tenant rent, LHA will conduct an interim reexamination. See Section 9III.D. for effective dates. Families may report changes in income or expenses at any time.

9-III.D. PROCESSING THE INTERIM REEXAMINATION Method of Reporting

LHA Policy

The family may notify LHA of changes either orally or in writing. If the family provides oral notice, LHA may also require the family to submit the changes in writing.

Generally, the family will not be required to attend an interview for an interim reexamination. However, if LHA determines that an interview is warranted, the family may be required to attend.

Based on the type of change reported, LHA will determine the documentation the family will be required to submit. The family must submit any required information or documents within 7 days of receiving a request from LHA. This time frame may be extended for good cause with PHA approval. LHA will accept required documentation by mail, by email, by fax, or in person.

Effective Dates

LHA must make the interim reexamination within a reasonable time after the family request [24 CFR 960.257(b)].

LHA Policy

If the family share of the rent is to *increase*:

The increase generally will be effective on the first of the month following 30 days' notice to the family.

If a family fails to report a change within the required time frames or fails to provide all required information within the required time frames, the increase will be applied retroactively, to the date it would have been effective had the information been provided on a timely basis. The family will be responsible for any underpaid rent and may be offered a repayment agreement in accordance with the policies in Chapter 16.

If the family share of the rent is to *decrease*: A family may report a decrease in income and other changes which would reduce the amount of rent, such as an increase in allowances or deductions, and LHA will process a family's request to have a family's rent re-evaluated. Reports of such changes must be made to LHA no later than the last day of each month in order for the change in rent to be effective on the first of the following month. LHA may delay the effective date of a participant request due to necessary documentation not being provided in a prompt manner. In cases where the change cannot be verified until after the date the change would become effective, the change will be made retroactively.

PART IV: RECALCULATING TENANT RENT

9-IV.A. OVERVIEW

9-IV.B. CHANGES IN UTILITY ALLOWANCES [24 CFR 965.507, 24 CFR 966.4]

The tenant rent calculations must reflect any changes in LHA's utility allowance schedule [24 CFR 960.253(c)(3)]. Chapter 16 discusses how utility allowance schedules are established.

LHA Policy

Unless LHA is required to revise utility allowances retroactively, revised utility allowances will be applied to a family's rent calculations at the first annual reexamination after the allowance is adopted.

9-IV.C. NOTIFICATION OF NEW TENANT RENT

The public housing lease requires LHA to give the tenant written notice stating any change in the amount of tenant rent, and when the change is effective [24 CFR 966.4(b)(1)(ii)].

When LHA re-determines the amount of rent (Total Tenant Payment or Tenant Rent) payable by the tenant, not including determination of LHA's schedule of Utility Allowances for families in LHA's Public Housing Program, or determines that the tenant must transfer to another unit based on family composition, LHA must notify the tenant that the tenant may ask for an explanation stating the specific grounds of LHA determination, and that if the tenant does not agree with the determination, the tenant shall have the right to request a hearing under LHA's grievance procedure [24 CFR 966.4(c)(4)].

LHA Policy

The notice to the family will include the annual and adjusted income amounts that were used to calculate the tenant rent.

9-IV.D. DISCREPANCIES

During an annual or interim reexamination, LHA may discover that information previously reported by the family was in error, or that the family intentionally misrepresented information. In addition, LHA may discover errors made by LHA. When errors resulting in the overpayment or underpayment of rent are discovered, corrections will be made in accordance with the policies in Chapter 15.

Chapter 10 PETS

[24 CFR 5, Subpart C; 24 CFR 960, Subpart G]

INTRODUCTION

This chapter explains the LHA's policies on the keeping of pets and any criteria or standards pertaining to the policies. The rules adopted are reasonably related to the legitimate interest of LHA to provide a decent, safe and sanitary living environment for all tenants, and to protect and preserve the physical condition of the property, as well as the financial interest of the PHA.

The chapter is organized as follows:

Part I: Assistance Animals. This part explains the difference between assistance animals and pets and contains policies related to the designation of an assistance animal as well as their care and handling.

Part II: Pet policies for all developments. This part includes pet policies that are common to both elderly/disabled developments and general occupancy developments.

Part III: Pet deposits and fees for general occupancy developments. This part contains policies for pet deposits and fees that are applicable to general occupancy developments.

PART I: ASSISTANCE ANIMALS

[Section 504; Fair Housing Act (42 U.S.C.); 24 CFR 5.303; 24 CFR 960.705]

10-I.A. OVERVIEW

This part discusses situations under which permission for an assistance animal may be denied, and also establishes standards for the care of assistance animals.

Notice For Assistance animals are animals that assist, support, or provide service to a person with a disability, or that provide emotional support that alleviates one or more identified symptoms or effects of a person's disability.

Assistance animals – often referred to as “service animals,” “assistive animals,” “support animals,” or “therapy animals” – perform many disability-related functions, including but not limited to the following:

- Guiding individuals who are blind or have low vision
- Alerting individuals who are deaf or hearing impaired
- Providing minimal protection or rescue assistance
- Pulling a wheelchair
- Fetching items
- Alerting persons to impending seizures
- Providing emotional support to persons with disabilities who have a disability-related need for such support

Assistance animals that are needed as a reasonable accommodation for persons with disabilities are not considered pets, and thus, are not subject to the LHA's pet policies described in Parts II through IV of this chapter [24 CFR 5.303, 960.705].

10-I.B. APPROVAL OF ASSISTANCE ANIMALS

A person with a disability is not automatically entitled to have an assistance animal. Reasonable accommodation requires that there is a relationship between the person's disability and his or her need for the animal [PH Occ. GB, p. 179].

LHA may not refuse to allow a person with a disability to have an assistance animal merely because the animal does not have formal training. Some, but not all, animals that assist persons with disabilities are professionally trained. Other assistance animals are trained by the owners themselves and, in some cases, no special training is required. The question is whether or not the animal performs the assistance or provides the benefit needed by the person with the disability [PH Occ. GB, p. 178].

LHA's refusal to permit persons with a disability to use and live with an assistance animal that is needed to

assist them, would violate Section 504 of the Rehabilitation Act and the Fair Housing Act unless [PH Occ. GB, p. 179]:

- There is reliable objective evidence that the animal poses a direct threat to the health or safety of others that cannot be reduced or eliminated by a reasonable accommodation
- There is reliable objective evidence that the animal would cause substantial physical damage to the property of others

PHAs have the authority to regulate assistance animals under applicable federal, state, and local law [24 CFR 5.303(b)(3); 960.705(b)(3)].

PHA Policy

For an animal to be excluded from the pet policy and be considered an assistance animal, there must be a person with disabilities in the household, and the family must request and LHA approve a reasonable accommodation in accordance with the policies contained in Chapter 2.

10-I.C. CARE AND HANDLING

HUD regulations do not affect any authority LHA may have to regulate assistance animals under federal, state, and local law [24 CFR 5.303; 24 CFR 960.705].

LHA Policy

Residents must care for assistance animals in a manner that complies with state and local laws, including anti-cruelty laws.

Residents must ensure that assistance animals do not pose a direct threat to the health or safety of others, or cause substantial physical damage to the development, dwelling unit, or property of other residents.

When a resident's care or handling of an assistance animal violates these policies, LHA will consider whether the violation could be reduced or eliminated by a reasonable accommodation. If LHA determines that no such accommodation can be made, LHA may withdraw the approval of a particular assistance animal.

PART II: PET POLICIES FOR ALL DEVELOPMENTS

[24 CFR 5, Subpart C; 24 CFR 960, Subpart G]

10-II.A. OVERVIEW

The purpose of a pet policy is to establish clear guidelines for ownership of pets and to ensure that no applicant or resident is discriminated against regarding admission or continued occupancy because of ownership of pets. It also establishes reasonable rules governing the keeping of common household pets. This part contains pet policies that apply to all developments.

10-II.B. MANAGEMENT APPROVAL

OF PETS Registration of Pets

LHA may require registration of the pet with LHA [24 CFR 960.707(b) 5)].

LHA Policy

Pets must be registered with LHA before they are brought onto the premises.

Registration includes documentation signed by a licensed veterinarian or state/local authority that the pet has received all inoculations required by state or local law, and that the pet has no communicable disease(s) and is pest-free. This registration must be renewed annually and will be coordinated with the annual reexamination date.

Pets will not be approved to reside in a unit until completion of the registration requirements.

Refusal to Register Pets

LHA Policy

LHA will refuse to register a pet if:

- The pet is not a *common household pet* as defined in Section 10-II.C. below

- Keeping the pet would violate any pet restrictions listed in this policy
- The pet owner fails to provide complete pet registration information, or fails to update the registration annually
- The applicant has previously been charged with animal cruelty under state or local law; or has been evicted, had to relinquish a pet or been prohibited from future pet ownership due to pet rule violations or a court order LHA reasonably determines that the pet owner is unable to keep the pet in compliance with the pet rules and other lease obligations. The pet's temperament and behavior may be considered as a factor in determining the pet owner's ability to comply with provisions of the lease.

If LHA refuses to register a pet, a written notification will be sent to the pet owner within 10 business days of the LHA's decision. The notice will state the reason for refusing to register the pet and will inform the family of their right to appeal the decision in accordance with the LHA's grievance procedures.

Pet Agreement

LHA Policy

Residents who have been approved to have a pet must enter into a pet agreement with LHA or the approval of the pet will be withdrawn.

The pet agreement is the resident's certification that he or she has received a copy of LHA's pet policy and applicable house rules, that he or she has read the policies and/or rules, understands them, and agrees to comply with them.

The resident further certifies by signing the pet agreement that he or she understands that noncompliance with LHA's pet policy and applicable house rules may result in the withdrawal of LHA approval of the pet or termination of tenancy. An additional deposit will be required (Pet Deposit) in the amount of \$300.00.

10-II.C. STANDARDS FOR PETS [24 CFR 5.318; 960.707(b)]

PHAs may establish reasonable requirements related to pet ownership including, but not limited to:

- Limitations on the number of animals in a unit (1 pet per household)
- Prohibitions on types of animals that LHA classifies as dangerous, provided that such classifications are consistent with applicable state and local law (No snakes, pit bulls, etc...)
- Prohibitions on individual animals, based on certain factors, including the size and weight of the animal
- Requiring pet owners to have their pets spayed or neutered PHA's may not require pet owners to have any pet's vocal cords removed.
- PHAs may not require pet owners to obtain or carry liability insurance.
- PHAs may not require that cats be declawed.

Definition of "Common Household Pet"

There is no regulatory definition of common household pet for public housing programs, although the regulations for pet ownership in both elderly/disabled and general occupancy developments use the term. The regulations for pet ownership in elderly/disabled developments expressly authorize PHAs to define the term [24 CFR 5.306(2)].

LHA Policy

Common household pet means a domesticated animal, such as a dog, cat, bird, hamsters, turtles or fish that is traditionally recognized as a companion animal and is kept in the home for pleasure rather than commercial purposes.

The following animals are not considered common household pets:

- Reptiles
- Rodents
- Insects
- Arachnids
- Wild animals or feral animals
- Pot-bellied pigs
- Animals used for commercial breeding

Pet Restrictions

LHA Policy

The following animals are not permitted:

- Any animal whose adult weight will exceed 30 pounds Dogs of the Pit Bull, Rottweiler, Chow, Doberman Pincher or Boxer breeds Ferrets or other animals whose natural protective mechanisms pose a risk to small children of serious bites or lacerations
- Any animal not permitted under state or local law or code

Number of Pets

LHA Policy

Residents may own a maximum of 2 pets, only 1 of which may be a dog.

In the case of fish, residents may keep no more than can be maintained in a safe and healthy manner in a tank holding up to 10 gallons. Such a tank or aquarium will be counted as 1 pet.

Other Requirements

LHA Policy

Dogs and cats must be spayed or neutered at the time of registration or, in the case of underage animals, within 30 days of the pet reaching 6 months of age. Exceptions may be made upon veterinary certification that subjecting this particular pet to the procedure would be temporarily or permanently medically unsafe or unnecessary.

Pets must be licensed in accordance with state or local law. Residents must provide proof of licensing at the time of registration and annually, in conjunction with the resident's annual reexamination.

10-III.D. PET RULES

Pet owners must maintain pets responsibly, in accordance with LHA policies, and in compliance with applicable state and local public health, animal control, and animal cruelty laws and regulations [24 CFR 5.315; 24 CFR 960.707(a)].

Pet Area Restrictions

LHA Policy

Pets must be maintained within the resident's unit. When outside of the unit (within the building or on the grounds) dogs and cats must be kept on a leash or carried and under the control of the resident or other responsible individual at all times.

Pets other than dogs or cats must be kept in a cage or carrier when outside of the unit.

Pets are not permitted in common areas including lobbies, community rooms and laundry areas except for those common areas which are entrances to and exits from the building.

Designated Pet/No-Pet Areas [24 CFR 5.318(g), PH Occ. GB, p. 182]

PHAs may designate buildings, floors of buildings, or sections of buildings as no-pet areas where pets generally may not be permitted. Pet rules may also designate buildings, floors of building, or sections of building for residency by pet-owning tenants.

PHAs may direct initial tenant moves as may be necessary to establish pet and no-pet areas. LHA may not refuse to admit, or delay admission of, an applicant on the grounds that the applicant's admission would violate a pet or no-pet area. LHA may adjust the pet and no-pet areas or may direct such additional moves as may be necessary to accommodate such applicants for tenancy or to meet the changing needs of the existing tenants.

PHAs may not designate an entire development as a no-pet area, since regulations permit residents to own pets. LHA Policy

With the exception of common areas as described in the previous policy, LHA has not designated any buildings, floors of buildings, or sections of buildings as no-pet areas. In addition, LHA has not designated any buildings, floors of buildings, or sections of buildings for residency of pet-owning tenants.

Cleanliness

LHA Policy The pet owner shall be responsible for the removal of waste from the property by placing it in a sealed plastic bag and disposing of it in a safe and sanitary manner in a trash can or dumpster. The pet owner shall take adequate precautions to eliminate any pet odors within or around the unit and to maintain the unit in a sanitary condition at all times. Litter box requirements:

- Pet owners must promptly dispose of waste from litter boxes and must maintain litter boxes in a sanitary manner.

Litter shall not be disposed of by being flushed through a toilet.

- Litter boxes shall be kept inside the resident's dwelling unit.

Alterations to Unit

LHA Policy

Pet owners shall not alter their unit, patio, premises or common areas to create an enclosure for any animal. Installation of pet doors is prohibited.

Noise

LHA Policy

Pet owners must agree to control the noise of pets so that such noise does not constitute a nuisance to other residents or interrupt their peaceful enjoyment of their housing unit or premises. This includes, but is not limited to loud or continuous barking, howling, whining, biting, scratching, chirping, or other such activities/behaviors.

Pet Care

LHA Policy

Each pet owner shall be responsible for adequate care, nutrition, exercise and medical attention for his/her pet. Each pet owner shall be responsible for appropriately training and caring for his/her pet to ensure that the pet is not a nuisance or danger to other residents and does not damage LHA property.

No animals may be tethered or chained inside or outside the dwelling unit at any time.

Responsible Parties

LHA Policy

The pet owner will be required to designate two responsible parties for the care of the pet if the health or safety of the pet is threatened by the death or incapacity of the pet owner, or by other factors that render the pet owner unable to care for the pet.

A resident who cares for another resident's pet must notify LHA and sign a statement that they agree to abide by all of the pet rules.

Pets Temporarily on the Premises

LHA Policy

Pets that are not owned by a tenant are not allowed on the premises. Residents are prohibited from feeding or harboring stray animals.

This rule does not apply to visiting pet programs sponsored by a humane society or other non-profit organizations and approved by the PHA.

Pet Rule Violations

LHA Policy

All complaints of cruelty and all dog bites will be referred to animal control or an applicable agency for investigation and enforcement.

If a determination is made on objective facts supported by written statements, that a resident/pet owner has

violated the pet rules, written notice will be served.

The notice will contain a brief statement of the factual basis for the determination and the pet rule(s) that were violated. The notice will also state:

That the pet owner has 10 business days from the effective date of the service of notice to correct the violation or make written request for a meeting to discuss the violation That the pet owner is entitled to be accompanied by another person of his or her choice at the meeting That the pet owner's failure to correct the violation, request a meeting, or appear at a requested meeting may result in initiation of procedures to remove the pet, or to terminate the pet owner's tenancy

Notice for Pet Removal

LHA Policy

If the pet owner and LHA are unable to resolve the violation at the meeting or the pet owner fails to correct the violation in the time period allotted by LHA, LHA may serve notice to remove the pet.

The notice will contain:

- A brief statement of the factual basis for LHA's determination of the pet rule that has been violated
- The requirement that the resident /pet owner must remove the pet within 30 calendar days of the notice
- A statement that failure to remove the pet may result in the initiation of termination of tenancy procedures

Pet Removal

LHA Policy

If the death or incapacity of the pet owner threatens the health or safety of the pet, or other factors occur that render the owner unable to care for the pet, the situation will be reported to the responsible party designated by the pet owner.

If the responsible party is unwilling or unable to care for the pet, or if LHA after reasonable efforts cannot contact the responsible party, LHA may contact the appropriate state or local agency and request the removal of the pet.

Termination of Tenancy

LHA Policy

LHA may initiate procedures for termination of tenancy based on a pet rule violation if:

- The pet owner has failed to remove the pet or correct a pet rule violation within the time period specified
- The pet rule violation is sufficient to begin procedures to terminate tenancy under terms of the lease

Emergencies

LHA Policy

LHA will take all necessary steps to ensure that pets that become vicious, display symptoms of severe illness, or demonstrate behavior that constitutes an immediate threat to the health or safety of others, are immediately removed from the premises by referring the situation to the appropriate state or local entity authorized to remove such animals.

If it is necessary for LHA to place the pet in a shelter facility, the cost will be the responsibility of the pet owner.

If the pet is removed as a result of any aggressive act on the part of the pet, the pet will not be allowed back on the premises. Any charges incurred by LHA due to the removal will be the responsibility of the pet owner.

PART III: PET DEPOSITS AND FEES IN LHA DEVELOPMENTS

10-III.A. OVERVIEW

This part describes LHA's policies for pet deposits and fees for those who reside in LHA developments.

10-III.B. PET DEPOSITS

LHA may require a refundable pet deposit to cover additional costs attributable to the pet and not otherwise covered [24

CFR 960.707(b)(1)].

A PHA that requires a resident to pay a pet deposit must place the deposit in an account of the type required under applicable State or local law for pet deposits, or if there are no such requirements, for rental

security deposits, if applicable. LHA must comply with such laws as to retention of the deposit, interest, and return of the deposit to the resident, and any other applicable requirements [24 CFR 960.707(d)].

Payment of Deposit

LHA Policy

Pet owners are required to pay a pet deposit of \$300 in addition to any other required deposits. The deposit must be paid in full before the pet is brought on the premises. The pet deposit is not part of rent payable by the resident.

Refund of Deposit

LHA Policy

LHA will refund the pet deposit to the resident, less the costs of any damages caused by the pet to the dwelling unit, within 30 days of move-out or removal of the pet from the unit. The resident will be billed for any amount that exceeds the pet deposit. LHA will provide the resident with a written list of any charges against the pet deposit within 31 days after the termination of the tenancy and delivery of possession of the unit to LHA. If the resident disagrees with the amount charged to the pet deposit, LHA will provide a meeting to discuss the charges.

10-III.C. OTHER CHARGES Pet-Related Damages During Occupancy

LHA Policy All reasonable expenses incurred by LHA as a result of damages directly attributable to the presence of the pet in the project will be the responsibility of the resident, including:

- The cost of repairs and replacements to the resident's dwelling unit Fumigation of the dwelling unit
Repairs to common areas of the project
- The expense of flea elimination shall also be the responsibility of the resident. If the resident is in occupancy when such costs occur, the resident shall be billed for such costs in accordance with the policies in Section 8-I.G,
Maintenance and Damage Charges.
- Pet deposits will not be applied to the costs of pet-related damages during occupancy.
- Charges for pet-related damage are not part of rent payable by the resident.

Pet Waste Removal Charge

The regulations do not address LHA's ability to impose charges for house pet rule violations. However, charges for violation of LHA pet rules may be treated like charges for other violations of the lease and LHA tenancy rules.

LHA Policy

A separate pet waste removal charge of \$10.00 per occurrence will be assessed against pet owners who fail to remove pet waste in accordance with this policy. Such charges will be due and payable 14 calendar days after billing. Charges for pet waste removal are not part of rent payable by the resident.

Chapter 11 COMMUNITY SERVICE INTRODUCTION

This chapter explains HUD regulations requiring PHAs to implement a community service program for all nonexempt adults living in public housing as described in HUD PIH Notice 2015-12.

This chapter describes HUD regulations and LHA policies related to these topics in two parts:

Part I: Community Service Requirements. This part describes who is subject to the community service requirement, which is exempt, and HUD's definition of economic self-sufficiency.

Part II: LHA Implementation of Community Service. This part provides LHA policy regarding LHA implementation and program design.

PART I: COMMUNITY SERVICE REQUIREMENT

11-I.A. OVERVIEW

HUD regulations pertaining to the community service requirement are contained in 24 CFR 960 Subpart F (960.600 through 960.609). PHAs and residents must comply with the community service requirement, effective with LHA fiscal years that commenced on or after January 1, 2000. Per 903.7(l)(1)(iii), the LHA Plan must contain a statement of how LHA will comply with the community service requirement, including any cooperative agreement that LHA has entered into or plans to enter into.

Community service is the performance of voluntary work or duties that are a public benefit, and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities [24 CFR 960.601(b)]. In administering community service requirements, LHA must comply with all nondiscrimination and equal opportunity requirements [24 CFR 960.605(c)(5)].

11-I.B. REQUIREMENTS

Each adult resident of the PHA, who is not exempt, must [24 CFR 960.603(a)]:

Contribute 8 hours per month of community service; or Participate in an economic self-sufficiency program (as defined in the regulations) for 8 hours per month; or Perform 8 hours per month of combined activities (community service and economic self-sufficiency programs).

LHA Policy

An individual may not skip a month and then double up the following month, unless special circumstances warrant it. LHA will make the determination of whether to permit a deviation from the schedule.

Individuals who have special circumstances which they believe will prevent them from completing the required community service hours for a given month, must notify LHA in writing within 5 business days of the circumstances becoming known. LHA will review the request and notify the individual, in writing, of its determination within 10 business days. LHA may require those individuals to provide documentation to support their claim. Even though HUD minimum requirement is to complete at least 8 hours of community service per month, LHA will promote at least 20 hours of community service per month.

Definitions

Exempt Individual [24 CFR 960.601(b), Notice PIH 2009-48]

An *exempt individual* is an adult who:

- Is age 62 years or older
- Is blind or disabled (as defined under section 216[i][1] or 1614 of the Social Security Act), and who certifies that because of this disability s/he is unable to comply with the service provisions
- Is a primary caretaker of such an individual
- Is engaged in work activities LHA Policy LHA will consider 30 hours per week as the minimum number of hours needed to qualify for a work activity exemption.
- Is able to meet requirements under a state program funded under part A of title IV of the Social Security

Act, or under any other welfare program of the state in which LHA is located, including a state-administered welfare-to-work program; or

- Is a member of a family receiving assistance, benefits, or services under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which LHA is located, including a state-administered welfare-to work program, and has not been found by the state or other administering entity to be in noncompliance with such program.

Community Service [24 CFR 960.601(b), Notice PIH 2009-48]

Community service is the performance of voluntary work or duties that are a public benefit and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities.

Eligible community service activities include, but are not limited to, work at:

- Local public or nonprofit institutions such as schools, head start programs, before or after school programs, child care centers, hospitals, clinics, hospices, nursing homes, recreation centers, senior centers, adult day care programs, homeless shelters, feeding programs, food banks (distributing either donated or commodity foods), or clothes closets (distributing donated clothing)
- Nonprofit organizations serving LHA residents or their children such as: Boy or Girl Scouts, Boys or Girls Club, 4-H clubs, Police Assistance League (PAL), organized children’s recreation, mentoring or education programs, Big Brothers or Big Sisters, garden centers, community clean-up programs, beautification programs
- Programs funded under the Older Americans Act, such as Green Thumb, Service Corps of Retired Executives, senior meals programs, senior centers, Meals on Wheels
- Public or nonprofit organizations dedicated to seniors, youth, children, residents, citizens, special-needs populations or with missions to enhance the environment, historic resources, cultural identities, neighborhoods, or performing arts
- LHA housing to improve grounds or provide gardens (so long as such work does not alter the LHA’s insurance coverage); or work through resident organizations to help other residents with problems, including serving on the Resident Advisory Board
- Care for the children of other residents so parent may volunteer

PHAs may form their own policy in regards to accepting community services at profit-motivated entities, acceptance of volunteer work performed at homes or offices of general private citizens, and court-ordered or probation-based work.

LHA Policy

LHA will accept community services at profit-motivated entities, volunteer work performed at homes or offices of general private citizens, and court-ordered or probation-based work as eligible community service activities.

Economic Self-Sufficiency Program [24 CFR 5.603(b), Notice PIH 2009-48]

For purposes of satisfying the community service requirement, an *economic self-sufficiency program* is defined by HUD as any program designed to encourage, assist, train, or facilitate economic independence of assisted families or to provide work for such families.

Eligible self-sufficiency activities include, but are not limited to:

- Job readiness or job training
- Training programs through local one-stop career centers, workforce investment boards (local entities administered through the U.S. Department of Labor), or other training providers
- Employment counseling, work placement, or basic skills training
- Education, including higher education (junior college or college), GED classes, or reading, financial, or computer literacy classes
- Apprenticeships (formal or informal)
- English proficiency or English as a second language classes

- Budgeting and credit counseling
- Any activity required by the Department of Public Assistance under Temporary Assistance for Needy Families (TANF)
- Any other program necessary to ready a participant to work (such as substance abuse or mental health counseling)

Work Activities [42 U.S.C. 607(d)]

As it relates to an exemption from the community service requirement, *work activities* means:

- Unsubsidized employment
- Subsidized private sector employment
- Subsidized public sector employment
- Work experience (including work associated with the refurbishing of publicly assisted housing) if sufficient private sector employment is not available
- On-the-job training
- Job search and job readiness assistance
- Community service programs
- Vocational educational training (not to exceed 12 months with respect to any individual)
- Job skills training directly related to employment
- Education directly related to employment, in the case of a recipient who has not received a high school diploma or a certificate of high school equivalency
- Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate
- Provision of childcare services to an individual who is participating in a community service program

Notification Requirements [24 CFR 960.605(c)(2), Notice PIH 2009-48]

LHA must give each family a written description of the community service requirement, the process for claiming status as an exempt person, and the process for LHA verification of exempt status. LHA must also notify the family of its determination identifying the family members who are subject to the service requirement, and the family members who are exempt. In addition, the family must sign a certification, Attachment A, of Notice PIH 2009-48, that they have received and read the policy and understand that if they are not exempt, failure to comply with the requirement will result in nonrenewal of their lease.

LHA Policy

LHA will provide the family with a copy of the Community Service Policy found in Exhibit 11-1 of this chapter, at lease-up, annual review, when a family member is determined to be subject to the community service requirement during the lease term, and at any time upon the family's request.

On an annual basis, at the time of annual review, LHA will notify the family in writing of the family members who are subject to the community service requirement and the family members who are exempt. If the family includes nonexempt individuals the notice will include a list of agencies in the community that provide volunteer and/or training opportunities, as well as a documentation form on which they may record the activities they perform and the number of hours contributed. The form will also have a place for a signature by an appropriate official, who will certify to the activities and hours completed.

11-I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE [24 CFR 960.605(c) (3)]

LHA must review and verify family compliance with service requirements annually at least thirty days before the annual reexamination date. The policy for documentation and verification of compliance with service requirements may be found at Section 11-I.D., Documentation and Verification.

LHA Policy

Where the lease term does not coincide with the effective date of the annual reexamination, the LHA will change the effective date of the annual reexamination to coincide with the lease term. In making this change, LHA will ensure that the annual reexamination is conducted within 12 months of the last annual reexamination.

Annual Determination

Determination of Exemption Status

An exempt individual is excused from the community service requirement [24 CFR 960.603(a)].

LHA Policy

At least 60 days prior to lease renewal, LHA will review and verify the exemption status of all adult family members. This verification will only be done on an annual basis unless the family reports a change or LHA has reason to believe that an individual's exemption status has changed. For individuals who are exempt because they are 62 years of age and older, verification of exemption status will be done only at the initial examination.

Upon completion of the verification process, LHA will notify the family of its determination in accordance with the policy in Section 11-I.B., Notification Requirements.

Determination of Compliance

LHA must review resident family compliance with service requirements annually at least 30 days before the end of the twelve-month lease term [24 CFR 960.605(c)(3)]. As part of this review, LHA must verify that any family member that is not exempt from the community service requirement has met his or her service obligation.

LHA Policy

Approximately 60 days prior to the end of the lease term, LHA will provide written notice requiring the family to submit documentation that all subject family members have complied with the service requirement. The family will have 10 business days to submit LHA required documentation form(s).

If the family fails to submit the required documentation within the required timeframe, or LHA approved extension, the subject family members will be considered noncompliant with community service requirements, and notices of noncompliance will be issued pursuant to the policies in Section 11-I.E., Noncompliance.

Change in Status between Annual Determinations

LHA Policy

Exempt to Nonexempt Status

If an exempt individual becomes nonexempt during the twelve-month lease term, it is the family's responsibility to report this change to LHA within 10 business days.

Within 10 business days of a family reporting such a change, or LHA determining such a change is necessary, LHA will provide written notice of the effective date of the requirement, a list of agencies in the community that provide volunteer and/or training opportunities, as well as a documentation form on which the family member may record the activities performed and number of hours contributed.

The effective date of the community service requirement will be the first of the month following 30-day notice.

Nonexempt to Exempt Status

If a nonexempt person becomes exempt during the twelve-month lease term, it is the family's responsibility to report this change to LHA within 10 business days. Any claim of exemption will be verified by LHA in accordance with the policy at 11-I.D., Documentation and Verification of Exemption Status.

Within 10 business days of a family reporting such a change, or LHA determining such a change is necessary, LHA will provide the family written notice that the family member is no longer subject to the community service requirement, if LHA is able to verify the exemption.

The exemption will be effective immediately.

11-I.D. DOCUMENTATION AND VERIFICATION [24 CFR 960.605(c)(4)]

LHA must retain reasonable documentation of service requirement performance or exemption in participant files.

Documentation and Verification of Exemption Status

LHA Policy

All family members who claim they are exempt from the community service requirement will be required to sign the community service exemption certification form found in Exhibit 11-3. LHA will provide a completed copy to the family and will keep a copy in the tenant file.

LHA will verify that an individual is exempt from the community service requirement by following the verification hierarchy and documentation requirements in Chapter 7.

LHA makes the final determination whether or not to grant an exemption from the community service requirement. If a resident does not agree with the LHA's determination, s/he can dispute the decision through the LHA's grievance procedures (see Chapter 14).

Documentation and Verification of Compliance

At each regularly scheduled reexamination, each nonexempt family member presents a signed standardized certification form developed by LHA of community service and self-sufficiency activities performed over the last 12 months [Notice PIH 2009-48].

If qualifying community service activities are administered by an organization other than the PHA, a family member who is required to fulfill a service requirement must provide certification to the PHA, signed by the organization, that the family member has performed the qualifying activities [24 CFR 960.607].

LHA Policy

If anyone in the family is subject to the community service requirement, LHA will provide the family with community service documentation forms at admission, at annual reexamination, when a family member becomes subject to the community service requirement during the lease term, or upon request by the family. Each individual who is subject to the requirement will be required to record their community service or self-sufficiency activities and the number of hours contributed on the required form. The certification form will also include places for signatures and phone numbers of supervisors, instructors, and counselors certifying to the number of hours contributed.

Families will be required to submit the documentation to the PHA, upon request by the PHA.

If the LHA has reasonable cause to believe that the certification provided by the family is false or fraudulent, the LHA has the right to require third-party verification.

11-IE.

NONCOMPLIANCE

Initial

Noncompliance

The lease specifies that it is renewed automatically for all purposes, unless the family fails to comply with the community service requirement. Violation of the service requirement is grounds for nonrenewal of the lease at the end of the twelve-month lease term, but not for termination of tenancy during the course of the twelve month lease term [24 CFR 960.603(b)].

If the tenant or another family member has violated the community service requirement, LHA may not renew the lease unless the tenant and any other noncompliant family member enter into a written agreement with the PHA.

Under this agreement the tenant or noncompliant family member must agree to cure the noncompliance by completing the additional hours of community service or economic self-sufficiency needed to make up the total number of hours required, over the twelve-month term until the next annual reexamination. In addition, all other members of the family who are subject to the service requirement must be currently complying with the service requirement or must no longer be residing in the unit [24 CFR 960.607(c), Notice PIH 2009-48].

Notice of Initial Noncompliance [24 CFR 960.607(b)]

If LHA determines that there is a family member who is required to fulfill a service requirement, but who has failed to comply with this obligation (noncompliant resident), LHA must notify the tenant of this determination.

The notice to the tenant must briefly describe the noncompliance. The notice must state that LHA will not renew the lease at the end of the twelve-month lease term unless the tenant, and any other noncompliant resident, enter into a written agreement with LHA to cure the noncompliance, or the family provides written assurance satisfactory to LHA that the tenant or other noncompliant resident no longer resides in the unit.

The notice must also state that the tenant may request a grievance hearing on the LHA's determination, in accordance with the LHA's grievance procedures, and that the tenant may exercise any available judicial remedy to seek timely redress for the LHA's nonrenewal of the lease because of the LHA's determination.

LHA Policy

The notice of initial noncompliance will be sent at least 45 days prior to the annual reexamination date.

The family will have 10 business days from the date of the notice of noncompliance to enter into a written agreement to cure the noncompliance over the 12 months until the next annual reexamination date, provide documentation that the noncompliant resident no longer resides in the unit, or to request a grievance hearing.

If the family reports that a noncompliant family member is no longer residing in the unit, the family must provide documentation that the family member has actually vacated the unit before LHA will agree to continued occupancy of the family. Documentation must consist of a certification signed by the head of household as well as evidence of the current address of the family member that previously resided with them.

If the family does not request a grievance hearing or does not take either corrective action required by the notice of noncompliance within the required 10 business day timeframe, LHA will terminate tenancy in accordance with the policies in Section 13IV.D.

If, after the 12-month cure period, the family member is still not compliant, LHA must terminate tenancy of the entire family, according to the LHA's lease, unless the family provides documentation that the noncompliant resident no longer resides in the unit.

LHA Policy

Notices of continued noncompliance will be sent at least 30 days prior to the annual reexamination date and will also serve as the family's termination notice. The notice will meet the requirements for termination notices described in Section 13-IV. D, Form, Delivery, and Content of the Notice.

The family will have 14 days from the date of the notice of non-compliance to provide documentation that the noncompliant resident no longer resides in the unit, or to request a grievance hearing.

If the family reports that a noncompliant family member is no longer residing in the unit, the family must provide documentation that the family member has actually vacated the unit before LHA will agree to continued occupancy of the family. Documentation must consist of a certification signed by the head of household as well as evidence of the current address of the noncompliant family member that previously resided with them.

If the family does not request a grievance hearing, or provide such documentation within the required 14 day timeframe, the family's lease and tenancy will automatically terminate at the end of the 30 day notice of noncompliance without further notice.

Enforcement Documentation [Notice PIH 2009-48]

PHAs are required to initiate due process (see 24 CFR 966.53(c)) against households failing to comply with lease requirements including the community service and self-sufficiency requirement.

When initiating due process, LHA must take the following procedural safeguards: Adequate notice to the tenant of the grounds for terminating the tenancy and for eviction Right of the tenant to be represented by counsel

Opportunity for the tenant to refute the evidence presented by the PHA, including the right to confront and cross-examine witnesses and presents any affirmative legal or equitable defense which the tenant may have a decision on merits

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

11-II.A. OVERVIEW

Each LHA must develop a policy for administration of the community service and economic self-sufficiency requirements for public housing. It is in the LHA's best interests to develop a viable, effective community service program, to provide residents the opportunity to engage in the community and to develop competencies.

LHA Implementation of Community Service

LHA may not substitute any community service or self-sufficiency activities performed by residents for work ordinarily performed by LHA employees, or replace a job at any location where residents perform activities to satisfy the service requirement [24 CFR 960.609].

LHA Policy

LHA will notify its insurance company if residents will be performing community service at the PHA. In addition, LHA will ensure that the conditions under which the work is to be performed are not hazardous.

If a disabled resident certifies that s/he is able to perform community service, LHA will ensure that requests for reasonable accommodation are handled in accordance with the policies in Chapter 2.

LHA Program Design

LHA may administer qualifying community service or economic self-sufficiency activities directly, or may make community service activities available through a contractor, or through partnerships with qualified organizations, including resident organizations, and community agencies or institutions [24 CFR 960.605(b)].

LHA Policy

LHA will attempt to provide the broadest choice possible to residents as they choose community service activities. The LHA's goal is to design a service program that gives residents viable opportunities to become involved in the community and to gain competencies and skills. LHA will work with resident organizations and community organizations to design, implement, assess and recalibrate its community service program.

LHA will make every effort to identify volunteer opportunities throughout the community, especially those in proximity to public housing developments. To the greatest extent possible, LHA will provide names and contacts at agencies that can provide opportunities for residents, including persons with disabilities, to fulfill their community service obligations.

Any written agreements or partnerships with contractors and/or qualified organizations, including resident organizations, are described in LHA Plan.

LHA will provide in-house opportunities for volunteer work or self-sufficiency programs when possible.

When LHA has a ROSS program, a ROSS Service Coordinator, or an FSS program, LHA will coordinate individual training and service plans (ITSPs) with the community service requirement. Regular meetings with LHA coordinators will satisfy community service activities and LHA coordinators will verify community service hours within individual monthly logs.

EXHIBIT 11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY

POLICY A. Background

The Quality Housing and Work Responsibility Act of 1998 requires that all nonexempt (see definitions) public housing adult residents (18 or older) contribute eight (8) hours per month of community service (volunteer work) or participate in eight (8) hours of training, counseling, classes or other activities that help an individual toward self-sufficiency and economic independence. This is a requirement of the public housing lease.

B. Definitions

Community Service – community service activities include, but are not limited to, work at:

Local public or nonprofit institutions such as schools, head start programs, before or after school programs, child

care centers, hospitals, clinics, hospices, nursing homes, recreation centers, senior centers, adult day care programs, homeless shelters, feeding programs, food banks (distributing either donated or commodity foods), or clothes closets (distributing donated clothing).

Nonprofit organizations serving LHA residents or their children such as: Boy or Girl Scouts, Boys or Girls Club, 4-H clubs, Police Assistance League (PAL), organized children's recreation, mentoring or education programs, Big Brothers or Big Sisters, garden centers, community clean-up programs, beautification programs Programs funded under the Older Americans Act, such as Green Thumb, Service Corps of Retired Executives, senior meals programs, senior centers, Meals on Wheels; Public or nonprofit organizations dedicated to seniors, youth, children, residents, citizens, special-needs populations or with missions to enhance the environment, historic resources, cultural identities, neighborhoods, or performing arts LHA housing to improve grounds or provide gardens (so long as such work does not alter the LHA's insurance coverage); or work through resident organizations to help other residents with problems, including serving on the Resident Advisory Board Care for the children of other residents so parent may volunteer

Note: Political activity is excluded.

Self-Sufficiency Activities – self-sufficiency activities include, but are not limited to:

- Job readiness or job training
- Training programs through local one-stop career centers, workforce investment boards (local entities administered through the U.S. Department of Labor), or other training providers
- Employment counseling, work placement, or basic skills training
- Education, including higher education (junior college or college), GED classes, or reading, financial, or computer literacy classes
- Apprenticeships (formal or informal)
- English proficiency or English as a second language classes
- Budgeting and credit counseling
- Any activity required by the Department of Public Assistance under Temporary Assistance for Needy Families (TANF)
- Any other program necessary to ready a participant to work (such as substance abuse or mental health counseling)

Exempt Adult – an adult member of the family who meets any of the following criteria:

- Is 62 years of age or older
- Is blind or a person with disabilities (as defined under section 216[i][1] or 1614 of the Social Security Act), and who certifies that because of this disability he or she is unable to comply with the service provisions, or is the primary caretaker of such an individual
- Is engaged in *work activities*
- Is able to meet requirements under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which LHA is located, including a state-administered welfare-to-work program; or
- Is a member of a family receiving assistance, benefits, or services under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which LHA is located, including a state-administered welfare-to-work program and has not been found by the state or other administering entity to be in noncompliance with such program.

Work Activities – as it relates to an exemption from the community service requirement, *work activities* means:

- Unsubsidized employment
- Subsidized private sector employment

- Subsidized public sector employment
- Work experience (including work associated with the refurbishing of publicly assisted housing) if sufficient private sector employment is not available
- On-the-job training
- Job search and job readiness assistance
- Community service programs
- Vocational educational training (not to exceed 12 months with respect to any individual)
- Job skills training directly related to employment (OST and MST programs)
- Education directly related to employment, in the case of a recipient who has not received a high school diploma or a certificate of high school equivalency
- Satisfactory attendance at secondary school or in a course of study leading to a certificate of general equivalence, in the case of a recipient who has not completed secondary school or received such a certificate
- Provision of child care services to an individual who is participating in a community service program

C. Requirements of the Program

The eight (8) hours per month may be either volunteer work or self-sufficiency program activity, or a combination of the two.

At least eight (8) hours of activity must be performed each month. An individual may not skip a month and then double up the following month, unless special circumstances warrant special consideration. The housing authority will make the determination of whether to allow or disallow a deviation from the schedule based on a family's written request.

Family obligation:

At lease execution, all adult members (18 or older) of a public housing resident family must:

- Sign a certification (Attachment A) that they have received and read this policy and understand that if they are not exempt, failure to comply with the community service requirement will result in a nonrenewal of their lease; and
- Declare if they are exempt. If exempt, they must complete the Exemption Form (Exhibit 11-3) and provide documentation of the exemption.

Upon written notice from the PHA, nonexempt family members must present complete documentation of activities performed during the applicable lease term. This documentation will include places for signatures of supervisors, instructors, or counselors, certifying to the number of hours contributed.

If a family member is found to be noncompliant at the end of the 12-month annual reexamination, he or she, and the head of household, will be required to sign an agreement with the housing authority to make up the deficient hours over the next twelve (12) month period, or the lease will be terminated.

Change in exempt status:

If, during the twelve (12) month lease period, a nonexempt person becomes exempt, it is his or her responsibility to report this to LHA and provide documentation of exempt status.

If, during the twelve (12) month lease period, an exempt person becomes nonexempt, it is his or her responsibility to report this to the PHA. Upon receipt of this information LHA will provide the person with the appropriate documentation form(s) and a list of agencies in the community that provide volunteer and/or training opportunities.

D. Authority Obligation

To the greatest extent possible and practicable, LHA will:

1. Provide names and contacts at agencies that can provide opportunities for residents, including residents with disabilities, to fulfill their community service obligations.
2. Provide in-house opportunities for volunteer work or self-sufficiency activities.

3. LHA will provide the family with a copy of this policy, and all applicable exemption verification forms and community service documentation forms, at lease-up, lease renewal, when a family member becomes subject to the community service requirement during the lease term, and at any time upon the family's request.
4. Although exempt family members will be required to submit documentation to support their exemption, LHA will verify the exemption status in accordance with its verification policies. LHA will make the final determination as to whether or not a family member is exempt from the community service requirement. Residents may use the LHA's grievance procedure if they disagree with the LHA's determination.
5. Noncompliance of family member:
 - At least thirty (30) days prior to the end of the 12-month annual reexamination date, LHA will begin reviewing the exempt or nonexempt status and compliance of family members; LHA will secure a certification of compliance from nonexempt family members (Attachment B). If, at the end of the initial 12-month annual reexamination under which a family member is subject to the community service requirement, LHA finds the family member to be noncompliant, LHA will not renew the lease unless:
 - The head of household and any other noncompliant resident enter into a written agreement with the PHA, to make up the deficient hours over the next twelve (12) month period; or
 - The family provides written documentation satisfactory to LHA that the noncompliant family member no longer resides in the unit.

If, at the end of the next 12-month annual reexamination term, the family member is still not compliant, a 30-day notice to terminate the lease will be issued and the entire family will have to vacate, unless the family provides written documentation satisfactory to LHA that the noncompliant family member no longer resides in the unit; The family may use the LHA's grievance procedure to dispute the lease termination.

All adult family members must sign and date below, certifying that they have read and received a copy of this Community Service and Self-Sufficiency Policy.

EXHIBIT 11-2: DEFINITION OF A PERSON WITH A DISABILITY UNDER SOCIAL SECURITY ACTS 216(i) (1) and Section 1416(excerpt) FOR PURPOSES OF EXEMPTION FROM COMMUNITY SERVICE

Social Security Act:

216(i)(1): Except for purposes of sections 202(d), 202(e), 202(f), 223, and 225, the term "disability" means (A) inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death or has lasted or can be expected to last for a continuous period of not less than 12 months, or (B) blindness; and the term "blindness" means central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered for purposes of this paragraph as having a central visual acuity of 20/200 or less.

Section 1416 (excerpt): SEC. 1614. [42 U.S.C. 1382c] (a)(1) For purposes of this title, the term "aged, blind, or disabled individual" means an individual who— (A) is 65 years of age or older, is blind (as determined under paragraph (2)), or is disabled (as determined under paragraph (3)), and (B)(i) is a resident of the United States, and is either (I) a citizen or (II) an alien lawfully admitted for permanent residence or otherwise permanently residing in the United States under color of law (including any alien who is lawfully present in the United States as a result of the application of the provisions of section 212(d)(5) of the Immigration and Nationality Act), or (ii) is a child who is a citizen of the United States and, who is living with a parent of the child who is a member of the Armed Forces of the United States assigned to permanent duty ashore outside the United States. (2) An individual shall be considered to be blind for purposes of this title if he has central visual acuity of 20/200 or less in the better eye with the use of a correcting lens. An eye which is accompanied by a

limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees shall be considered for purposes of the first sentence of this subsection as having a central visual acuity of 20/200 or less. An individual shall also be considered to be blind for purposes of this title if he is blind as defined under a State plan approved under title X or XVI as in effect for October 1972 and received aid under such plan (on the basis of blindness) for December 1973, so long as he is continuously blind as so defined. (3)(A) Except as provided in subparagraph , an individual shall be considered to be disabled for purposes of this title if he is unable to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than twelve months.

EXHIBIT 11-3: LHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE

Family: _____

Adult family member: _____

This adult family member meets the requirements for being exempted from the LHA’s community service requirement for the following reason:

- 62 years of age or older *(Documentation of age in file)*
- Is a person with disabilities and self certifies below that he or she is unable to comply with the community service requirement *(Documentation of HUD definition of disability in file)*

Tenant certification: I am a person with disabilities and am unable to comply with the community service requirement.

Signature of Family Member Date

- Is the primary caretaker of such an individual in the above category.
- Is engaged in work activities
- Is able to meet requirements under a state program funded under part A of title IV of the Social Security Act, or *(Verification in file)*
(Documentation in file) under any other welfare program of the state in which LHA is located, including a state-administered welfare-to-work program *(Documentation in file)*
- Is a member of a family receiving assistance, benefits, or services under a state program funded under part A of title IV of the Social Security Act, or under any other welfare program of the state in which LHA is located, including a state-administered welfare to-work program, and has not been found by the state or other administering entity to be in noncompliance with such program *(Documentation in file)*

Signature of Family Member

Date

Signature of LHA Official

Date

Chapter 12 TRANSFER POLICY INTRODUCTION

This chapter explains the LHA's transfer policy, based on HUD regulations, HUD guidance, and LHA Policy decisions.

This chapter describes HUD regulations and LHA policies related to transfers in four parts:

Part I: Emergency Transfers. This part describes emergency transfers, emergency transfer procedures, and payment of transfer costs.

Part II: LHA Required Transfers. This part describes types of transfers that may be required by the LHA, notice requirements, and payment of transfer costs.

Part III: Transfers Requested by Residents. This part describes types of transfers that may be requested by residents, eligibility requirements, security deposits, payment of transfer costs, and handling of transfer requests.

Part IV: Transfer Processing. This part describes creating a waiting list, prioritizing transfer requests, the unit offer policy, examples of good cause, de-concentration, transferring to another development and reexamination. LHA may require the tenant to move from the unit under some circumstances. There are also emergency circumstances under which alternate accommodations for the tenant must be provided, that may or may not require a transfer.

The tenant may also request a transfer, such as a request for a new unit as a reasonable accommodation. LHA must have specific policies in place to deal with acceptable transfer requests.

PART I: EMERGENCY TRANSFERS

12-I.A. OVERVIEW

HUD categorizes certain actions as emergency transfers [PH Occ GB, p. 147]. The emergency transfer differs from a typical transfer in that it requires immediate action by the LHA.

In the case of a genuine emergency, it may be unlikely that LHA will have the time or resources to immediately transfer a tenant. Due to the immediate need to vacate the unit, placing the tenant on a transfer waiting list would not be appropriate. Under such circumstances, if an appropriate unit is not immediately available, LHA should find alternate accommodations for the tenant until the emergency passes, or a permanent solution, i.e., return to the unit or transfer to another unit, is reached.

12-I.B. EMERGENCY TRANSFERS

If the dwelling unit is damaged to the extent that conditions are created which are hazardous to life, health, or safety of the occupants, LHA must offer standard alternative accommodations, if available, where necessary repairs cannot be made within a reasonable time [24 CFR 966.4(h)].

The VAWA 2013 final rule requires the PHA to adopt an emergency transfer plan for victims of domestic violence, dating violence, sexual assault, or stalking.

LHA Policy

The following are considered emergency circumstances warranting an immediate transfer of the tenant or family: Maintenance conditions in the resident's unit, building or at the site that pose an immediate, verifiable threat to the life, health or safety of the resident or family members that cannot be repaired or abated within 24 hours.

Examples of such unit or building conditions would include: a gas leak; no heat in the building during the winter; no water; toxic contamination; and serious water leaks.

A verified incident of domestic violence, dating violence, sexual assault, or stalking. For instances of domestic violence, dating violence, sexual assault, or stalking, the threat may be established through documentation outlined in section 16-VII.D, or by any proof accepted by the PHA.

The PHA will immediately process requests for transfers due to domestic violence, dating violence, sexual assault, or stalking. The PHA will allow a tenant to make an internal emergency transfer under VAWA when a safe unit is

immediately available. If an internal transfer to a safe unit is not immediately available, the PHA will assist the resident in seeking an external emergency transfer either within or outside the PHA's programs.

The PHA has adopted an emergency transfer plan, which is included as Exhibit 16-3 to this plan.

12-I.C. EMERGENCY TRANSFER PROCEDURES

LHA Policy

If the transfer is necessary because of maintenance conditions, and an appropriate unit is not immediately available, LHA will provide temporary accommodations to the tenant by arranging for temporary lodging at a hotel or similar location. If the conditions that required the transfer cannot be repaired, or the condition cannot be repaired in a reasonable amount of time, LHA will transfer the resident to the first available and appropriate unit after the temporary relocation. Emergency transfers are mandatory for the tenant.

12-I.D. COSTS OF EMERGENCY TRANSFER

LHA Policy

LHA will bear the reasonable costs of temporarily accommodating the tenant and of long-term transfers, if any, due to emergency conditions.

The reasonable cost of transfers includes the cost of packing, moving, and unloading.

LHA will establish a moving allowance based on the typical costs in the community of packing, moving, and unloading.

To establish typical costs, LHA will collect information from companies in the community that provide these services. LHA will reimburse the family for eligible out-of-pocket moving expenses up to the LHA's established moving allowance.

PART II: LHA REQUIRED TRANSFERS

12-II.A. OVERVIEW

HUD regulations regarding transfers are minimal, leaving it up to LHA to develop reasonable transfer policies.

LHA may require that a resident transfer to another unit under some circumstances. For example, LHA may require a resident to transfer to make an accessible unit available to a disabled family. LHA may also transfer a resident in order to maintain occupancy standards based on family composition. Finally, a LHA may transfer residents in order to demolish or renovate the unit.

A transfer that is required by LHA is an adverse action, and is subject to the notice requirements for adverse actions [24

CFR 966.4(e)(8)(i)].

12-II.B. TYPES OF LHA REQUIRED TRANSFERS

LHA Policy

The types of transfers that may be required by the LHA, include, but are not limited to, transfers to make an accessible unit available for a disabled family, transfers to comply with occupancy standards, transfers for demolition, disposition, revitalization, or rehabilitation, and emergency transfers as discussed in Part I of this chapter. Transfers required by LHA are mandatory for the tenant.

Transfers to Make an Accessible Unit Available

When a family is initially given an accessible unit, but does not require the accessible features, LHA may require the family to agree to move to a non-accessible unit when it becomes available [24 CFR 8.27(b)].

LHA Policy

When a non-accessible unit becomes available, LHA will transfer a family living in an accessible unit that does not require the accessible features, to an available unit that is not accessible. LHA may wait until a disabled resident requires

the accessible unit before transferring the family that does not require the accessible features out of the accessible unit.

Occupancy Standards Transfers

LHA may require a resident to move when a reexamination indicates that there has been a change in family composition, and the family is either overcrowded or over-housed according to LHA Policy[24 CFR 960.257(a)(4)]. On some occasions,

LHA may initially place a resident in an inappropriately sized unit at lease-up, where the family is over- housed, to prevent vacancies. The public housing lease must include the tenant’s agreement to transfer to an appropriately sized unit based on family composition[24 CFR 966.4(c)(3)].

LHA Policy

LHA will transfer a family when the family size has changed and the family is now too large (overcrowded) or too small (over-housed) for the unit occupied.

For purposes of the transfer policy, overcrowded and over-housed are defined as follows:

Overcrowded: the number of household members exceeds the maximum number of persons allowed for the unit size in which the family resides, according to the chart in Section 5-I.B.

Over-housed: the family no longer qualifies for the bedroom size in which they are living based on the LHA’s occupancy standards as described in Section 5 I.B.

LHA may also transfer a family who was initially placed in a unit in which the family was over-housed to a unit of an appropriate size based on the LHA’s occupancy standards, when LHA determines there is a need for the transfer.

LHA may elect not to transfer an over-housed family in order to prevent vacancies.

A family that is required to move because of family size will be advised by LHA that a transfer is necessary and that the family has been placed on the transfer list.

Families that request and are granted an exception to the occupancy standards (for either a larger or smaller size unit) in accordance with the policies in Section 5-I.C. will only be required to transfer if it is necessary to comply with the approved exception.

Demolition, Disposition, Revitalizations, or Rehabilitation Transfers

These transfers permit LHA to demolish, sell or do major capital or rehabilitation work at a building site [PH Occ. GB, page 148].

LHA Policy

LHA will relocate a family when the unit or site in which the family lives is undergoing major rehabilitation that requires the unit to be vacant, or the unit is being disposed of or demolished. The LHA’s relocation plan may or may not require transferring affected families to other available public housing units.

If the relocation plan calls for transferring public housing families to other public housing units, affected families will be placed on the transfer list.

In cases of revitalization or rehabilitation, the family may be offered a temporary relocation if allowed under Relocation Act provisions, and may be allowed to return to their unit, depending on contractual and legal obligations, once revitalization or rehabilitation is complete.

12-II.C. ADVERSE ACTION [24 CFR 966.4(e)(8)(i)]

A LHA required transfer is an adverse action. As an adverse action, the transfer is subject to the requirements regarding notices of adverse actions. If the family requests a grievance hearing within the required timeframe, LHA may not take action on the transfer until the conclusion of the grievance process.

12-II.D. COST OF TRANSFER

LHA Policy

LHA will bear the reasonable costs of transfers that LHA requires, except that residents will be required to bear the cost of occupancy standards transfers.

The reasonable costs of transfers include the cost of packing, moving, and unloading.

LHA will establish a moving allowance based on the typical costs in the community of packing, moving, and unloading.

To establish typical costs, LHA will collect information from companies in the community that provide these services. LHA will reimburse the family for eligible out-of-pocket moving expenses up to the LHA's established moving allowance.

PART III: TRANSFERS REQUESTED BY TENANTS

12-III.A. OVERVIEW

HUD provides LHA with discretion to consider transfer requests from tenants. The only requests that LHA is required to consider are requests for reasonable accommodation. All other transfer requests are at the discretion of the LHA. To avoid administrative costs and burdens, this policy limits the types of requests that will be considered by the LHA.

Some transfers that are requested by tenants should be treated as higher priorities than others due to the more urgent need for the transfer.

12-III.B. TYPES OF RESIDENT REQUESTED TRANSFERS

LHA Policy

The types of requests for transfers that LHA will consider are limited to requests for transfers to alleviate a serious or life threatening medical condition, transfers due to a threat of physical harm or criminal activity, reasonable accommodation, transfers to a different unit size as long as the family qualifies for the unit according to the LHA's occupancy standards, and transfers to a location closer to employment. No other transfer requests will be considered by the LHA.

LHA will consider the following as high priority transfer requests:

- When a transfer is needed to alleviate verified medical problems of a serious or life-threatening nature
- When there has been a verified threat of physical harm or criminal activity. Such circumstances may, at the LHA's discretion, include an assessment by law enforcement indicating that a family member is the actual or potential victim of a criminal attack, retaliation for testimony, or a hate crime.
- When a family requests a transfer as a reasonable accommodation. Examples of a reasonable accommodation transfer include, but are not limited to, a transfer to a first floor unit for a person with mobility impairment, or a transfer to a unit with accessible features

LHA will consider the following as regular priority transfer requests:

- When a family requests a larger bedroom size unit even though the family does not meet the LHA's definition of overcrowded, as long as the family meets the LHA's occupancy standards for the requested size unit
- When the head of household or spouse is employed 25 miles or more from the public housing unit, has no reliable transportation and public transportation is not adequate
- Transfers requested by the tenant are considered optional for the tenant.

12-III.C. ELIGIBILITY FOR TRANSFER

Transferring residents do not have to meet the admission eligibility requirements pertaining to income or preference. However, LHA may establish other standards for considering a transfer request [PH Occ GB, p. 150].

PHA Policy

Except where reasonable accommodation is being requested, LHA will only consider transfer requests from

residents that meet the following requirements:

- Have not engaged in criminal activity that threatens the health and safety of residents and staff
- Owe no back rent or other charges, or have a pattern of late payment
- Have no housekeeping lease violations or history of damaging property
- Can get utilities turned on in the name of the head of household (applicable only to properties with tenant-paid utilities)
- A resident with housekeeping standards violations will not be transferred until the resident passes a follow-up housekeeping inspection.

Exceptions to the good record requirement may be made when it is to the LHA's advantage to make the transfer. Exceptions may also be made when LHA determines that a transfer is necessary to protect the health or safety of a resident who is a victim of domestic violence, dating violence, or stalking and who provides documentation of abuse in accordance with section 16-VII.D of this ACOP.

If a family requested to be placed on the waiting list for a unit size smaller than designated by the occupancy guidelines, the family will not be eligible to transfer to a larger size unit for a period of two years from the date of admission, unless they have a change in family size or composition, or it is needed as a reasonable accommodation.

12-III.D. SECURITY DEPOSITS

LHA Policy

When a family transfers from one unit to another, LHA will transfer their security deposit to the new unit. The tenant will be billed for any maintenance or others charges due for the "old" unit.

12-III.E. COST OF TRANSFER

LHA must pay moving expenses to transfer a resident with a disability to an accessible unit as an accommodation for the resident's disability [Notice PIH 2006-13].

LHA Policy

The resident will bear all of the costs of transfer s/he requests. However, LHA will bear the transfer costs when the transfer is done as a reasonable accommodation.

12-III.F. HANDLING OF REQUESTS

LHA Policy

Residents requesting a transfer to another unit or development will be required to submit a written request for transfer. In case of a reasonable accommodation transfer, LHA will encourage the resident to make the request in writing using a reasonable accommodation request form. However, LHA will consider the transfer request any time the resident indicates that an accommodation is needed whether or not a formal written request is submitted. LHA will respond by approving the transfer and putting the family on the transfer list, by denying the transfer, or by requiring more information or documentation from the family, such as documentation of domestic violence, dating violence, or stalking in accordance with section 16-VII.D of this ACOP.

If the family does not meet the "good record" requirements under Section 12-III.C., the manager will address the problem and, until resolved, the request for transfer will be denied.

LHA will respond within ten (10) business days of the submission of the family's request. If LHA denies the request for transfer, the family will be informed of its grievance rights.

PART IV: TRANSFER PROCESSING

12-IV.A. OVERVIEW

Generally, transfers should be placed on a transfer list and handled in the appropriate order. The transfer process must be clearly auditable to ensure that residents do not experience disparate treatment.

12-IV.B. TRANSFER LIST

LHA Policy

LHA will maintain a centralized transfer list to ensure that transfers are processed in the correct order and that procedures are uniform across all properties.

Emergency transfers will not automatically go on the transfer list. Instead, emergency transfers will be handled immediately, on a case by case basis. If the emergency will not be finally resolved by a temporary accommodation, and the resident requires a permanent transfer, that transfer will be placed at the top of the transfer list.

Transfers will be processed in the following order:

- Emergency transfers (hazardous maintenance conditions)
- High-priority transfers (verified medical condition, threat of harm or criminal activity, and reasonable accommodation)
- Transfers to make accessible units available
- Demolition, renovation, etc.
- Occupancy standards
- Other LHA-required transfers
- Transfers for access to employment.

Within each category, transfers will be processed in order of the date a family was placed on the transfer list, starting with the earliest date. With the approval of the executive director or designee, LHA may, on a case-by-case basis, transfer a family without regard to its placement on the transfer list in order to address the immediate need of a family in crisis. Demolition and renovation transfers will gain the highest priority as necessary to allow LHA to meet the demolition or renovation schedule. Transfers will take precedence over waiting list admissions.

12-IV.C. TRANSFER OFFER POLICY

LHA Policy

Residents will receive one offer of a transfer. When the transfer is required by the LHA, refusal of that offer without good cause will result in lease termination.

12-IV.D. GOOD CAUSE FOR UNIT REFUSAL

LHA Policy

Examples of good cause for refusal of a unit offer include, but are not limited to, the following:

- The family demonstrates to the LHA's satisfaction that accepting the unit offer will require an adult household member to quit a job, drop out of an educational institution or job training program, or take a child out of day care or an educational program for children with disabilities.
- The family demonstrates to the LHA's satisfaction that accepting the offer will place a family member's life, health, or safety in jeopardy. The family should offer specific and compelling documentation such as restraining orders, other court orders, risk assessments related to witness protection from a law enforcement agency, or documentation of domestic violence, dating violence, or stalking in accordance with section 16-VII.D of this ACOP. Reasons offered must be specific to the family. Refusals due to location alone do not qualify for this good cause exemption.
- A health professional verifies temporary hospitalization or recovery from illness of the principal household member, other household members (as listed on final application) or live-in aide necessary to the care of the principal household member.
- The unit is inappropriate for the applicant's disabilities, or the family does not need the accessible features in the unit offered and does not want to be subject to a 30-day notice to move.
- The unit has lead-based paint and the family includes children under the age of six. LHA will

require documentation of good cause for unit refusals.

12-IV.E. DECONCENTRATION

LHA Policy

If subject to de-concentration requirements, LHA will consider its de-concentration goals when transfer units are offered. When feasible, families above the Established Income Range will be offered a unit in a development that is below the Established Income Range, and vice versa, to achieve the LHA's de-concentration goals. A de-concentration offer will be considered a "bonus" offer; that is, if a resident refuses a de-concentration offer, the resident will receive one additional transfer offer.

12-IV.F. REEXAMINATION POLICIES FOR TRANSFERS

LHA Policy

The reexamination date will be changed to the first of the month in which the transfer took place.

Chapter 13 LEASE

TERMINATIONS

INTRODUCTION

Either party in a lease agreement may terminate the lease under certain circumstances. A public housing lease is different from a private dwelling lease in that the family's rental assistance is tied to their tenancy. When the family moves from their public housing unit, they lose their rental assistance. Therefore, there are additional safeguards to protect the family's tenancy in public housing.

Likewise, there are safeguards to protect HUD's interest in the public housing program, to assure that qualified families are provided decent, safe, and sanitary housing which is in good repair. LHA may terminate the lease because of the family's failure to comply with HUD regulations, for serious or repeated violations of the terms of the lease, and for other good cause. HUD regulations specify some reasons for which a PHA can terminate a family's lease, and give PHAs authority to determine other reasons.

When determining LHA Policy on terminations, state and local landlord-tenant laws must be considered, since such laws could vary from one location to another. These variances may be either more or less restrictive than federal law or HUD regulation.

This chapter presents the policies that govern both the family's and LHA's termination of the lease. It is presented in four parts:

Part I: Termination by Tenant. This part discusses the family's voluntary termination of the lease and the requirements LHA places upon families who wish to terminate their lease.

Part II: Termination by LHA -Mandatory. This part describes the policies that govern how, and under what circumstances, a mandatory lease termination by LHA occurs. This part also includes nonrenewal of the lease for noncompliance with community service requirements.

Part III: Termination by LHA – Other Authorized Reasons. This part describes LHA's options for lease termination that are not mandated by HUD regulation but for which HUD authorizes PHAs to terminate. For some of these options HUD requires LHA to establish policies and lease provisions for termination, but termination is not mandatory. For other options LHA has full discretion whether to consider the options as just cause to terminate as long as LHA policies are reasonable, nondiscriminatory, and do not violate state or local landlord-tenant law. This part also discusses the alternatives that LHA may consider in lieu of termination, and the criteria LHA will use when deciding what actions to take.

Part IV: Notification Requirements. This part presents the federal requirements for disclosure of criminal records to the family prior to termination, the HUD requirements and LHA policies regarding the timing and content of written notices for lease termination and eviction, and notification of the post office when eviction is due to criminal activity. This part also discusses record keeping related to lease termination.

PART I: TERMINATION BY TENANT

13-IA. TENANT CHOOSES TO TERMINATE THE LEASE [24 CFR 966.4(k)(1)(ii) and 24 CFR 966.4(l)(1)]

The family may terminate the lease at any time, for any reason, by following the notification procedures as outlined in the lease. Such notice must be in writing and delivered to the project office or LHA central office or sent by pre-paid first-class mail, properly addressed.

LHA Policy

If a family desires to move and terminate their tenancy with LHA, they must give at least 30 calendar days advance written notice to LHA of their intent to vacate. When a family must give less than 30 days' notice due to circumstances beyond their control LHA, at its discretion, may waive the 30 day requirement.

The notice of lease termination must be signed by the head of household, spouse, or co-head.

In the event a family desires to cancel their 30 day notice to terminate their tenancy and such cancellation is approved by LHA any new submissions of termination of tenancy must give a new 30 day notice.

PART II: TERMINATION BY LHA – MANDATORY

13-II.A. OVERVIEW

HUD requires LHA to terminate the lease in certain circumstances. In other circumstances HUD requires LHA to establish provisions for lease termination, but it is still a LHA option to determine, on a case-by-case basis, whether termination is warranted. For those tenant actions or failures to act where HUD requires termination, LHA has no such option. In those cases, the family's lease must be terminated. This part describes situations in which HUD requires LHA to terminate the lease.

13-II.B. FAILURE TO PROVIDE CONSENT [24 CFR 960.259(a) and (b)]

LHA must terminate the lease if any family member fails to sign and submit any consent form s/he is required to sign for any reexamination. See Chapter 7 for a complete discussion of consent requirements.

13-II.C. FAILURE TO DOCUMENT CITIZENSHIP [24 CFR 5.514(c) and (d) and 24 CFR 960.259(a)]

LHA must terminate the lease if (1) a family fails to submit required documentation within the required timeframe concerning any family member's citizenship or immigration status; (2) a family submits evidence of citizenship and eligible immigration status in a timely manner, but United States Citizenship and Immigration Services (USCIS) primary and secondary verification does not verify eligible immigration status of the family, resulting in no eligible family members; or (3) a family member, as determined by LHA, has knowingly permitted another individual who is not eligible for assistance to reside (on a permanent basis) in the unit. For (4), such termination must be for a period of at least 24 months. This does not apply to ineligible noncitizens already in the household where the family's assistance has been prorated. See Chapter 7 for a complete discussion of documentation requirements.

13-II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS [24 CFR 5.218(c), 24 CFR 960.259(a)(3), Notice PIH2018-24]

LHA must terminate assistance if a participant family fails to disclose the complete and accurate social security numbers of each household member and the documentation necessary to verify each social security number. However, if the family is otherwise eligible for continued program assistance, and LHA determines that the family's failure to meet the SSN disclosure and documentation requirements was due to circumstances that could not have been foreseen

and were outside of the family's control, LHA may defer the family's termination and provide the opportunity to comply with the requirement within a period not to exceed 90 calendar days from the date LHA determined the family to be noncompliant.

LHA Policy

LHA will defer the family's termination and provide the family with the opportunity to comply with the requirement for a period of 90 calendar days for circumstances beyond the participant's control such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergency, if there is a reasonable likelihood that the participant will be able to disclose an SSN by the deadline.

See Chapter 7 for a complete discussion of documentation and certification requirements.

13-II.E. FAILURE TO ACCEPT LHA'S OFFER OF A LEASE REVISION [24 CFR 966.4(l)(2)(ii)(E)]

LHA must terminate the lease if the family fails to accept LHA's offer of a lease revision to an existing lease, provided LHA has done the following:

- The revision is on a form adopted by LHA in accordance with 24 CFR 966.3 pertaining to requirements for notice to tenants and resident organizations and their opportunity to present comments.
- LHA has made written notice of the offer of the revision at least 60 calendar days before the lease revision is scheduled to take effect.
- LHA has specified in the offer a reasonable time limit within that period for acceptance by the family.

See Chapter 8 for information pertaining to LHA policies for offering lease revisions.

13-II.F. METHAMPHETAMINE CONVICTION [24 CFR 966.4(l)(5)(i)(A)]

LHA must immediately terminate the lease if LHA determines that any household member has ever been convicted of the manufacture or production of methamphetamine on the premises of federally-assisted housing. See Part 13-III.B. below for the HUD definition of *premises*.

13-II.G. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS [24 CFR 966.4(l)(2)(ii)(D), 24

CFR 960.603(b) and 24 CFR 960.607(b)(2)(ii) and (c)]

LHA is prohibited from renewing the lease at the end of the 12 month lease term when the family fails to comply with the community service requirements as described in Chapter 11.

13-II.H. DEATH OF A SOLE FAMILY MEMBER [Notice PIH2012-10]

LHA must immediately terminate program assistance for deceased single member households.

PART III: TERMINATION BY LHA – OTHER AUTHORIZED REASONS

13-III.A. OVERVIEW

Besides requiring PHAs to terminate the lease under the circumstances described in Part II, HUD requires LHA to establish provisions in the lease for termination pertaining to certain criminal activity, alcohol abuse, and certain household obligations stated in the regulations. While these provisions for lease termination must be in the lease agreement, HUD does not require PHAs to terminate for such violations in all cases. LHA has the discretion to consider circumstances surrounding the violation or, in applicable situations, whether the offending household member has entered or completed rehabilitation, and LHA may, as an alternative to termination, require the exclusion of the culpable household member. LHA must make policy decisions concerning these options.

In addition, HUD authorizes PHAs to terminate the lease for other grounds, but for only those grounds that constitute

serious or repeated violations of material terms of the lease or that are for other good cause. LHA must develop policies pertaining to what constitutes serious or repeated lease violations, and other good cause, based upon the content of LHA lease. In the development of the terms of the lease, LHA must consider the limitations imposed by state and local landlord-tenant law, as well as HUD regulations and federal statutes. Because of variations in state and local landlord-tenant law, and because HUD affords PHAs wide discretion in some areas, a broad range of policies could be acceptable.

LHA, also has the option to terminate the tenancies of **certain** over income **families**.

LHA may consider alternatives to termination and must establish policies describing the criteria LHA will use when deciding what action to take, the types of evidence that will be acceptable, and the steps LHA must take when terminating a family's lease.

13-III.B. MANDATORY LEASE PROVISIONS [24 CFR 966.4(l)(5)]

This section addresses provisions for lease termination that must be included in the lease agreement according to HUD regulations. Although the provisions are required, HUD does not require PHAs to terminate for such violations in all cases, therefore LHA policies are needed.

***Definitions* [24 CFR 5.100]**

The following definitions will be used for this and other parts of this chapter:

- *Covered person* means a tenant, any member of the tenant's household, a guest, or another person under the tenant's control.
- *Dating violence* is defined in section 16-VII.B.
- *Domestic violence* is defined in section 16-VII.B.
- *Drug* means a controlled substance as defined in section 102 of the Controlled Substances Act [21 U.S.C. 802].
- *Drug-related criminal activity* means the illegal manufacture, sale, distribution, or use of a drug, or the possession of a drug with the intent to manufacture, sell, distribute, or use the drug.
- *Guest* means a person temporarily staying in the unit with the consent of a tenant or other member of the household who has express or implied authority to so consent on behalf of the tenant.
- *Household* means the family and LHA -approved live-in aide. The term household also includes foster children and/or foster adults that have been approved to reside in the unit [HUD50058, Instruction Booklet, p. 65].
- *Immediate family member* is defined in section 16-VII.B.
- *Other person under the tenant's control* means that the person, although not staying as a guest in the unit, is, or was at the time of the activity in question, on the premises because of an invitation from the tenant or other member of the household who has express or implied authority to so consent on behalf of the tenant. Absent evidence to the contrary, a person temporarily and infrequently on the premises solely for legitimate commercial purposes is not *under the tenant's control*.
- *Premises* mean the building or complex or development in which the public or assisted housing dwelling unit is located, including common areas and grounds.
- *Stalking* is defined in section 16II.B.
- *Violent criminal activity* means any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage.

Drug Crime On or Off the Premises [24 CFR 966.4(l)(5)(i)(B)]

The lease must provide that drug-related criminal activity engaged in on or off the premises by the tenant, member of

The tenant's household or guest, or any such activity engaged in on the premises by any other person under the tenant's control is grounds for termination.

LHA Policy

LHA will terminate the lease for drug-related criminal activity engaged in on or off the premises by any tenant, member of the tenant's household or guest, and any such activity engaged in on the premises by any other person under the tenant's control.

LHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of covered persons related to the drug-related criminal activity.

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

Illegal Use of a Drug [24 CFR 966.4(I)(5)(i)(B)]

The lease must provide that a LHA may evict a family when LHA determines that a household member is illegally using a drug or that a pattern of illegal use of a drug interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents.

LHA Policy

LHA will terminate the lease when LHA determines that a household member is illegally using a drug or LHA determines that a pattern of illegal use of a drug interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents.

A pattern of illegal drug use means more than one incident of any use of illegal drugs during the previous six months. LHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of household members related to the use of illegal drugs.

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

Threat to Other Residents [24 CFR 966.4(I)(5)(ii)(A)]

The lease must provide that any criminal activity by a covered person that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents (including LHA management staff residing on the premises) or by persons residing in the immediate vicinity of the premises are grounds for termination of tenancy.

LHA Policy

LHA will terminate the lease when a covered person engages in any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents (including PHA management staff residing on the premises) or by persons residing in the immediate vicinity of the premises.

Immediate vicinity means within a three-block radius of the premises.

LHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of covered persons related to the criminal activity.

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

Alcohol Abuse [24 CFR 966.4(I)(5)(vi)(A)]

PHAs must establish standards that allow termination of tenancy if LHA determines that a household member has engaged in abuse or pattern of abuse of alcohol that threatens the health, safety, or right to

peaceful enjoyment of the premises by other residents.

LHA Policy

LHA will terminate the lease if LHA determines that a household member has engaged in abuse or a pattern of abuse of alcohol that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents. A pattern of such alcohol abuse means more than one incident of any such abuse of alcohol during the previous six months.

LHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of household members related to the abuse of alcohol.

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

Furnishing False or Misleading Information Concerning Illegal Drug Use or Alcohol Abuse or Rehabilitation [24 CFR 966.4(l)(5)(vi)(B)]

PHAs must establish standards that allow termination of tenancy if LHA determines that a household member has furnished false or misleading information concerning illegal drug use, alcohol abuse, or rehabilitation of illegal drug users or alcohol abusers.

LHA Policy

LHA will terminate the lease if LHA determines that a household member has furnished false or misleading information concerning illegal drug use, alcohol abuse, or rehabilitation of illegal drug users or alcohol abusers. LHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of household members related to the use of illegal drugs or the abuse of alcohol, and any records or other documentation (or lack of records or documentation) supporting claims of rehabilitation of illegal drug users or alcohol abusers.

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

Other Serious or Repeated Violations of Material Terms of the Lease – Mandatory Lease Provisions [24 CFR 966.4(l)(2)(i) and 24 CFR 966.4(f)]

HUD regulations require certain tenant obligations to be incorporated into the lease. Violations of such regulatory obligations are considered to be serious or repeated violations of the lease and grounds for termination. Incidents of actual or threatened domestic violence, dating violence, or stalking may not be construed as serious or repeated violations of the lease by the victim or threatened victim of such violence or stalking [24 CFR 5.2005(c)(1)].

LHA Policy

LHA will terminate the lease for the following violations of tenant obligations under the lease:

Failure to make payments due under the lease, including nonpayment of rent (see Chapter 8 for details pertaining to lease requirements for payments due);

Repeated late payment of rent or other charges. Four late payments within a 12-month period shall constitute a repeated late payment.

Failure to fulfill the following household obligations:

- Not to assign the lease or to sublease the dwelling unit. Subleasing includes receiving payment to cover rent and utility costs by a person living in the unit who is not listed as a family member.
- Not to provide accommodations for boarders or lodgers
- To use the dwelling unit solely as a private dwelling for the tenant and the tenant's household as identified in the lease, and not to use or permit its use for any other purpose
- To abide by necessary and reasonable regulations promulgated by LHA for the benefit and well-being of the housing project and the tenants this shall be posted in the project office and incorporated by reference

in the lease

- To comply with all obligations imposed upon tenants by applicable provisions of building and housing codes materially affecting health and safety
- To keep the dwelling unit and such other areas as may be assigned to the tenant for the tenant's exclusive use in a clean and safe condition
- To dispose of all ashes, garbage, rubbish, and other waste from the dwelling unit in a sanitary and safe manner To use only in a reasonable manner all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other facilities and appurtenances including elevators
- To refrain from, and to cause the household and guests to refrain from destroying, defacing, damaging, or removing any part of the dwelling unit or project
- To pay reasonable charges (other than for normal wear and tear) for the repair of damages to the dwelling unit, or to the project (including damages to project buildings, facilities or common areas) caused by the tenant, a member of the household or a guest
- To act, and cause household members or guests to act, in a manner which will not disturb other residents' peaceful enjoyment of their accommodations and will be conducive to maintaining the project in a decent, safe and sanitary condition

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors as described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

13-III.C. OTHER AUTHORIZED REASONS FOR TERMINATION [24 CFR 966.4(l)(2) and (5)(ii)(B)] HUD authorizes PHAs to terminate the lease for reasons other than those described in the previous sections. These reasons are referred to as "other good cause."

Other Good Cause [24 CFR 966.4(l)(2)(ii)(B) and (C)]

HUD regulations state that LHA may terminate tenancy for other good cause. The regulations provide a few examples of other good cause, but do not limit LHA to only those examples. The Violence against Women Act of 2005 explicitly prohibits PHAs from considering incidents of actual or threatened domestic violence, dating violence, or stalking as "other good cause" for terminating the tenancy or occupancy rights of the victim of such violence [24 CFR 5.2005(c)(1)].

LHA Policy

LHA will terminate the lease for the following reasons:

- *Fugitive Felon or Parole Violator.* If a tenant is fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees, or that, in the case of the State of New Jersey, is a high misdemeanor; or violating a condition of probation or parole imposed under federal or state law.
- *Persons subject to sex offender registration requirement.* If any member of the household has, during their current public housing tenancy, become subject to a registration requirement under a state sex offender registration program.
- Discovery after admission of facts that made the tenant ineligible
- Discovery of material false statements or fraud by the tenant in connection with an application for assistance or with reexamination of income
- Failure to furnish such information and certifications regarding family composition and income as may be necessary for LHA to make determinations with respect to rent, eligibility, and the appropriateness of dwelling size
- Failure to transfer to an appropriate size dwelling unit based on family composition, upon appropriate notice by LHA that such a dwelling unit is available
- Failure to permit access to the unit by LHA after proper advance notification for the purpose of performing routine inspections and maintenance, for making improvements or repairs, or to show the dwelling unit for re- leasing, or without advance notice if there is reasonable cause to believe that an

emergency exists

- Failure to promptly inform LHA of the birth, adoption or court-awarded custody of a child. In such a case, promptly means within 7 days of the event.
- Failure to abide by the provisions of LHA pet policy
- If the family has breached the terms of a repayment agreement entered into with LHA
- If a family member has violated federal, state, or local law that imposes obligations in connection with the occupancy or use of the premises.
- If a household member has engaged in or threatened violent or abusive behavior toward PHA personnel.
- *Abusive or violent behavior towards PHA personnel* includes verbal as well as physical abuse or violence. Use of racial epithets, or other language, written or oral, that is customarily used to intimidate may be considered abusive or violent behavior.
- *Threatening* refers to oral or written threats or physical gestures that communicate intent to abuse or commit violence.

In making its decision to terminate the lease, LHA will consider alternatives as described in Section 13-III.D and other factors described in Sections 13-III.E and 13-III.F. Upon consideration of such alternatives and factors, LHA may, on a case-by case basis, choose not to terminate the lease.

Family Absence from Unit [24 CFR 982.551(i)]

It is reasonable that the family may be absent from the public housing unit for brief periods. However, LHA needs a policy on how long the family may be absent from the unit. Absence in this context means that no member of the family is residing in the unit.

LHA Policy

The family must supply any information or certification requested by LHA to verify that the family is living in the unit, or relating to family absence from the unit, including any PHA-requested information or certification on the purposes of family absences. The family must cooperate with LHA for this purpose.

The family must promptly notify LHA when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 7 calendar days. In such a case promptly means within the first day of the start of the extended absence.

Prior written approval from LHA must be obtained for any anticipated absence in excess of 30 days

If a family is absent from the public housing unit for more than 30 consecutive days, and the family has not received written approval from LHA for such absence and the family does not adequately verify that they are living in the unit, LHA will terminate the lease for other good cause.

Abandonment. If the family appears to have vacated the unit without giving proper notice, LHA will follow state and local landlord-tenant law pertaining to abandonment before taking possession of the unit. If necessary, LHA will secure the unit immediately to prevent vandalism and other criminal activity.

Over-Income Families [24 CFR 960.261; FR Notice 7/26/18; Notice PIH 2019-11]

The Housing Opportunity Through Modernization Act (HOTMA) of 2016 placed an income limitation on public housing tenancies. The over-income requirement states that after a family's adjusted income has exceeded 120 percent of area median income (AMI) (or a different limitation established by the secretary) for two consecutive years, the PHA must either terminate the family's tenancy within six months of the determination, or charge the family a monthly rent that is the higher of the applicable fair market rent (FMR) or the amount of monthly subsidy

for the unit, including amounts from the operating and capital funds, as determined by regulations.

Notice PIH 2019-11 also requires that PHAs publish over-income limits in their ACOP and update them no later than 60 days after HUD publishes new income limits each year. The over-income limit is calculated by multiplying the very low-income limit (VLI) by 2.4, as adjusted for family size.

PHAs also have discretion, under 24 CFR 960.261, to adopt policies allowing termination of tenancy for families whose income exceeds the limit for program eligibility. Such policies would exempt families participating in the Family Self-Sufficiency (FSS) program or currently receiving the earned income disallowance.

PHA Policy

At annual or interim reexamination, if a family's adjusted income exceeds the applicable over-income limit, the PHA will document the family file and begin tracking the family's over-income status.

If one year after the applicable annual or interim reexamination the family's income continues to exceed the applicable over-income limit, the PHA will notify the family in writing that their income has exceeded the over-income limit for one year, and that if the family continues to be over-income for 12 consecutive months, the family will be subject to the PHA's over-income policies.

If two years after the applicable annual or interim reexamination the family's income continues to exceed the applicable over-income limit, the PHA will charge the family a rent that is the higher of the applicable fair market rent (FMR) or the amount of monthly subsidy for the unit. The PHA will notify the family in writing of their new rent amount. The new rent amount will be effective 30 days after the PHA's written notice to the family.

If, at any time, an over-income family experiences a decrease in income, the family may request an interim redetermination of rent in accordance with PHA policy. If, as a result, the previously over-income family is now below the over-income limit, the family is no longer subject to over-income provisions as of the effective date of the recertification. The PHA will notify the family in writing that over-income policies no longer apply to them. If the family's income later exceeds the over-income limit again, the family is entitled to a new two-year grace period.

The PHA will begin tracking over-income families once these policies have been adopted, but no later than March 24, 2019.

The PHA will not evict or terminate the tenancies of families whose income exceeds the income limit for program eligibility as described at 24 CFR 960.261.

The PHA will rely on the following over-income limits. These numbers will be updated within 60 days of HUD publishing new income limits each year and will be effective for all annual and interim reexaminations once these policies have been adopted.

Family Size	1	2	3	4	5	6	7	8
Over-Income Limit								

For families larger than 8 persons, the over-income limit will be calculated by multiplying the applicable very-low income limit by 2.4.

13-III.D. ALTERNATIVES TO TERMINATION OF TENANCY Exclusion of Culpable Household Member [24 CFR 966.4(l)(5)(vii)(C)]

As an alternative to termination of the lease for criminal activity or alcohol abuse HUD provides that LHA may consider exclusion of the culpable household member. Such an alternative can be used, by LHA Policy, for any other reason where such a solution appears viable.

LHA Policy

LHA will consider requiring the tenant to exclude a household member in order to continue to reside in the assisted unit, where that household member has participated in or been culpable for action or failure to act that warrants termination. As a condition of the family’s continued occupancy, the head of household must certify that the culpable household member has vacated the unit and will not be permitted to visit or to stay as a guest in the assisted unit. The family must present evidence of the former household member’s current address upon PHA request.

Repayment of Family Debts

LHA Policy

If a family owes amounts to LHA, as a condition of continued occupancy, LHA will require the family to repay the full amount or to enter into a repayment agreement, within 30 days of receiving notice from LHA of the amount owed. See Chapter 16 for policies on repayment agreements.

13-III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY

A PHA that has grounds to terminate a tenancy is not required to do so, except as explained in Part II of this chapter, and may consider all of the circumstances relevant to a particular case before making a decision.

Evidence [24 CFR 982.553(c)]

For criminal activity, HUD permits LHA to terminate the lease if a *preponderance of the evidence* indicates that a household member has engaged in the activity, regardless of whether the household member has been arrested or convicted, and without satisfying the standard of proof used for a criminal conviction.

LHA Policy

LHA will use the concept of the preponderance of the evidence as the standard for making all termination decisions. *Preponderance of the evidence* is defined as evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, evidence which as a whole shows that the fact sought to be proved is more probable than not. Preponderance of the evidence may not be determined by the number of

witnesses, but by the greater weight of all evidence.

Consideration of Circumstances [24 CFR 966.4(l)(5)(vii)(B)]

Although it is required that certain lease provisions exist for criminal activity and alcohol abuse, HUD provides that LHA may consider all circumstances relevant to a particular case in order to determine whether or not to terminate the lease. Such relevant circumstances can also be considered when terminating the lease for any other reason.

LHA Policy

LHA will consider the following factors before deciding whether to terminate the lease for any of the HUD required lease provisions or for any other reasons:

- The seriousness of the offending action, especially with respect to how it would affect other residents
- The extent of participation or culpability of the leaseholder, or other household members, in the offending action, including whether the culpable member is a minor, a person with disabilities, or (as discussed further in section 13-III.F) a victim of domestic violence, dating violence, or stalking
- The effects that the eviction will have on other family members who were not involved in the action or failure to act
- The effect on the community of the termination, or of LHA's failure to terminate the tenancy
- The effect of LHA's decision on the integrity of the public housing program
- The demand for housing by eligible families who will adhere to lease responsibilities
- The extent to which the leaseholder has shown personal responsibility and whether they have taken all reasonable steps to prevent or mitigate the offending action
- The length of time since the violation occurred, the family's recent history, and the likelihood of favorable conduct in the future
- In the case of program abuse, the dollar amount of the underpaid rent and whether or not a false certification was signed by the family

Consideration of Rehabilitation [24 CFR 966.4(l)(5)(vii)(D)]

HUD authorizes PHAs to take into consideration whether a household member who had used illegal drugs or abused alcohol and is no longer engaging in such use or abuse is participating in or has successfully completed a supervised drug or alcohol rehabilitation program.

LHA Policy

In determining whether to terminate the lease for illegal drug use or a pattern of illegal drug use, or for abuse or a pattern of abuse of alcohol, by a household member who is no longer engaging in such use or abuse, LHA will consider whether such household member is participating in or has successfully completed a supervised drug or alcohol rehabilitation program, or has otherwise been rehabilitated successfully.

For this purpose LHA will require the tenant to submit evidence of the household member's current participation in, or successful completion of, a supervised drug or alcohol rehabilitation program or evidence of otherwise having been rehabilitated successfully.

Reasonable Accommodation [24 CFR 966.7]

If the family includes a person with disabilities, LHA's decision to terminate the family's lease is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

LHA Policy

If a family indicates that the behavior of a family member with a disability is the reason for a proposed termination of lease, LHA will determine whether the behavior is related to the disability. If so, upon the family's request, LHA will determine whether alternative measures are appropriate as a reasonable accommodation. LHA will only consider accommodations that can reasonably be expected to address the behavior that is the basis of the proposed lease termination. See Chapter 2 for a discussion of reasonable accommodation.

Nondiscrimination Limitation [24 CFR 966.4(l)(5)(vii)(F)]

LHA's eviction actions must be consistent with fair housing and equal opportunity provisions of 24 CFR 5.105.

13-III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

This section addresses the protections against termination of tenancy that the Violence against Women Act of 2013 (VAWA) provides for public housing residents who are victims of domestic violence, dating violence, sexual assault, or stalking. For general VAWA requirements and PHA policies pertaining to notification, documentation, and confidentiality, see section 16-VII of this ACOP, where definitions of key VAWA terms are also located.

VAWA Protections against Termination [24 CFR 5.2005(c)]

VAWA provides that no person may deny assistance, tenancy, or occupancy rights to public housing to a tenant solely on the basis of criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking that is engaged in by a member of the household of the tenant or any guest or other person under the control of the tenant, if the tenant or affiliated individual is the victim or threatened victim of such domestic violence, dating violence, sexual assault, or stalking [FR Notice 8/6/13].

VAWA further provides that incidents of actual or threatened domestic violence, dating violence, sexual assault, or stalking may not be construed either as serious or repeated violations of the lease by the victim or threatened victim of such violence or as good cause for terminating the tenancy or occupancy rights of the victim of such violence [24 CFR 5.2005(c)(1), FR Notice 8/6/13].

Limits on VAWA Protections [24 CFR 5.2005(d) and (e), FR Notice 8/6/13]

While VAWA prohibits a PHA from using domestic violence, dating violence, sexual assault, or stalking as the cause for a termination or eviction action against a public housing tenant who is the victim of the abuse, the protections it provides are not absolute. Specifically:

- VAWA does not limit a PHA's otherwise available authority to terminate assistance to or evict a victim for lease violations not premised on an act of domestic violence, dating violence, sexual assault, or stalking providing that the PHA does not subject the victim to a more demanding standard than the standard to which it holds other tenants.
- VAWA does not limit a PHA's authority to terminate the tenancy of any public housing tenant if the PHA can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the property if that tenant's tenancy is not terminated.

HUD regulations define *actual and imminent threat* to mean words, gestures, actions, or other indicators of a physical threat that (a) is real, (b) would occur within an immediate time frame, and (c) could result in death or serious bodily harm [24 CFR 5.2005(d)(2) and (e)]. In determining whether an individual would pose an actual and imminent threat, the factors to be considered include:

- The duration of the risk
- The nature and severity of the potential harm
- The likelihood that the potential harm will occur
- The length of time before the potential harm would occur [24 CFR 5.2005(e)]

Even when a victim poses an actual and imminent threat, however, HUD regulations authorize a PHA to terminate the victim's assistance "only when there are no other actions that could be taken to reduce or eliminate the threat, including but not limited to transferring the victim to a different unit, barring the perpetrator from the property,

contacting law enforcement to increase police presence or develop other plans to keep the property safe or seeking other legal remedies to prevent the perpetrator from acting on a threat” [24 CFR 5.2005(d)(3)]. Additionally, HUD regulations state that restrictions “predicated on public safety cannot be based on stereotypes but must be tailored to particularized concerns about individual residents” [24 CFR 5.2005(d)(3)].

PHA Policy

In determining whether a public housing tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking is an actual and imminent threat to other tenants or those employed at or providing service to a property, the PHA will consider the following, and any other relevant, factors:

Whether the threat is toward an employee or tenant other than the victim of domestic violence, dating violence, sexual assault, or stalking

Whether the threat is a physical danger beyond a speculative threat

Whether the threat is likely to happen within a short period of time

Whether the threat to other tenants or employees can be eliminated in some other way, such as by helping the victim relocate to a confidential location, transferring the victim to another unit, or seeking a legal remedy to prevent the perpetrator from acting on the threat

If the tenant wishes to contest the PHA’s determination that he or she is an actual and imminent threat to other tenants or employees, the tenant may do so as part of the grievance hearing or in a court proceeding.

Documentation of Abuse [24 CFR 5.2007]

PHA Policy

When an individual facing termination of tenancy for reasons related to domestic violence, dating violence, sexual assault, or stalking claims protection under VAWA, the PHA will request in writing that the individual provide documentation supporting the claim in accordance with the policies in section 16-VII.D of this ACOP.

The PHA reserves the right to waive the documentation requirement if it determines that a statement or other corroborating evidence from the individual will suffice. In such cases the PHA will document the waiver in the individual’s file.

Terminating or Evicting a Perpetrator of Domestic Violence

Although VAWA provides protection from termination for victims of domestic violence, it does not provide such protection for perpetrators. In fact, VAWA gives the PHA the explicit authority to bifurcate a lease, or remove a household member from a lease, “in order to evict, remove, or terminate assistance to any individual who is a tenant or lawful occupant of the housing and who engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual, without evicting, removing, terminating assistance to, or otherwise penalizing a victim of such criminal activity who is also a tenant or lawful occupant of the housing” [FR Notice 8/6/13]. Moreover, HUD regulations impose on the PHA the obligation to consider lease bifurcation in any circumstances involving domestic violence, dating violence, or stalking [24 CFR 966.4(e)(9)].

Specific lease language affirming the PHA’s authority to bifurcate a lease is not necessary, and the authority supersedes any local, state, or federal law to the contrary. However, if the PHA chooses to exercise its authority to bifurcate a lease, it must follow any procedures prescribed by HUD or by applicable local, state, or federal law for eviction, lease termination, or termination of assistance. This means that the PHA must follow the same rules when terminating or evicting an individual as it would when terminating or evicting an entire family [FR Notice 3/16/07].

PHA Policy

The PHA will bifurcate a family’s lease and terminate the tenancy of a family member if the PHA determines that the family member has committed criminal acts of physical violence against other family members or others. This action

will not affect the tenancy or program assistance of the remaining, nonculpable family members. In making its decision, the PHA will consider all credible evidence, including, but not limited to, a signed certification (form HUD-53825382) or other documentation of abuse submitted to the PHA by the victim in accordance with this section and section 16-VII.D. The PHA will also consider the factors in section 13.III.E. Upon such consideration, the PHA may, on a case-by-case basis, choose not to bifurcate the lease and terminate the tenancy of the culpable family member.

If the PHA does bifurcate the lease and terminate the tenancy of the culpable family member, it will do so in accordance with the lease, applicable law, and the policies in this ACOP. If the person removed from the lease was the only tenant eligible to receive assistance, the PHA must provide any remaining tenant a chance to establish eligibility for the unit. If the remaining tenant cannot do so, the PHA must provide the tenant reasonable time to find new housing or to establish eligibility for another housing program covered by VAWA 2013.

PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

13-IV.A. OVERVIEW

HUD regulations specify the requirements for the notice that must be provided prior to lease termination. This part discusses those requirements and the specific requirements that precede and follow termination for certain criminal activities which are addressed in the regulations. This part also discusses specific requirements pertaining to the actual eviction of families and record keeping.

13-IV.B. CONDUCTING CRIMINAL RECORDS CHECKS [24 CFR 5.903(e)(ii) and 24 CFR 960.259]

HUD authorizes PHAs to conduct criminal records checks on public housing residents for lease enforcement and eviction. LHA Policy determines when LHA will conduct such checks.

LHA Policy

LHA will conduct criminal records checks when it has come to the attention of LHA, either from local law enforcement or by other means, which an individual has engaged in the destruction of property, engaged in violent activity against another person, or has interfered with the right to peaceful enjoyment of the premises of other residents. Such checks will also include sex offender registration information. In order to obtain such information, all adult household members must sign consent forms for release of criminal conviction and sex offender registration records on an annual basis.

LHA may not pass along to the tenant the costs of a criminal records check.

13-IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY [24 CFR 5.903(f), 24 CFR 5.905(d) and 24 CFR

966.4(l) (5) (iv)]

In conducting criminal records checks, if LHA uses the authority of 24 CFR 5.903 and 5.905 to obtain such information, certain protections must be afforded the tenant before any adverse action is taken. In such cases if LHA obtains criminal records information from a state or local agency showing that a household member has been convicted of a crime, or is subject to a sex offender registration requirement, relevant to lease enforcement or eviction, LHA must notify the household of the proposed action and must provide the subject of the record and the tenant a copy of such information, and an opportunity to dispute the accuracy and relevance of the information before an eviction or lease enforcement action is taken.

LHA Policy

In all cases where criminal record or sex offender registration information would result in lease enforcement or eviction, LHA will notify the household in writing of the proposed adverse action and will provide the subject of the record and the tenant a copy of such information, and an opportunity to dispute the accuracy and relevance of the information before an eviction or lease enforcement action is taken.

The family will be given 10 business days from the date of LHA notice, to dispute the accuracy and relevance of the information. If the family does not contact LHA to dispute the information within that 10 business day period, LHA will proceed with the termination action.

Should the tenant not exercise their right to dispute prior to any adverse action, the tenant still has the right to dispute in the grievance hearing or court trial.

13-IV.D. LEASE TERMINATION NOTICE [24 CFR

966.4(l) (3)] Form, Delivery, and Content of the Notice

Notices of lease termination must be in writing. The notice must state the specific grounds for termination, the date the termination will take place, the resident's right to reply to the termination notice, and their right to examine PHA documents directly relevant to the termination or eviction. If LHA does not make the documents available for examination upon request by the tenant, LHA may not proceed with the eviction [24 CFR 966.4(m)].

When LHA is required to offer the resident an opportunity for a grievance hearing, the notice must also inform the resident of their right to request a hearing in accordance with LHA's grievance procedure. In these cases, the tenancy shall not terminate until the time for the tenant to request a grievance hearing has expired and the grievance procedure has been completed.

When LHA is not required to offer the resident an opportunity for a grievance hearing because HUD has made a due process determination and the lease termination is for criminal activity that threatens health, safety or right to peaceful enjoyment or for drug-related criminal activity, the notice of lease termination must state that the tenant is not entitled to a grievance hearing on the termination. It must specify the judicial eviction procedure to be used by LHA for eviction of the tenant, and state that HUD has determined that the eviction procedure provides the opportunity for a hearing in court that contains the basic elements of due process as defined in HUD regulations. The notice must also state whether the eviction is for a criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises of other residents or employees of LHA, or for a drug-related criminal activity on or off the premises.

LHA Policy

LHA will deliver notices of lease termination to the tenant by first-class mail...

All notices of lease termination will include information about the protection against termination provided by the Violence against Women Act of 2005 (VAWA) for victims of domestic violence, dating violence, or stalking (see section 16-VII.C). Any family member who claims that the cause for termination involves (a) criminal acts of physical violence against family members or others or (b) incidents of domestic violence, dating violence, or stalking of which a family member is the victim will be given the opportunity to provide documentation in accordance with the policies in sections 13-III.F and 16-VII.D.

Timing of the Notice [24 CFR 966.4(l)(3)(i)]

LHA must give written notice of lease termination of:

- 14 calendar days plus 3 days for mailing in the case of failure to pay rent
- A reasonable period of time considering the seriousness of the situation (but not to exceed 30 calendar days)
- If the health or safety of other residents, PHA employees, or persons residing in the immediate vicinity of the premises is threatened
- If any member of the household has engaged in any drug-related criminal activity or violent criminal activity will be 7 days plus 3 days for mailing
- If any member of the household has been convicted of a felony will be 7 days plus 3 days mailing

- 30 calendar days plus 3 days for mailing in any other case, except that if a state or local law allows a shorter notice period, such shorter period shall apply

LHA Policy

LHA will give written notice of 14 calendar days plus 3 days for mailing for nonpayment of rent. For all other lease terminations LHA will give 30 days' plus 3 days for mailing, written notice or, if state or local law allows less than 30 days, such shorter notice will be given. The State of Florida allows for a 3 days' notice of termination of the lease agreement.

The Notice to vacate that may be required under state or local law may be combined with or run concurrently with the notice of lease termination.

Notice of Nonrenewal Due to Community Service Noncompliance [24 CFR 966.4(l)(2)(ii)(D), 24 CFR 960.603(b) and 24 CFR 960.607(b)]

When LHA finds that a family is in noncompliance with the community service requirement, the tenant and any other noncompliant resident must be notified in writing of this determination. Notices of noncompliance will be issued in accordance with the requirements and policies in Section 11-I.E.

LHA Policy

If after receiving a notice of initial noncompliance the family does not request a grievance hearing, or does not take either corrective action required by the notice within the required timeframe, a termination notice will be issued in accordance with the policies above.

If a family agreed to cure initial noncompliance by signing an agreement, and is still in noncompliance after being provided the 12-month opportunity to cure, the family will be issued a notice of continued noncompliance. The notice of continued noncompliance will be sent in accordance with the policies in Section 11-I.E. and will also serve as the notice of termination of tenancy.

Notice of Termination Based on Citizenship Status [24 CFR 5.514 (c) and (d)]

In cases where termination of tenancy is based on citizenship status, HUD requires the notice of termination to contain additional information. In addition to advising the family of the reasons their assistance is being terminated, the notice must also advise the family of any of the following that apply: the family's eligibility for proration of assistance, the criteria and procedures for obtaining relief under the provisions for preservation of families, the family's right to request an appeal to the USCIS of the results of secondary verification of immigration status and to submit additional documentation or a written explanation in support of the appeal, and the family's right to request an informal hearing with LHA either upon completion of the USCIS appeal or in lieu of the USCIS appeal. Please see Chapter 14 for LHA's informal hearing procedures.

13-IV.E. EVICTION [24 CFR 966.4(l) (4) and 966.4(m)]

Eviction notice means a notice to vacate, or a complaint or other initial pleading used under state or local law to commence an eviction action. LHA may only evict the tenant from the unit by instituting a court action, unless the law of the jurisdiction permits eviction by administrative action, after a due process administrative hearing, and without a court determination of the rights and liabilities of the parties.

LHA Policy

When a family does not vacate the unit after receipt of a termination notice, by the deadline given in the notice, LHA will follow state and local landlord-tenant law in filing an eviction action with the local court that has jurisdiction in such cases. If the eviction action is finalized in court and the family remains in occupancy beyond the deadline to vacate given by the court, LHA will seek the assistance of the court to remove the family from the premises as per state and local law.

LHA may not proceed with an eviction action if LHA has not made available the documents to be used in the case against the family, and has not afforded the family the opportunity to examine and copy such documents in accordance with the provisions of 24 CFR 966.4(l)(3) and (m).

13-IV.F. NOTIFICATION TO POST OFFICE [24CFR 966.4(l) (5) (iii)(B)]

When LHA evicts an individual or family for criminal activity, including drug-related criminal activity, LHA must notify the local post office serving the dwelling unit that the individual or family is no longer residing in the unit.

13-IV.G. RECORD KEEPING

For more information concerning general record keeping, see Chapter 16.

LHA Policy

A written record of every termination and/or eviction will be maintained by LHA at the development where the family was residing, and will contain the following information:

- Name of resident, number and identification of unit occupied
- Date of the notice of lease termination and any other notices required by state or local law; these notices may be on the same form and will run concurrently
- Specific reason(s) for the notices, citing the lease section or provision that was violated, and other facts pertinent to the issuing of the notices described in detail (other than any criminal history reports obtained solely through the authorization provided in 24 CFR 5.903 and 5.905)
- Date and method of notifying the resident Summaries of any conferences held with the resident including dates, names of conference participants, and conclusions

Chapter 14 GRIEVANCES AND APPEALS INTRODUCTION

This chapter discusses grievances and appeals pertaining to LHA actions or failures to act that adversely affect public housing applicants or residents. The policies are discussed in the following three parts:

Part I: Informal Hearings for Public Housing Applicants. This part outlines the requirements and procedures for informal hearings for public housing applicants.

Part II: Informal Hearings with Regard to Noncitizens. This part discusses informal hearings regarding citizenship status and where they differ from the requirements for general applicant and tenant grievances.

Part III: Grievance Procedures for Public Housing Residents. This part outlines the requirements and procedures for handling grievances for public housing residents.

Note that this chapter is not the PHA's grievance procedure. The grievance procedure is a document separate from the ACOP. This chapter of the ACOP provides the policies that drive the grievance procedure. A sample grievance procedure is provided as Exhibit 14-1. However, please note that the procedure provided is only a sample and is designed to match up with the default policies in the model ACOP. As such, the PHA would need to modify accordingly should any alternative policy decisions be adopted.

PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS

14-1.A. OVERVIEW

When LHA makes a decision that has a negative impact on an applicant family, the family is often entitled to appeal the decision. For applicants, the appeal takes the form of an informal hearing. HUD regulations do not provide a structure for or requirements regarding informal hearings for applicants (except with regard to citizenship status, to be covered in Part II). This part discusses LHA policies necessary to respond to applicant appeals through the informal hearing process.

14-1.B. INFORMAL HEARING PROCESS [24 CFR 960.208(a) and PH Occ GB, p. 58]

Informal hearings are provided for public housing applicants. An applicant is someone who has applied for admission to the public housing program, but is not yet a tenant in the program. Informal hearings are intended to provide a means for an applicant to dispute a determination of ineligibility for admission to a project [24 CFR 960.208(a)]. Applicants to public housing are not entitled to the same hearing process afforded tenants in LHA grievance procedure [24 CFR 966.53(a) and PH Occ GB, p. 58].

Informal hearings provide the applicant a means to hear the details of the reasons for rejection, and an opportunity to present evidence to the contrary if available, and to claim mitigating circumstances if possible.

Use of Informal Hearing Process

While LHA must offer the opportunity of an informal hearing to applicants who have been determined as ineligible for admission, LHA could make the informal hearing process available to applicants who wish to dispute other LHA actions that adversely affect them.

LHA Policy

LHA will only offer informal hearings to applicants for the purpose of disputing denials of admission.

Notice of Denial [24 CFR 960.208(a)]

LHA must give an applicant prompt notice of a decision denying eligibility for admission. The notice must contain a brief statement of the reasons for LHA decision, and must also state that the applicant may request an informal hearing to dispute the decision. The notice must describe how to obtain the informal hearing.

Prior to notification of denial based on information obtained from criminal or sex offender registration records, the family, in some cases, must be given the opportunity to dispute the information in those records which would be the basis of the denial. See Section 3-III.G for details concerning this requirement.

Scheduling an Informal Hearing

LHA Policy

A request for an informal hearing must be made in writing and delivered to LHA either in person or by first class mail, by the close of the business day, no later than 10 business days from the date of LHA's notification of denial of admission. LHA will schedule and send written notice of the informal hearing within 10 business days of the family's request. **Conducting an Informal Hearing [PH Occ. GB, p. 58]**

LHA Policy

The informal hearing will be conducted by a person other than the one who made the decision under review, or a subordinate of this person.

The applicant will be provided an opportunity to present written or oral objections to the decision of LHA. The LHA staff person conducting the informal hearing is responsible for making the final decision as to whether admission should be granted or denied.

Informal Hearing Decision [PH Occ. GB, p. 58]

LHA Policy

LHA will notify the applicant of LHA's final decision, including a brief statement of the reasons for the final decision. In rendering a decision, LHA will evaluate the following matters:

- Whether or not the grounds for denial were stated factually in the notice
- The validity of grounds for denial of admission. If the grounds for denial are not specified in the regulations or in LHA policy, then the decision to deny assistance will be overturned. See Chapter 3 for a detailed discussion of the grounds for applicant denial.
- The validity of the evidence. LHA will evaluate whether the facts presented prove the grounds for denial of admission. If the facts prove that there are grounds for denial, and the denial is required by HUD, LHA will uphold the decision to deny admission.
- If the facts prove the grounds for denial, and the denial is discretionary, LHA will consider the recommendation of the person conducting the informal hearing in making the final decision whether to deny admission.
- LHA will notify the applicant of the final decision, including a statement explaining the reason(s) for the decision.

The notice will be mailed by first class mail, within 10 business days of the informal hearing, to the applicant and his or her representative, if any.

If the informal hearing decision overturns the denial, processing for admission will resume.

If the family fails to appear for their informal hearing, the denial of admission will stand and the family will be so notified.

Reasonable Accommodation for Persons with Disabilities [24 CFR 966.7]

Persons with disabilities may request reasonable accommodations to participate in the informal hearing process and LHA must consider such accommodations. LHA must also consider reasonable accommodation requests pertaining to the reasons for denial if related to the person's disability. See Chapter 2 for more detail pertaining to reasonable accommodation requests.

PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS

14-II.A. HEARING AND APPEAL PROVISIONS FOR NONCITIZENS [24 CFR 5.514]

Denial or termination of assistance based on immigration status is subject to special hearing and notice rules. These special hearings are referred to in the regulations as informal hearings, but the requirements for such hearings are different from the informal hearings used to deny applicants for reasons other than immigration status.

Assistance to a family may not be delayed, denied, or terminated on the basis of immigration status at any time prior to a decision under the United States Citizenship and Immigration Services (USCIS) appeal process. Assistance to a family may not be terminated or denied while LHA hearing is pending, but assistance to an applicant may be delayed pending the completion of the informal hearing.

A decision against a family member, issued in accordance with the USCIS appeal process or LHA informal hearing process, does not preclude the family from exercising the right, that may otherwise be available, to seek redress directly through judicial procedures.

Notice of Denial or Termination of Assistance [24 CFR 5.514(d)]

As discussed in Chapters 3 and 13, the notice of denial or termination of assistance for noncitizens must advise the family of any of the following that apply:

- That financial assistance will be denied or terminated, and provide a brief explanation of the reasons for the proposed denial or termination of assistance.
- The family may be eligible for proration of assistance.
- In the case of a tenant, the criteria and procedures for obtaining relief under the provisions for preservation of families [24 CFR 5.514 and 5.518].
- That the family has a right to request an appeal to the USCIS of the results of secondary verification of immigration status and to submit additional documentation or explanation in support of the appeal.
- That the family has a right to request an informal hearing with LHA either upon completion of the USCIS appeal or in lieu of the USCIS appeal.

For applicants, assistance may not be delayed until the conclusion of the USCIS appeal process, but assistance may be delayed during the period of the informal hearing process.

United States Citizenship and Immigration Services Appeal Process [24 CFR 5.514(e)]

When LHA receives notification that the USCIS secondary verification failed to confirm eligible immigration status, LHA must notify the family of the results of the USCIS verification. The family will have 30 days from the date of the notification to request an appeal of the USCIS results. The request for appeal must be made by the family in writing directly to the USCIS. The family must provide LHA with a copy of the written request for appeal and proof of mailing.

LHA Policy

LHA will notify the family in writing of the results of the USCIS secondary verification within 10 business days of receiving the results.

The family must provide LHA with a copy of the written request for appeal and proof of mailing within 10 business days of sending the request to the USCIS.

The family must forward to the designated USCIS office any additional documentation or written explanation in support of the appeal. This material must include a copy of the USCIS document verification request (used to process the secondary request) or such other form specified by the USCIS, and a letter indicating that the family is requesting an appeal of the USCIS immigration status verification results.

The USCIS will notify the family, with a copy to LHA, of its decision. When the USCIS notifies LHA of the decision, LHA must notify the family of its right to request an informal hearing.

LHA Policy

LHA will send written notice to the family of its right to request an informal hearing within 10 business days of receiving notice of the USCIS decision regarding the family's immigration status.

Informal Hearing Procedures for Applicants [24 CFR 5.514(f)]

After notification of the USCIS decision on appeal, or in lieu of an appeal to the USCIS, an applicant family may request that LHA provide a hearing. The request for a hearing must be made either within 30 days of receipt of LHA notice of denial, or within 30 days of receipt of the USCIS appeal decision.

The informal hearing procedures for applicant families are described below.

Informal Hearing Officer

LHA must provide an informal hearing before an impartial individual, other than a person who made or approved the decision under review, and other than a person who is a subordinate of the person who made or approved the decision.

Evidence

The family must be provided the opportunity to examine and copy at the family's expense, at a reasonable time in advance of the hearing, any documents in the possession of LHA pertaining to the family's eligibility status, or in the possession of the USCIS (as permitted by USCIS requirements), including any records and regulations that may be relevant to the hearing.

LHA Policy

The family will be allowed to copy any documents related to the hearing at a cost of \$.25 per page. The family must request discovery of LHA documents no later than 12:00 p.m. on the business day prior to the hearing. The family must be provided the opportunity to present evidence and arguments in support of eligible status. Evidence may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings.

The family must also be provided the opportunity to refute evidence relied upon by LHA, and to confront and cross-examine all witnesses on whose testimony or information LHA relies.

Representation and Interpretive Services

The family is entitled to be represented by an attorney or other designee, at the family's expense, and to have such person make statements on the family's behalf.

The family is entitled to arrange for an interpreter to attend the hearing, at the expense of the family, or LHA, as may be agreed upon by the two parties. If the family does not arrange for their own interpreter, LHA is still obligated to provide oral translation services in accordance with its LEP Plan.

Recording of the Hearing

The family is entitled to have the hearing recorded by audiotape. LHA may, but is not required to provide a transcript of the hearing.

LHA Policy

LHA will not provide a transcript of an audio taped informal hearing.

Hearing Decision

LHA must provide the family with a written notice of the final decision, based solely on the facts presented at the hearing, within 14 calendar days of the date of the informal hearing. The notice must state the basis for the decision.

Retention of Documents [24 CFR

5.514(h)]

LHA must retain for a minimum of 5 years the following documents that may have been submitted to LHA by the family, or provided to LHA as part of the USCIS appeal or LHA informal hearing process:

- The application for assistance
- The form completed by the family for income reexamination
- Photocopies of any original documents, including original USCIS documents
- The signed verification consent form
- The USCIS verification results
- The request for a USCIS appeal
- The final USCIS determination

- The request for an informal hearing
- The final informal hearing decision

Informal Hearing Procedures for Residents [24 CFR 5.514(f)]

After notification of the USCIS decision on appeal, or in lieu of an appeal to the USCIS, a resident family may request that LHA provide a hearing. The request for a hearing must be made either within 30 days of receipt of LHA notice of termination, or within 30 days of receipt of the USCIS appeal decision. The informal hearing procedures for resident families whose tenancy is being terminated based on immigration status is the same as for any grievance under the grievance procedures for resident families found in Part III below.

PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS

14-III.A. REQUIREMENTS [24 CFR 966.52]

PHAs must have a grievance procedure in place through which residents of public housing are provided an opportunity to grieve any LHA action or failure to act involving the lease or LHA policies which adversely affect their rights, duties, welfare, or status.

LHA grievance procedure must be included in, or incorporated by reference in, the lease.

LHA Policy

LHA grievance procedure will be incorporated by reference in the tenant lease.

LHA must provide at least 30 days’ notice to tenants and resident organizations setting forth proposed changes in LHA grievance procedure, and providing an opportunity to present written comments. Comments submitted must be considered by LHA before adoption of any grievance procedure changes by the LHA.

LHA Policy

Residents and resident organizations will have 30 calendar days from the date they are notified by LHA of any proposed changes in LHA grievance procedure, to submit written comments to LHA.

LHA must furnish a copy of the grievance procedure to each tenant and to resident organizations.

14-III.B. DEFINITIONS [24 CFR 966.53; 24 CFR 966.51(a) (2) (i)]

There are several terms used by HUD with regard to public housing grievance procedures, which take on specific meanings different from their common usage. These terms are as follows:

- **Grievance** – any dispute which a tenant may have with respect to LHA action or failure to act in accordance with the individual tenant’s lease or LHA regulations which adversely affect the individual tenant’s rights, duties, welfare or status
- **Complainant** – any tenant whose grievance is presented to LHA or at the project management office
- **Due Process Determination** – a determination by HUD that law of the jurisdiction requires that the tenant must be given the opportunity for a hearing in court which provides the basic elements of due process before eviction from the dwelling unit
- **Elements of Due Process** – an eviction action or a termination of tenancy in a state or local court in which the following procedural safeguards are required: – Adequate notice to the tenant of the grounds for terminating the tenancy and for eviction – Right of the tenant to be represented by counsel – Opportunity for the tenant to refute the evidence presented by LHA including the right to confront and cross-examine

witnesses and to present any affirmative legal or equitable defense which the tenant may have – A decision on the merits

- **Hearing Officer** – a person selected in accordance with HUD regulations to hear grievances and render a decision with respect thereto
- **Tenant** – the adult person (or persons) (other than a live-in aide) – Who resides in the unit, and who executed the lease with LHA as lessee of the dwelling unit, or, if no such person now resides in the unit, – Who resides in the unit, and who is the remaining head of household of the tenant family residing in the dwelling unit
- **Resident Organization** – includes a resident management corporation

14-III.C. APPLICABILITY [24 CFR 966.51]

Potential grievances could address most aspects of a LHA’s operation. However, there are some situations for which the grievance procedure is not applicable.

The grievance procedure is applicable only to individual tenant issues relating to LHA. It is not applicable to disputes

between tenants not involving the LHA. Class grievances are not subject to the grievance procedure and the grievance procedure is not to be used as a forum for initiating or negotiating policy changes of LHA.

If HUD has issued a due process determination, LHA may exclude from LHA grievance procedure any grievance concerning a termination of tenancy or eviction that involves:

- Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of LHA;
- Any violent or drug-related criminal activity on or off such premises; **or**
- Any criminal activity that resulted in felony conviction of a household member

In states without due process determinations, PHAs must grant opportunity for grievance hearings for all lease terminations, regardless of cause, but may use expedited grievance procedures, as described in Section 14-III.E. below, to deal with the first two of the above three categories of lease terminations.

If HUD has issued a due process determination, LHA may evict through the state/local judicial eviction procedures. In this case, LHA is not required to provide the opportunity for a hearing under LHA’s grievance procedure as described above.

LHA Policy

LHA is located in a due process state; therefore, LHA excludes the following from the LHA grievance process. The following exclusions can only be seen by a court of justice.

- Any criminal activity that threatens the health, safety or right to peaceful enjoyment of the premises of other residents or employees of LHA
- Any violent or drug-related criminal activity on or off such premises
- Any criminal activity that resulted in felony conviction of a household member

See Chapter 13 for related policies on the content of termination notices.

14-III.D. INFORMAL SETTLEMENT OF GRIEVANCE [24 CFR 966.54]

HUD regulations state that any grievance must be personally presented, either orally or in writing, to LHA office or to the office of the project in which the complainant resides so that the grievance may be discussed informally and settled without a hearing.

LHA Policy

LHA will accept requests for an informal settlement of a grievance either orally or in writing, to LHA office within 10 business days of the grievable event. Within 10 business days of receipt of the request LHA will arrange a meeting with the tenant at a mutually agreeable time and confirm such meeting in writing to the tenant.

If a tenant fails to attend the scheduled meeting without prior notice, LHA will reschedule the appointment

only if the tenant can show good cause for failing to appear, or if it is needed as a reasonable accommodation for a person with disabilities.

Good cause is defined as an unavoidable conflict which seriously affects the health, safety or welfare of the family. HUD regulations require that a summary of such discussion will be prepared within a reasonable time and one copy will be given to the tenant and one retained in LHA's tenant file.

The summary must specify the names of the participants, dates of meeting, the nature of the proposed disposition of the complaint and the specific reasons therefore, and will specify the procedures by which a hearing may be obtained if the complainant is not satisfied.

LHA Policy

LHA will prepare a summary of the informal settlement within 5 business days; one copy to be given to the tenant and one copy to be retained in the LHA's tenant file.

14-III.E. PROCEDURES TO OBTAIN A HEARING [24 CFR 966.55] Requests for Hearing and Failure to Request [24 CFR 966.55(a), (c), and (d)]

All grievances must be presented in accordance with the informal procedures prescribed above as a condition prior to a grievance hearing. However, if the complainant can show good cause for failure to proceed with the informal settlement process to the hearing officer/panel, the hearing officer/panel may waive this provision [24 CFR 966.55(d)]. The complainant must submit the request in writing for a grievance hearing within a reasonable time after receipt of the summary of informal discussion [24 CFR 966.55(a)]. The request must specify the reasons for the grievance and the action or relief sought.

LHA Policy

The resident must submit a written request for a grievance hearing to LHA within 5 business days of the tenant's receipt of the summary of the informal settlement.

If the complainant does not request a hearing, LHA's disposition of the grievance under the informal settlement process will become final. However, failure to request a hearing does not constitute a waiver by the complainant of the right to contest LHA's action in disposing of the complaint in an appropriate judicial proceeding [24 CFR 966.55(c)].

Escrow Deposits [24 CFR 966.55(e)]

Before a hearing is scheduled in any grievance involving the amount of rent that LHA claims is due, the family must pay an escrow deposit to LHA. When a family is required to make an escrow deposit, the amount is the amount of rent LHA states is due and payable as of the first of the month preceding the month in which the family's act or failure to act took place. After the first deposit the family must deposit the same amount monthly until the family's complaint is resolved by decision of the hearing officer/panel.

LHA must waive the requirement for an escrow deposit where the family has requested a financial hardship exemption from minimum rent requirements or is grieving the effect of welfare benefits reduction in calculation of family income [24 CFR 5.630(b)(3)].

Unless LHA waives the requirement, the family's failure to make the escrow deposit will terminate the grievance procedure. A family's failure to pay the escrow deposit does not waive the family's right to contest LHA's disposition of the grievance in any appropriate judicial proceeding.

LHA Policy

LHA will not waive the escrow requirement for grievances involving rent amounts except where required to do so by regulation.

Scheduling of Hearings [24 CFR 966.55(f)]

If the complainant has complied with all requirements for requesting a hearing as described above, a hearing must be scheduled by the hearing officer promptly for a time and place reasonably convenient to both the complainant

and LHA. A written notification specifying the time, place and the procedures governing the hearing must be delivered to the complainant and the appropriate LHA official.

LHA Policy

Within 10 business days of receiving a written request for a hearing, the hearing officer will schedule and send written notice of the hearing to both the complainant and LHA. LHA may wish to permit the tenant to request to reschedule a hearing for good cause.

LHA Policy

The tenant may request to reschedule a hearing for good cause, or if it is needed as a reasonable accommodation for a person with disabilities. Good cause is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family. Requests to reschedule a hearing must be made orally or in writing prior to the hearing date. At its discretion, LHA may request documentation of the “good cause” prior to rescheduling the hearing.

Expedited Grievance Procedure [24 CFR 966.52(a)]

The PHA may establish an expedited grievance procedure for any grievance concerning a termination of tenancy or eviction that involves:

- Any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents or employees of the PHA;
- Any drug-related criminal activity on or near such premises; or
- Any criminal activity that resulted in felony conviction of a household member.

In such expedited grievances, the informal settlement of grievances as discussed in 14-III.D is not applicable.

The PHA may adopt special procedures concerning expedited hearings, including provisions for expedited notice or scheduling, or provisions for expedited decision on the grievance.

PHA Policy

The LHA will not offer expedited grievance procedures.

14-III.F. SELECTION OF HEARING OFFICER [24 CFR 966.55(b)]

The grievance hearing must be conducted by an impartial person or persons appointed by the PHA, other than the person who made or approved the PHA action under review, or a subordinate of such person. The PHA must describe their policies for selection of a hearing officer in their lease.

PHA Policy

PHA grievance hearings will be conducted by a single hearing officer and not a panel.

The PHA will appoint a staff member who was not involved in the decision under appeal. If a designated staff member (such as the program manager) was involved in the decision, or is a subordinate of such person, an alternate hearing officer will be selected.

The PHA may select designated staff members who were not involved in the decision under appeal in certain circumstances, such as appeals involving discrimination claims or denials of requests for reasonable accommodations.

PHAs must describe their policies for selection of a hearing officer in their lease forms. Changes to the public housing lease are subject to a 30-day comment period [24 CFR 966.4].

14-III.G. PROCEDURES GOVERNING THE HEARING [24 CFR 966.56] Rights of Complainant [24 CFR 966.56(b)]

The complainant will be afforded a fair hearing. This includes: The opportunity to examine before the grievance hearing any LHA documents, including records and regulations that are directly relevant to the hearing. The tenant must be allowed to copy any such document at the tenant's expense. If LHA does not make the document available for examination upon request by the complainant, LHA may not rely on such document at the grievance hearing.

LHA Policy

The tenant will be allowed to copy any documents related to the hearing at a cost of \$.25 per page. The family must request discovery of LHA documents no later than 12:00 p.m. on the business day prior to the hearing.

The right to be represented by counsel or other person chosen as the tenant's representative and to have such person make statements on the tenant's behalf. LHA Policy Hearings may be attended by the following applicable persons: An LHA representative(s) and any witnesses for LHA, the tenant and any witnesses for the tenant the tenant's counsel or other representative, any other person approved by LHA as a reasonable accommodation for a person with a disability The right to a private hearing unless the complainant requests a public hearing. The right to present evidence and arguments in support of the tenant's complaint, to controvert evidence relied on by LHA or project management, and to confront and cross-examine all witnesses upon whose testimony or information LHA or project management relies.

A decision based solely and exclusively upon the facts presented at the hearing.

Decision without Hearing [24 CFR 966.56(c)]

The hearing officer/panel may render a decision without proceeding with the hearing if the hearing officer/panel determines that the issue has been previously decided in another proceeding.

Failure to Appear [24 CFR 966.56(d)]

If the complainant or LHA fails to appear at a scheduled hearing, the hearing officer may make a determination to postpone the hearing for not to exceed five business days or may make a determination that the party has waived his/her right to a hearing. Both the complainant and LHA must be notified of the determination by the hearing officer: Provided, That a determination that the complainant has waived his/her right to a hearing will not constitute a waiver of any right the complainant may have to contest LHA's disposition of the grievance in an appropriate judicial proceeding. There may be times when a complainant does not appear due to unforeseen circumstances which are out of their control and are no fault of their own.

LHA Policy

If the tenant does not appear at the scheduled time of the hearing, the hearing officer will wait up to 30 minutes. If the

tenant appears within 30 minutes of the scheduled time, the hearing will be held. If the tenant does not arrive within 30 minutes of the scheduled time, they will be considered to have failed to appear.

If the tenant fails to appear and was unable to reschedule the hearing in advance, the tenant must contact LHA within 24 hours of the scheduled hearing date, excluding weekends and holidays. The hearing officer will reschedule the hearing only if the tenant can show good cause for the failure to appear, or it is needed as a reasonable accommodation for a person with disabilities.

"Good cause" is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family.

General Procedures [24 CFR 966.56(e), (f), and (g)]

At the hearing, the complainant must first make a showing of an entitlement to the relief sought and thereafter LHA must

sustain the burden of justifying LHA action or failure to act against which the complaint is directed [24 CFR 966.56(e)]. The hearing must be conducted informally by the hearing officer. LHA and the tenant must be given the opportunity to present oral or documentary evidence pertinent to the facts and issues raised by the complaint and question any witnesses. In general, all evidence is admissible and may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings [24 CFR 966.56(f)].

LHA Policy

Any evidence to be considered by the hearing officer must be presented at the time of the hearing. There are four categories of evidence.

Oral evidence: the testimony of witnesses

Documentary evidence: a writing which is relevant to the case, for example, a letter written to LHA. Writings include all forms of recorded communication or representation, including letters, emails, words, pictures, sounds, videotapes or symbols or combinations thereof.

Demonstrative evidence: Evidence created specifically for the hearing and presented as an illustrative aid to assist the hearing officer, such as a model, a chart or other diagram.

Real evidence: A tangible item relating directly to the case.

Hearsay Evidence is evidence of a statement that was made other than by a witness while testifying at the hearing and that is offered to prove the truth of the matter. Even though evidence, including hearsay, is generally admissible, hearsay evidence alone cannot be used as the sole basis for the hearing officer's decision.

If LHA fails to comply with the discovery requirements (providing the tenant with the opportunity to examine LHA documents prior to the grievance hearing), the hearing officer will refuse to admit such evidence.

Other than the failure of LHA to comply with discovery requirements, the hearing officer has the authority to overrule any objections to evidence.

The hearing officer/panel must require LHA, the complainant, counsel and other participants or spectators to conduct themselves in an orderly fashion. Failure to comply with the directions of the hearing officer/panel to obtain order may result in exclusion from the proceedings or in a decision adverse to the interests of the disorderly party and granting or denial of the relief sought, as appropriate [24 CFR 966.56(f)].

The complainant or LHA may arrange, in advance and at the expense of the party making the arrangement, for a transcript of the hearing. Any interested party may purchase a copy of such transcript [24 CFR 966.56(g)].

LHA Policy

If the complainant would like LHA to record the proceedings by audiotape, the request must be made to LHA by 12:00 p.m. on the business day prior to the hearing.

LHA will consider that an audio tape recording of the proceedings is a transcript.

Accommodations of Persons with Disabilities [24 CFR 966.56(h)]

LHA must provide reasonable accommodation for persons with disabilities to participate in the hearing.

Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations, or attendants.

If the tenant is visually impaired, any notice to the tenant which is required in the grievance process must be in an accessible format.

See Chapter 2 for a thorough discussion of LHA's responsibilities pertaining to reasonable accommodation.

14-III.H. DECISION OF THE HEARING OFFICER [24 CFR 966.57]

The hearing officer must issue a written decision, stating the reasons for the decision, within a reasonable time after the hearing. Factual determinations relating to the individual circumstances of the family must be based on a preponderance of evidence presented at the hearing. A copy of the decision must be sent to the tenant and the LHA. LHA must retain a copy of the decision in the tenant's folder.

A copy of the decision, with all names and identifying references deleted, must also be maintained on file by LHA and made available for inspection by a prospective complainant, his/her representative, or the hearing

officer [24 CFR 966.57(a)].

LHA Policy

In rendering a decision, the hearing officer will consider the following matters:

PHA Notice to the Family: The hearing officer will determine if the reasons for the LHA's decision are factually stated in the notice.

Discovery: The hearing officer will determine if the family was given the opportunity to examine any relevant documents in accordance with LHA Policy.

LHA Evidence to Support LHA Decision: The evidence consists of the facts presented. Evidence is not conclusion and it is not argument. The hearing officer will evaluate the facts to determine if they support LHA's conclusion.

Validity of Grounds for Termination of Tenancy (when applicable): The hearing officer will determine if the termination of tenancy is for one of the grounds specified in the HUD regulations and LHA policies. If the grounds for termination are not specified in the regulations or in compliance with LHA policies, then the decision of LHA will be overturned.

The hearing officer will issue a written decision to the family and LHA no later than 10 business days after the hearing. The report will contain the following information:

Hearing information:

- Name of the complainant
- Date, time and place of the hearing
- Name of the hearing officer
- Name of LHA representative(s)
- Name of family representative (if any)
- Names of witnesses (if any)

Background: A brief, impartial statement of the reason for the hearing and the date(s) on which the informal settlement was held, who held it, and a summary of the results of the informal settlement. Also includes the date the complainant requested the grievance hearing.

Summary of the Evidence: The hearing officer will summarize the testimony of each witness and identify any documents that a witness produced in support of his/her testimony and that are admitted into evidence.

Findings of Fact: The hearing officer will include all findings of fact, based on a preponderance of the evidence.

Preponderance of the evidence is defined as evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, evidence which as a whole shows that the fact sought to be proved is more probable than not. Preponderance of the evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

Conclusions: The hearing officer will render a conclusion derived from the facts that were found to be true by a preponderance of the evidence. The conclusion will result in a determination of whether these facts uphold LHA's decision.

Order: The hearing report will include a statement of whether LHA's decision is upheld or overturned. If it is overturned, the hearing officer will instruct LHA to change the decision in accordance with the hearing officer's determination. In the case of termination of tenancy, the hearing officer will instruct LHA to restore the family's status.

Procedures for Further Hearing

LHA Policy

The hearing officer may ask the family for additional information and/or might adjourn the hearing in order to reconvene at a later date, before reaching a decision. If the family misses an appointment or deadline ordered by the hearing officer, the action of LHA will take effect and another hearing will not be granted.

**Final Decision [24
CR966.57(b)]**

The decision of the hearing officer is binding on LHA which must take the action, or refrain from taking the action cited in the decision unless LHA Board of Commissioners determines within a reasonable time, and notifies the complainant that:

The grievance does not concern LHA action or failure to act in accordance with or involving the complainant's lease on LHA policies which adversely affect the complainant's rights, duties, welfare, or status; or

The decision of the hearing officer is contrary to federal, state, or local law, HUD regulations or requirements of the annual contributions contract between HUD and LHA

LHA Policy

When LHA considers the decision of the hearing officer to be invalid due to the reasons stated above, it will present the matter to LHA Board of Commissioners within 10 business days of the date of the hearing officer's decision. The Board has 30 calendar days to consider the decision. If the Board decides to reverse the hearing officer's decision, it must notify the complainant within 10 business days of this decision.

A decision by the hearing officer, or Board of Commissioners in favor of LHA or which denies the relief requested by the complainant in whole or in part must not constitute a waiver of any rights the complainant may have to a subsequent trial or judicial review in court [24 CFR 966.57(c)].

EXHIBIT 14-1: SAMPLE GRIEVANCE PROCEDURE

Note: The sample procedure provided below is a sample only and is designed to match up with the default policies in the model ACOP. If your PHA has made policy decisions that do not reflect the default policies in the ACOP, you would need to ensure that the procedure matches those policy decisions.

I. Definitions applicable to the grievance procedure [24 CFR 966.53]

- A. Grievance: Any dispute a tenant may have with respect to PHA action or failure to act in accordance with the individual tenant's lease or PHA regulations that adversely affects the individual tenant's rights, duties, welfare, or status.
- B. Complainant: Any tenant (as defined below) whose grievance is presented to the PHA or at the project management office in accordance with the requirements presented in this procedure.
- C. Elements of due process: An eviction action or a termination of tenancy in a state or local court in which the following procedural safeguards are required:
 - i. Adequate notice to the tenant of the grounds for terminating the tenancy and for eviction
 - ii. Right of the tenant to be represented by counsel
 - iii. Opportunity for the tenant to refute the evidence presented by the PHA, including the right to confront and cross-examine witnesses and to present any affirmative legal or equitable defense that the tenant may have

iv. A decision on the merits of the case

- D. Hearing officer: An impartial person or persons selected by the PHA other than the person who made or approved the decision under review, or a subordinate of that person. Such individuals do not need legal training.
- E. Tenant: The adult person (or persons other than a live-in aide) who resides in the unit and who executed the lease with the PHA as lessee of the dwelling unit, or if no such person now resides in the unit, who resides in the unit and who is the remaining head of the household of the tenant family residing in the dwelling unit.
- F. Resident organization: An organization of residents, which also may include a resident management corporation.

II. Applicability of this grievance procedure [24 CFR 966.51]

In accordance with the applicable federal regulations (24 CFR 966.50), this grievance procedure is applicable to all individual grievances (as defined in Section I above) between the tenant and the PHA with the following exception of disputes between tenants not involving the PHA or class grievances. The grievance procedure is not intended as a forum for initiating or negotiating policy changes between a group or groups of tenants and the PHA’s Board of Commissioners [24 CFR 966.51(b)].

This grievance procedure is incorporated by reference in all tenant dwelling leases and will be furnished to each tenant and all resident organizations [24 CFR 966.52 (b) and (d)].

Any changes proposed in this grievance procedure must provide for at least 30 days’ notice to tenants and resident organizations, setting forth the proposed changes and providing an opportunity to present written comments. Comments will be considered by the PHA before any revisions are made to the grievance procedure [24 CFR 966.52(c)].

III. Informal settlement of a grievance [24 CFR 966.54]

Any grievance must be personally presented, either orally or in writing, to the PHA’s central office or the management office of the development in which the complainant resides **within 10 days after the grievable event.**

Grievances related to complaints about operations matters that are received by the PHA’s central office will be referred to the person responsible for the management of the development in which the complainant resides. Grievances involving complaints related to discrimination, harassment, or disability rights will be referred to the Civil Rights Administrator or Director of Operations.

As soon as the grievance is received, it will be reviewed by the management office of the development or the Civil Rights Administrator (if applicable) to be certain that neither of the exclusions in paragraphs II.A or II.B above applies to the grievance. Should one of the exclusions apply, the complainant will be notified in writing that the matter raised is not subject to the PHA’s grievance procedure with the reason specified.

If neither of the exclusions cited above apply, the complainant will be contacted to arrange a mutually convenient time **within 10 business days** to meet so the grievance may be discussed informally and settled without a hearing. At the informal settlement, the complainant will present the grievance and the person in charge of the management office or the Civil Rights Administrator will attempt to settle the grievance to the satisfaction of both parties.

Within five business days following the informal discussion, the PHA will prepare and either hand deliver, mail, or email to the tenant a summary of the discussion that must specify the names of the participants, the dates of meeting, the nature of the proposed disposition of the complaint, and the specific reasons therefore, and will specify the procedures by which a formal hearing under this

procedure may be obtained if the complainant is not satisfied. A copy of this summary will also be placed in the tenant's file.

IV. **Formal grievance hearing**

If the complainant is not satisfied with the settlement arrived at in the informal settlement, the complainant must submit a written request for a hearing to the management office of the development where the tenant resides **no later than five business days after the summary of the informal hearing is received.**

The written request must specify:

- The reasons for the grievance; and
- The action of relief sought from the PHA

Within 10 days of receiving the written request for a hearing, the hearing officer will schedule and send written notice of hearing to both the complainant and the PHA.

V. **Selecting the hearing officer**

A grievance hearing will be conducted by a single impartial person appointed by the PHA as described below:

- A. The hearing officer will be appointed directly by the executive director.
- B. The hearing officer will be a staff member who did not make or approve the decision under review and who is not a subordinate of such persons. If the designated staff member (such as the program manager) was involved in the decision or is a subordinate of such person, an alternate hearing officer will be selected.
- C. The PHA may select designated staff members who were not involved in the decision under review in certain circumstances, such as those involving discrimination claims or denials of requests for reasonable accommodations.
- D. The PHA's method for selecting a hearing officer will be inserted into the lease.

VI. **Scheduling hearings [24 CFR 966.56(a)]**

When a complainant submits a timely request for a grievance hearing, the PHA will immediately appoint an impartial hearing officer to schedule the hearing within the following 10 business days.

Once the hearing officer has scheduled the hearing, the hearing officer will send written notice of the hearing to both the complainant and the PHA. Notice to the complainant will be in writing, either personally delivered to the complainant, or sent by mail or email, return receipt requested.

The written notice will specify the time, place, and procedures governing the hearing.

The tenant may request to reschedule a hearing on a one-time basis. Should the complainant need to reschedule a second time, he or she may do so for good cause, or if needed as a reasonable accommodation for a person with disabilities. *Good cause* is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family. Requests to reschedule a hearing must be made orally or in writing prior to the hearing date.

VII. Procedures governing the hearing [24 CFR 966.56]

The hearing will be held before a hearing officer as described above in Section V. The complainant will be afforded a fair hearing, which will include:

- A. The opportunity to examine before the hearing any PHA documents, including records and regulations, that are directly relevant to the hearing.
The tenant is allowed to copy any such document at the tenant's expense. If the PHA does not make the document available for examination upon request by the complainant, the PHA may not rely on such document at the grievance hearing.
- B. The right to be represented by counsel or other person chosen as the tenant's representative and to have such person make statements on the tenant's behalf.
- C. The right to a private hearing unless the complainant requests a public hearing.
- D. The right to present evidence and arguments in support of the tenant's complaint, to refute evidence relied on by the PHA or project management, and to confront and cross-examine all witnesses upon whose testimony or information the PHA or project management relies.
- E. A decision based solely and exclusively upon the fact presented at the hearing [24 CFR 966.56(b)].
The hearing is conducted informally by the hearing officer. The PHA and the tenant must be given the opportunity to present oral or documentary evidence pertinent to the facts and issues raised by the complaint, and to question any witnesses.

The complainant or the PHA may arrange in advance for a transcript of the hearing at the expense of the party making the arrangement. Any interested party may purchase a copy of the transcript [24 CFR 966.56(e)].

The PHA must provide reasonable accommodation for persons with disabilities to participate in the hearing. Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations, or attendants. If the tenant is visually impaired, any notice to the tenant that is required under this procedure must be in an accessible format [24 CFR 966.56(f)].

The PHA must comply with HUD's requirements regarding limited English proficiency as specified in "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons," issued January 22, 2007, and available at:

http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/promotingfh/lep-faq.

VIII. Failure to appear at the hearing

If the complainant or PHA fails to appear at the hearing, the hearing officer may make a determination to postpone the hearing or make a determination that the complainant has waived his or her right to a hearing.

Both the complainant and the PHA must be notified of the determination by the hearing officer. A determination that the complainant has waived his or her right to a hearing will not constitute a waiver of any right the complainant may have to contest the PHA's disposition of the grievance in an appropriate judicial setting [24 CFR 966.56(c)].

IX. Decision of the hearing officer [24 CFR 966.57]

The hearing officer will prepare a written decision together with the reasons for the decision **within 10 business days** after the hearing. A copy of the decision will be sent to the complainant and the PHA.

The PHA will retain a copy of the decision in the tenant's file.

The hearing officer may ask the family for additional information and/or might adjourn the hearing in order to reconvene at a later date before reaching a decision. If the family misses a deadline ordered by the hearing officer, the hearing officer will make a decision based on the evidence presented.

The decision of the hearing officer will be binding on the PHA unless the PHA's Board of Commissioners determines within a reasonable time and notifies the complainant of its determination that:

- A. The grievance does not concern PHA action or failure to act in accordance with or involving the complainant's lease or PHA regulations, which adversely affect the complainant's rights, duties, welfare, or status; or
- B. The decision of the hearing officer is contrary to applicable federal, state, or local law, HUD regulations, or requirements of the annual contributions contract (ACC) between HUD and the PHA.

When the PHA considers the decision of the hearing officer to be invalid due to either of the reasons stated above, it will present the matter to the PHA Board of Commissioners within 10 business days of the date of the hearing officer's decision. The Board has 30 calendar days to consider the decision. If the Board decides to reverse the hearing officer's decision, it must notify the complainant within 10 business days of this decision.

A decision by the hearing officer or Board of Commissioners in favor of the PHA or which denies the relief requested by the complainant in whole or in part will not constitute a waiver of nor affect in any way the rights of the complainant to a trial or judicial review in any court proceedings, which may be brought in the matter later [24 CFR 966.57].

Chapter 15

PROGRAM INTEGRITY INTRODUCTION

The LHA is committed to ensuring that funds made available to the LHA are spent in accordance with HUD requirements.

This chapter covers HUD and LHA policies designed to prevent, detect, investigate and resolve instances of program abuse or fraud. It also describes the actions that will be taken in the case of unintentional errors and omissions.

Part I: Preventing, Detecting, and Investigating Errors and Program Abuse. This part presents LHA policies related to preventing, detecting, and investigating errors and program abuse.

Part II: Corrective Measures and Penalties. This part describes the corrective measures the LHA must and may take when errors or program abuses are found.

PART I: PREVENTING, DETECTING, AND INVESTIGATING ERRORS AND PROGRAM ABUSE **15-I.A. PREVENTING ERRORS AND PROGRAM ABUSE**

HUD created the Enterprise Income Verification (EIV) system to provide PHAs with a powerful tool for preventing errors and program abuse. PHAs are required to use the EIV system in its entirety in accordance with HUD administrative guidance [24 CFR 5.233]. PHAs are further required to:

Provide applicants and residents with form HUD-52675, “Debts Owed to PHAs and Terminations”

Require all adult members of an applicant or participant family to acknowledge receipt of form HUD-52675 by signing a copy of the form for retention in the family file LHA Policy

The LHA anticipates that the vast majority of families and LHA employees intend to and will comply with program requirements and make reasonable efforts to avoid errors.

To ensure that the LHA’s program is administered effectively and according to the highest ethical and legal standards, the LHA will employ a variety of techniques to ensure that both errors and intentional program abuse are rare.

LHA will provide each applicant and resident with a copy of “Is Fraud Worth It?” (form HUD-1141-OIG), which explains the types of actions a family must avoid and the penalties for program abuse.

The LHA will provide each applicant and resident with a copy of “What You Should Know about EIV,” a guide to the Enterprise Income Verification (EIV) system published by HUD as an attachment to Notice PIH 2017-12. In addition, LHA will require the head of each household to acknowledge receipt of the guide by signing a copy for retention in the family file.

The LHA will require mandatory orientation sessions for all prospective residents either prior to or upon execution of the lease. The LHA will discuss program compliance and integrity issues. At the conclusion of all program orientation sessions, the family representative will be required to sign a program briefing certificate to confirm that all rules and pertinent regulations were explained to them.

The LHA will routinely provide resident counseling as part of every reexamination interview in order to clarify any confusion pertaining to program rules and requirements.

LHA staff will be required to review and explain the contents of all HUD-and LHA-required forms prior to requesting family member signatures.

The LHA will place a warning statement about the penalties for fraud (as described in 18 U.S.C. 1001 and 1010) on key LHA forms and form letters that request information from a family member.

The LHA will provide each LHA employee with the necessary training on program rules and the organization’s standards of conduct and ethics.

For purposes of this chapter the term *error* refers to an unintentional error or omission. *Program abuse or fraud* refers to a single act or pattern of actions that constitute a false statement, omission, or concealment of a

substantial fact, made with the intent to deceive or mislead.

15-I.B. DETECTING ERRORS AND PROGRAM ABUSE

In addition to taking steps to prevent errors and program abuse, the LHA will use a variety of activities to detect errors and program abuse.

Quality Control and Analysis of Data

LHA Policy

The LHA will employ a variety of methods to detect errors and program abuse, including:

The LHA routinely will use available sources of up-front income verification, including HUD's EIV system, to compare with family-provided information.

At each annual reexamination, current information provided by the family will be compared to information provided at the last annual reexamination to identify inconsistencies and incomplete information.

The LHA will compare family-reported income and expenditures to detect possible unreported income.

Independent Audits and HUD Monitoring

Notice PIH 2015-16 requires all PHAs that expend \$750,000 or more in federal awards annually to have an independent audit (IPA). In addition, HUD conducts periodic on-site and automated monitoring of LHA activities and notifies the LHA of errors and potential cases of program abuse. LHA Policy

The LHA will use the results reported in any IPA or HUD monitoring reports to identify potential program abuses as well as to assess the effectiveness of the LHA's error detection and abuse prevention efforts.

Individual Reporting of Possible Errors and Program Abuse

LHA Policy

The LHA will encourage staff, residents, and the public to report possible program abuse.

15-I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE When LHA Will Investigate

LHA Policy

The LHA will review all referrals, specific allegations, complaints, and tips from any source including other agencies, companies, and individuals, to determine if they warrant investigation. In order for the LHA to investigate, the allegation must contain at least one independently-verifiable item of information, such as the name of an employer or the name of an unauthorized household member.

The LHA will investigate inconsistent information related to the family that is identified through file reviews and the verification process.

Consent to Release of Information [24 CFR 960.259]

LHA may investigate possible instances of error or abuse using all available LHA and public records. If necessary, LHA will require applicant/resident families to give consent to the release of additional information.

Analysis and Findings

LHA Policy

The LHA will base its evaluation on a preponderance of the evidence collected during its investigation.

Preponderance of the evidence is defined as evidence which is of greater weight or more convincing than the evidence which is offered in opposition to it; that is, evidence that as a whole shows that the fact sought to be proved is more probable than not. Preponderance of evidence may not be determined by the number of witnesses, but by the greater weight of allevidence.

For each investigation the LHA will determine (1) whether an error or program abuse has occurred, (2)

whether any amount of money is owed the LHA, and (3) what corrective measures or penalties will be assessed.

Consideration of Remedies

All errors and instances of program abuse must be corrected prospectively. Whether LHA will enforce other corrective actions and penalties depends upon the nature of the error or program abuse.

LHA Policy

In the case of family-caused errors or program abuse, LHA will take into consideration (1) the seriousness of the offense and the extent of participation or culpability of individual family members, (2) any special circumstances surrounding the case, (3) any mitigating circumstances related to the disability of a family member, (4) the effects of a particular remedy on family members who were not involved in the offense.

Notice and Appeals

LHA Policy

LHA will inform the relevant party in writing of its findings and remedies within 10 business days of the conclusion of the investigation. The notice will include (1) a description of the error or program abuse, (2) the basis on which LHA determined the error or program abuses, (3) the remedies to be employed, and (4) the family's right to appeal the results through an informal hearing or grievance hearing (see Chapter 14).

PART II: CORRECTIVE MEASURES AND PENALTIES

15-II.A. UNDER-OR OVERPAYMENT

An under-or overpayment includes an incorrect tenant rent payment by the family, or an incorrect utility reimbursement to a family.

Corrections

Whether the incorrect rental determination is an overpayment or underpayment, LHA must promptly correct the tenant rent and any utility reimbursement prospectively.

LHA Policy

Increases in the tenant rent will be implemented only after the family has received 30 days' notice.

Any decreases in tenant rent will become effective the first of the month following the discovery of the error.

Reimbursement

Whether the family is required to reimburse LHA or LHA is required to reimburse the family depends upon which party is responsible for the incorrect payment and whether the action taken was an error or program abuse. Policies regarding reimbursement are discussed in the three sections that follow.

15-II.B. FAMILY-CAUSED ERRORS AND PROGRAM ABUSE

General administrative requirements for participating in the program are discussed throughout the ACOP. This section deals specifically with errors and program abuse by family members.

An incorrect rent determination caused by a family generally would be the result of incorrect reporting of family composition, income, assets, or expenses, but also would include instances in which the family knowingly allows LHA to use incorrect information provided by a third party.

Family Reimbursement to LHA

LHA Policy

In the case of family-caused errors or program abuse, the family will be required to repay any amounts of rent underpaid. LHA may, but is not required to, offer the family a repayment agreement in accordance with Chapter

16. If the family fails to repay the amount owed, LHA will terminate the family's lease in accordance with the policies in Chapter 13. **LHA**

Reimbursement to Family

LHA Policy

LHA will not reimburse the family for any overpayment of rent when the overpayment clearly is caused by the family.

Prohibited Actions

An applicant or resident in the public housing program must not knowingly:

- Make a false statement to LHA [Title 18 U.S.C. Section 1001].
- Provide incomplete or false information to LHA [24 CFR 960.259(a)(4)].
- Commit fraud, or make false statements in connection with an application for assistance or with reexamination of income [24 CFR 966.4(1)(2)(iii)(C)].

LHA Policy

Any of the following will be considered evidence of family program abuse:

- Offering bribes or illegal gratuities to LHA Board of Commissioners, employees, contractors, or other LHA representatives
- Offering payments or other incentives to a third party as an inducement for the third party to make false or misleading statements to LHA on the family's behalf
- Use of a false name or the use of falsified, forged, or altered documents
- Intentional misreporting of family information or circumstances (e.g., misreporting of income or family composition)
- Omitted facts that were obviously known by a family member (e.g., not reporting employment income)
- Admission of program abuse by an adult family member

LHA may determine other actions to be program abuse based upon a preponderance of the evidence, as defined earlier in this chapter.

Penalties for Program Abuse

In the case of program abuse caused by a family LHA may, at its discretion, impose any of the following remedies. LHA may require the family to repay any amounts owed to the program (see 15-II.B., Family Reimbursement to LHA). LHA may require, as a condition of receiving or continuing assistance, that a culpable family member not reside in the unit. See policies in Chapter 3 (for applicants) and Chapter 13 (for residents). LHA may deny admission or terminate the family's lease following the policies set forth in Chapter 3 and Chapter 13 respectively.

LHA may refer the family for state or federal criminal prosecution as described in section 15-II.D.

15-II.C. LHA-CAUSED ERRORS OR PROGRAM ABUSE

The responsibilities and expectations of LHA staff with respect to normal program administration are discussed throughout the ACOP. This section specifically addresses actions of a LHA staff member that are considered errors or program abuse related to the public housing program. Additional standards of conduct may be provided in LHA personnel policy.

LHA-caused incorrect rental determinations include (1) failing to correctly apply public housing rules regarding family composition, income, assets, and expenses, and (2) errors in calculation.

Repayment to the LHA

The family is not required to repay an underpayment of rent if the error or program abuse is caused by LHA staff.

LHA Reimbursement to Family

LHA Policy

LHA will reimburse a family for any family overpayment of rent, regardless of whether the overpayment was the result of staff-caused error or staff program abuse.

Prohibited Activities

LHA Policy

Any of the following will be considered evidence of program abuse by LHA staff:

- Failing to comply with any public housing program requirements for personal gain
- Failing to comply with any public housing program requirements as a result of a conflict of interest relationship with any applicant or resident
- Seeking or accepting anything of material value from applicants, residents, vendors, contractors, or other persons who provide services or materials to the LHA
- Disclosing confidential or proprietary information to outside parties
- Gaining profit as a result of insider knowledge of LHA activities, policies, or practices
- Misappropriating or misusing public housing funds
- Destroying, concealing, removing, or inappropriately using any records related to the public housing program
- Committing any other corrupt or criminal act in connection with any federal housing program
 - Committing sexual harassment or other harassment based on race, color, religion, national origin, familial status, disability, sexual orientation, or gender identity, either quid pro quo (supervisory harassment) or hostile environment
 - Allowing sexual harassment or other harassment based on race, color, religion, national origin, familial status, disability, sexual orientation, or gender identity, either quid pro quo (supervisory harassment) or hostile environment, where the PHA knew or should have known such harassment was occurring
 - Retaliating against any applicant, resident, or staff reporting sexual harassment or other harassment based on race, color, religion, national origin, familial status, disability, sexual orientation, or gender identity, either quid pro quo (supervisory harassment) or hostile environment

15-III.D. CRIMINAL PROSECUTION

LHA Policy

When LHA determines that program abuse by a family or LHA staff member has occurred and the amount of underpaid rent meets or exceeds the threshold for prosecution under local or state law, LHA will refer the matter to the appropriate entity for prosecution. When the amount of underpaid rent meets or exceeds the federal threshold, the case will also be referred to the HUD Office of Inspector General (OIG).

Other criminal violations related to the public housing program will be referred to the appropriate local, state, or federal entity.

15-III.E. FRAUD AND PROGRAM ABUSE RECOVERIES

PHAs who enter into a repayment agreement with a family to collect rent owed, initiate litigation against the family to recover rent owed, or begin eviction proceedings against a family may retain 100 percent of program funds that LHA recovers [Notice PIH2007-27(HA)].

If LHA does none of the above, all amounts that constitute an underpayment of rent must be returned to HUD. The family must be afforded the opportunity for a hearing through the LHA's grievance process.

Chapter 16 PROGRAM ADMINISTRATION INTRODUCTION

This chapter discusses administrative policies and practices that are relevant to the activities covered in this ACOP. The policies are discussed in seven parts as described below:

Part I: Setting Utility Allowances. This part describes how utility allowances are established and revised. Also discussed are the requirements to establish surcharges for excess consumption of PHA-furnished utilities.

Part II: Establishing Flat Rents and Public Housing Maximum Rents. This part describes the requirements and policies related to establishing and updating flat rent amounts and public housing maximum rents.

Part III: Repayment of Family Debts. This part contains policies for recovery of monies that have been underpaid by families, and describes the circumstances under which LHA will offer repayment agreements to families.

Also discussed are the consequences for failure to make payments in accordance with a repayment agreement.

Part IV: Public Housing Assessment System (PHAS). This part describes the PHAS indicators, how PHAs are scored under PHAS, and how those scores affect a PHA.

Part V: Record Keeping. All aspects of the program involve certain types of record-keeping. This part outlines the privacy rights of applicants and participants and record retention policies LHA will follow.

Part VI: Reporting and Record Keeping for Children with **Elevated** Blood Lead Level. This part describes the PHA's reporting responsibilities related to children with elevated blood lead levels that are living in public housing.

Part VII: Violence against Women Act (VAWA): Notification, Documentation, and Confidentiality. This part contains key terms used in VAWA and describes requirements related to notifying families about their rights and responsibilities under VAWA; requesting documentation from victims of domestic violence, dating violence, and stalking; and maintaining the confidentiality of information obtained from victims.

PART I: SETTING UTILITY ALLOWANCES [24 CFR 965 Subpart E]

16-I.A. OVERVIEW

PHAs must establish allowances for PHA-furnished utilities for all check metered utilities and for resident-purchased utilities for all utilities purchased directly by residents from a utility supplier [24 CFR 965.502(a)]. PHAs must also establish surcharges for excess consumption of PHA-furnished utilities [24 CFR 965.506]. LHA must maintain a record that documents the basis on which utility allowances and scheduled surcharges are established and revised, and the record must be made available for inspection by residents [24 CFR 965.502(b)].

16-I.B UTILITY ALLOWANCES

LHA must establish separate allowances for each utility and for each category of dwelling units LHA determines to be reasonably comparable as to factors affecting utility usage [24 CFR 965.503].

The objective of a LHA in establishing utility allowances for each dwelling unit category and unit size is to approximate a reasonable consumption of utilities by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful living environment [24 CFR 965.505].

Utilities include gas, electricity, and fuel for heating, water, sewage, and solid waste disposal for a dwelling unit. In addition, if LHA does not furnish a range and refrigerator, the family must be granted a utility allowance for the range and refrigerator they provide [24 CFR 965.505].

Costs for telephone, cable/satellite TV, and internet services are not considered utilities [PH Occ. GB, p. 138].

Utility allowance amounts will vary by the rates in effect, size and type of unit, climatic location and site of the unit, type of construction, energy efficiency of the dwelling unit, and other factors related to the physical condition of the unit.

Utility allowance amounts will also vary by residential demographic characteristics affecting home energy usage

[PH Occ. GB, p. 138].

Chapter 14 of the *PH Occupancy Guidebook* provides detailed guidance to LHA about establishing utility allowances.

Air-Conditioning

“If a PHA installs air conditioning, it shall provide, to the maximum extent economically feasible, systems that give residents the option of choosing to use air conditioning in their units. The design of systems that offer each resident the option to choose air conditioning shall include retail meters or check meters, and residents shall pay for the energy used in its operation. For systems that offer residents the option to choose air conditioning but cannot be check metered, residents are to be surcharged in accordance with 965.506. If an air conditioning system does not provide for resident option, residents are not to be charged, and these systems should be avoided whenever possible.” [24 CFR 965.505(e)].

PHA Policy

LHA has installed air-conditioning in limited locations.

Utility Allowance Revisions [24 CFR 965.507]

LHA must review at least annually the basis on which utility allowances have been established and must revise the allowances if necessary in order to adhere to the standards for establishing utility allowances that are contained in 24 CFR 965.505.

LHA may revise its allowances for resident-purchased utilities between annual reviews if there is a rate change, and is required to do so if such change, by itself or together with prior rate changes not adjusted for, results in a change of 10 percent or more from the rate on which the allowance was based.

Adjustments to resident payments as a result of such changes must be retroactive to the first day of the month following the month in which the last rate change taken into account became effective.

LHA Policy

Between annual reviews of utility allowances, LHA will only revise its utility allowances due to a rate change, when required to by the regulation.

16-I.C. SURCHARGES FOR LHA -FURNISHED UTILITIES [24 CFR 965.506]

For dwelling units subject to allowances for LHA -furnished utilities where check meters have been installed, LHA must establish surcharges for utility consumption in excess of the allowances. Surcharges may be computed on a straight per unit of purchase basis or for stated blocks of excess consumption, and must be based on LHA’s average utility rate. The basis for calculating the surcharges must be described in LHA’s schedule of allowances. Changes in the amount of surcharges based directly on changes in LHA’s average utility rate are not subject to the advance notice requirements discussed under 16-I.D.

For dwelling units served by LHA -furnished utilities where check meters have not been installed, LHA must establish schedules of surcharges indicating additional dollar amounts residents will be required to pay by reason of estimated utility consumption attributable to resident-owned major appliances or to optional functions of LHA -furnished equipment. The surcharge schedule must state the resident-owned equipment (or functions of LHA -furnished equipment) for which surcharges will be made and the amounts of such charges. Surcharges must be based on the cost to LHA of the utility consumption estimated to be attributable to reasonable usage of such equipment.

LHA Policy

LHA [does/**does not**] have LHA -furnished utilities.

16-I.D. NOTICE REQUIREMENTS [965.502]

LHA must give notice to all residents of proposed allowances and scheduled surcharges, and revisions thereof. The notice must be given in the manner provided in the lease and must: Be provided at least 60 days before the

proposed effective date of the allowances, scheduled surcharges, or revisions.

Describe the basis for determination of the allowances, scheduled surcharges, or revisions, including a statement of the specific items of equipment and function whose utility consumption requirements were included in determining the amounts of the allowances and schedule of surcharges.

Notify residents of the place where the LHA's documentation on which allowances and surcharges are based is available for inspection.

Provide all residents an opportunity to submit written comments during a period expiring not less than 30 days before the proposed effective date of the allowances, scheduled surcharges, or revisions.

16-IE. REASONABLE ACCOMMODATION [24 CFR 965.508]

On request from a family that includes a disabled or elderly person, LHA must approve a utility allowance that is higher than the applicable amount for the dwelling unit if a higher utility allowance is needed as a reasonable accommodation to make the program accessible to and usable by the family [PH Occ. GB, p. 172].

Likewise, residents with disabilities may not be charged for the use of certain resident-supplied appliances if there is a verified need for special equipment because of the disability [PH Occ. GB, p. 172].

See Chapter 2 for policies regarding the request and approval of reasonable accommodations.

PART II: ESTABLISHING FLAT RENTS

16-II.A. OVERVIEW

Flat rents are designed to encourage self-sufficiency and to avoid creating disincentives for continued residency by families who are attempting to become economically self-sufficient.

Flat rents are also used to prorate assistance for a mixed family. A mixed family is one whose members include those with citizenship or eligible immigration status, and those without citizenship or eligible immigrations status [24 CFR 5.504].

This part discusses how the PHA establishes and updates flat rents. Policies related to the use of flat rents, family choice of rent, flat rent hardships, and proration of rent for a mixed family are discussed in Chapter 6.

16-II.B. FLAT RENTS [24 CFR 960.253(b) and Notice PIH 2017-23]

Establishing Flat Rents

Flat rents for public housing units are based on the market rent charged for comparable units in the private unassisted rental market. The flat rent should be equal to the estimated rent for which LHA could promptly lease the public housing unit after preparation for occupancy.

LHA must use a reasonable method to determine flat rents. In determining flat rents, PHAs must consider the following:

- Location
- Quality
- Unit size
- Unit type
- Age of the unit
- Amenities at the property and in immediate neighborhood
- Housing services provided
- Maintenance provided by LHA
- Utilities provided by LHA and/or landlord for (comparable units in the market study)
- The PHA must provide a corresponding key explaining the calculations used for determining the valuation for each factor. HUD published a Flat Rent Market Analysis tool on August

22, 2018, which includes a rent adjustment guide, a market rent comparison guide, and a rent adjustment worksheet to aide PHAs in requesting exception flat rents.

PHAs must receive written HUD approval before implementing exception flat rents. PHAs with a previously approved flat rent exception request may submit a written request to extend the approved flat rents for up to two additional years, provided local market conditions remain unchanged. Detailed information on how to request exception flat rents can be found in Notice PIH 2017-23. PHAs are now required to apply a utility allowance to flat rents as necessary. Flat rents set at 80 percent of the FMR must be reduced by the amount of the unit's utility allowance, if any.

Review of Flat Rents

No later than 90 days after the effective date of the new annual FMRs/SAFMRs/unadjusted rent, PHAs must implement new flat rents as necessary based changes to the FMR/SAFMR/unadjusted rent or request an exception. If the FMR falls from year to year, the PHA may, but is not required to, lower the flat rent to 80 percent of the current FMR/SAFMR/unadjusted rent.

LHA must ensure that flat rents continue to mirror market rent values [24 CFR 960.253(b)].

LHA Policy

LHA will review flat rents on an annual basis, and adjust them as necessary to ensure that flat rents continue to mirror market rent values.

Posting of Flat Rents

LHA Policy

LHA will publicly post the schedule of flat rents in a conspicuous manner in the applicable LHA or project office.

Documentation of Flat Rents [24 CFR 960.253(b)(5)]

LHA must maintain records that document the method used to determine flat rents, and that show how flat rents were determined by LHA in accordance with this method.

Changes to Flat Rent Requirements – 2014 Appropriations Act

1. PURPOSE

This notice implements Sections 210 and 243 of Title II of P.L 113-76, the Consolidated Appropriations Act of 2014. Specifically, this guidance clarifies HUD's interpretation of the statutory amendment related to flat rents and the requirement that PHAs comply with the amendments by June 1, 2014.

This notice serves as interim guidance. Section 243 requires HUD to commence rulemaking no later than six months after this notice is issued. The policy will be finalized through the rulemaking and public comment procedures. At that time, the Department will be very interested in feedback from PHAs and other stakeholders about how best to implement the policies. HUD is particularly interested in the burden created by the new policies, impact on PHA budgets, and impact on residents.

2. APPLICABILITY, BACKGROUND, AND HUD INTERPRETATION OF NEW STATUTORY REQUIREMENTS

This notice applies to PHAs that operate a public housing program. It also applies to families residing in, or applicants to the public housing program.

Moving to Work (MTW) PHAs operating a public housing program can exercise flexibility in regards to establishing flat rents, in accordance with the terms of their respective MTW Agreement and approved

Annual MTW Plan. If an MTW PHA has not exercised flexibility via the Annual MTW Plan, then the policies set forth in this Notice will apply to the MTW PHA.

Currently, PHAs are required to establish flat rents based on the market rent of comparable units in the private, unassisted rental market. Paragraph (2)(B)(i) of Section 3(a) of the United States Housing Act of 1937 (the Act), as amended by Section 210, establishes new parameters that PHAs must use when determining the flat rent amounts. Specifically, flat rents must now be: set at no less than 80 percent of the applicable Fair Market Rent (FMR); and Section 210 also establishes that PHAs may, but are not required to lower flat rents to 80% of the applicable FMR in years when the FMR decreases from the previous year. This provision applies to the FMRs published for fiscal year 2015 and beyond. If a PHA must increase their flat rents to comply with the statutory changes, the increase shall be considered a significant amendment to the PHA Annual Plan. Please review Section 8 of this Notice which provides a detailed explanation regarding significant amendments for flat rent changes.

PHAs shall comply with the new flat rent requirements by June 1, 2014. The Department will consider PHAs to be in compliance with the new requirements if non-qualified agencies have initiated the process to amend their PHA Annual Plan, and qualified agencies have initiated the public hearing process by no later than June 1, 2014. PHAs should begin applying the new flat rent schedules to households they are recertifying and new applicants by October 31, 2014.

If a new flat rent amount for a unit will increase a family's existing rental payment by more than 35 percent, then the new flat rent amount shall be phased in as necessary to ensure that the family's existing rental payment does not increase by more than 35 percent annually. For more information, see Section 6 of this notice.

3. FMRs AND UTILITY PAYMENTS

Fair Market Rents (FMRs) are gross rent estimates that cover the shelter rent plus the cost of all necessary utilities regardless of who actually pays the utilities. Although the inclusion of utilities in the FMR is an accurate estimate of the cost of renting a unit in a particular area, their inclusion for purposes of setting Public Housing flat rents may lead to families paying more in gross rent if the shelter rent is not adjusted to reflect utility payments. Specifically, families that pay a flat rent for public housing units and that pay their own utilities would pay more in gross rent (i.e., shelter rent plus utilities) than a family in a similarly situated unit where the PHA pays the utilities.

For example, if an agency sets the flat rent for 1-BR units at exactly 80 percent of the FMR, totaling (\$400), a family renting a unit where the PHA pays the utilities would pay \$400, and a family that rents a unit where they are responsible for paying utilities would pay \$400 plus the cost of utilities. In this case, the family paying for utilities directly pays more because they are renting a unit where they are responsible for their own utility payments.

To address this issue when establishing flat rents, PHAs must consider who is responsible for direct utility payments to the utility company, and adjust the flat rent accordingly. Specifically, if an agency is responsible for paying for utilities to the utility company, no adjustment is necessary when setting flat rents. However, if the family is responsible for making direct utility payments to the utility company, the PHA must adjust the flat rent amount downward, using a utility allowance, to account for reasonable utility costs of an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful living environment. For flat rents that are set at 80 percent of FMR, PHAs must first determine 80 percent of FMR for each bedroom-size, and then reduce that amount by the utility allowance. For example, if 80 percent of FMR for a 1-BR unit is \$400, then

the resulting rent after a reasonable utilities reduction of \$50 per month would be \$350. PHAs should also consider utility payments where flat rents are set above 80 percent of FMR and incorporate such adjustments as necessary.

4. FLAT RENT POLICIES – HOW TO COMPLY WITH THE NEW REQUIREMENTS IN THE INITIAL YEAR

In order to comply with the statutory requirements, PHAs must do the following:

- 1) Compare the current flat rent amount as determined by the PHA to the applicable FMR;
- 2) If the existing flat rent amount is at least 80 percent of the FMR, the PHA is in compliance with the law, and no further steps are necessary;
- 3) If the existing flat rent amount is less than 80 percent of FMR, PHAs must revise their flat rents to no less than 80 percent of FMR, subject to the utilities adjustment in section 3 of this notice;
- 4) If changes to flat rents are necessary, include a description of the changes to the flat rent policies in a significant amendment to the PHA Annual Plan. Section 8 of this notice provides for a streamlined process for completing this requirement;
- 5) Update the flat rent policies in the Admissions and Continued Occupancy Policies (ACOP);
- 6) The PHA must offer the new flat rent and the applicable income-based rent to all new admissions to the program within 90 days of formally adopting the new flat rents, but not later than October 31, 2014; and
- 7) Within 90 days after a PHA has formally adopted the new flat rents, but not later than October 31, 2014, the PHA must begin to offer the new flat rent to families that are currently paying the flat rent amount, at the family's next annual rent option, and permit the family to choose between the flat rent amount and the income-based rent, subject to the requirements of Section 6 of this notice.

5. FLAT RENT POLICIES – HOW TO COMPLY ON AN ANNUAL

BASIS In order to comply with the flat rent requirements annually,

PHAs must:

- 1) Calculate flat rents using a rent reasonableness methodology,¹ as defined in 24 CFR Part 960.253(b), for determining the flat rent based on the market rent of comparable units in the private, unassisted rental market. Such a reasonable method should consider the location, quality, size, unit type, unit age, and any amenities;
- 2) If the flat rent, as determined by the rent reasonableness study, is at least 80 percent of the FMR, PHAs must set flat rents at the amount determined by the rent reasonableness study;
- 3) If the flat rent, as determined by the rent reasonableness study, is less than 80 percent of the FMR, PHAs must set flat rents at no less than 80 percent of the FMR, subject to the utilities adjustment in section 3 of this notice;
- 4) If the FMR falls from the previous year, PHAs, may, but are not required to lower the flat rent amount to 80 percent of the FMR;
- 5) Include a description of flat rent policies in the PHA annual plan or in documents available for a public hearing as applicable;
- 6) Update the flat rent policies in the Admissions and Continued Occupancy Policies

(ACOP) as necessary;

7) At all new admissions permit the family to choose between the flat rent amount and the income-based rent;

8) For families that are already paying the flat rent amount, PHAs must offer any changes to flat rent amount at the next annual rent option, and permit the family to choose between the flat rent amount and the income-based rent, subject to the requirements of Section 6 of this notice; and

9) Upon issuance of new FMRs by HUD, the PHA must:

- Determine if the current flat rent is at least 80% of the new FMR;
- Update the flat rent amounts² if necessary to meet the 80% requirement within a reasonable time but no later than 90 days of HUD publishing new FMRs;
- Apply the new flat rents to all new admissions and to existing families at the next annual rent option, subject to Section 6 of this notice.

6. FLAT RENT INCREASE PHASE-IN REQUIREMENTS

Section 210 of the FY 14 Appropriations Act requires that if an existing tenant's rental payment would be increased by 35 percent or more as a result of changes to the flat rent

1 The Department recognizes the burden placed on PHAs by the requirement to complete rent reasonableness studies annually, particularly in jurisdictions where market rents are substantially below the applicable FMR. PHAs that determine through their rent reasonableness methodology that their reasonable rents would be less than

60 percent of the applicable FMR may choose to complete a rent reasonableness study once every three years, rather than annually.² Updating flat rents based on changes to the FMR by HUD does not constitute a significant amendment to the annual plan. The amount, that the increase must be phased in such that a family would not experience an increase in their rental payment of more than 35 percent in any one year. Although Section 210 permits PHAs to increase flat rents by up to 35 percent annually, PHAs may consider any limitations on annual rent increases pursuant to state and local law. For example, some states have established annual rent increase limits of no more than 10 percent. Further, PHAs have discretion to phase-in rent increases 35 percent or less over a three-year period. For example, for a family that will experience a rent increase of 10 percent due to the new flat rent requirements, a PHA could choose to phase in the total rent increase over three years. In order to determine how to phase-in increases in rental payments, PHAs must:

1) On a case-by-case basis, at the family's next annual rent option, compare the updated flat rent amount applicable to the unit for which a family is currently paying the flat rent to the flat rent that was being paid by the family immediately prior to the annual rent option;

- a) If the new flat rent amount would not increase a family's rental payment, the family may choose to pay either the updated flat rent amount or the previously calculated income-based rent;
- b) If the updated flat rent amount would increase a family's rental payment, PHAs must conduct a flat rent impact analysis by multiplying the existing flat rent amount by 35 percent (or a lesser amount pursuant to state/local law) and adding that product to the flat rent amount ($FR \times 35\% = X + FR$). This calculation can be done by simply multiplying the current flat rent amount by 1.35. PHAs must then compare the product of the calculation to the updated flat rent amount; and

2) The PHA must offer and the family may choose to pay, either the lower of the flat rents that were

compared in the flat rent impact analysis or the previously calculated income-based rent.

16-II.C. PUBLIC HOUSING MAXIMUM

RENTS Establishing Public Housing

Maximum Rents

PHAs are prohibited from making financial assistance available to persons who are not citizens or nationals of the United States, and to those who do not have eligible immigration status [24 CFR 5.500]. Therefore, in order to assist mixed families, PHAs must prorate assistance. Public housing maximum rents are needed in order to calculate the tenant rent for a mixed family.

The public housing maximum rent is based on value of the 95th percentile of the total tenant payment (TTP) for each tenant within the LHA. PHAs may calculate a maximum rent on either a LHA -or project wide basis. A separate maximum rent can be provided for each separate project or projects may be combined into logical groups, if appropriate. HUD recommends that a single project basis be avoided for a project unless at least 50 dwelling units are involved.

PHAs may use the “direct comparison” or the “unit distribution” method for establishing the public housing maximum rents for each unit size. Appendix H, of Guidebook 7465.G, Restrictions on Assistance to Noncitizens provides detailed guidance on how to establish public housing maximum rents using the methodologies identified above.

Review of Public Housing Maximum Rents

LHA Policy

LHA will recalculate the public housing maximum rents on an annual basis.

Posting of Public Housing Maximum Rents

LHA Policy

LHA will publicly post the schedule of public housing maximum rents in a conspicuous manner in the applicable LHA or project office.

Documentation of Public Housing Maximum Rents

LHA Policy

LHA will maintain records that document how LHA determined the 95th percentile of TTP, whether the maximum rent was determined LHA -wide, project-wide, or with groupings of projects, and the methodology used to determine maximum rents for each unit size.

PART III: FAMILY DEBTS TO THE LHA

16-III.A. OVERVIEW

This part describes LHA’s policies for recovery of monies owed to LHA by families.

LHA Policy

When an action or inaction of a resident family result in the underpayment of rent or other amounts, LHA holds the family liable to return any underpayments to the LHA.

LHA will enter into repayment agreements in accordance with the policies contained in this part as a means to recover overpayments.

When a family refuses to repay monies owed to LHA, LHA will utilize other available collection alternatives including, but not limited to, the following: Collection agencies, Small claims court Civil law suit, State income tax set-off program when available.

16-III.B. REPAYMENT POLICY Family Debts to the LHA

LHA Policy

Any amount owed to LHA by a public housing family must be repaid. If the family is unable to repay the debt within 30 days, LHA will offer to enter into a repayment agreement in accordance with the policies below.

If the family refuses to repay the debt, does not enter into a repayment agreement, or breaches a repayment agreement, LHA will terminate the family's tenancy in accordance with the policies in Chapter 13. LHA will also pursue other modes of collection.

General Repayment Agreement Guidelines

Down Payment Requirement

LHA Policy

The family must pay the equivalent of the first 3 month's payment at the time of signing the repayment agreement.

Payment Thresholds

Notice PIH ~~2010-19~~ 2017-12 recommends that the total amount that a family must pay each month—the family's monthly share of rent plus the monthly debt repayment amount—should not exceed 40 percent of the family's monthly adjusted income, which is considered "affordable." Moreover, Notice PIH ~~2010-19~~ 2017-12 acknowledges that PHAs have the discretion to establish "thresholds and policies" for repayment agreements with families [24 CFR 982.552(c)(1)(vii)].

LHA Policy LHA has established the following thresholds for repayment of debts: Amounts over \$5,000: tenants may request an alternate payment plan that does not exceed 12 months. Amounts between \$3,000 and \$5,000: must be repaid within 12 months. Amounts between \$2,000 and \$2,999: must be repaid within 6 months. Amounts within \$1,000 and \$1,999: must be repaid within 3 months. Amounts under \$1,000 must be repaid within 2 months. If a family can provide evidence satisfactory to LHA that the threshold applicable to the family's debt would impose an undue hardship, LHA may, in its sole discretion, determine that a lower monthly payment amount is reasonable. In making its determination, LHA will consider all relevant information, including the following:

- The amount owed by the family to LHA.
- The reason for the debt, including whether the debt was the result of family action/inaction or circumstances beyond the family's control.
- The family's current and potential income and expenses.
- The family's current family share as calculated under 24 CFR 982.515.
- The family's history of meeting its financial responsibilities.

Execution of the Agreement

LHA Policy

Any repayment agreement between LHA and a family must be signed and dated by LHA and by the head of household and spouse/co-head (if applicable).

Due Dates

LHA Policy

All payments are due by the close of business on the 15th day of the month. If the 15th does not fall on a business day, the due date is the close of business on the first business day after the 15th. LHA may adjust the due date to meet the tenant income pattern.

Late or Missed Payments

LHA Policy

If a payment is not received by the end of the business day on the date due, and prior approval for the missed payment has not been given by the LHA, LHA will send the family a delinquency notice giving the family 10 business days to make the late payment. If the payment is not received by the due date of the delinquency notice, it will be considered a breach of the agreement and LHA will terminate tenancy in accordance with the policies in Chapter 13.

If a family receives three delinquency notices for unexcused late payments in a 12-month period, the repayment agreement will be considered in default, and LHA will demand payment in full. If payment is not made LHA will terminate tenancy in accordance with the policies in Chapter 13.

No Offer of Repayment Agreement

LHA Policy

LHA generally will not enter into a repayment agreement with a family if there is already a repayment agreement in place with the family, or if the amount owed by the family exceeds the federal or state threshold for criminal prosecution.

Repayment Agreements Involving Improper Payments

Notice PIH ~~2010-19~~ 2017-12 requires certain provisions to be included in any repayment agreement involving amounts owed by a family because it underreported or failed to report income:

A reference to the items in the public housing lease that state the family's obligation to provide true and complete information at every reexamination and the grounds on which LHA may terminate assistance because of a family's action or failure to act

A statement clarifying that each month the family not only must pay to LHA the monthly payment amount specified in the agreement but must also pay to LHA the family's monthly rent.

A statement that the terms of the repayment agreement may be renegotiated if the family's income decreases or increases A statement that late or missed payments constitute default of the repayment agreement and may result in termination of tenancy

PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)

16-IV.A. OVERVIEW

The purpose of the Public Housing Assessment System (PHAS) is to improve the delivery of services in public housing and enhance trust in the public housing system among PHAs, public housing residents, HUD and the general public by providing a management tool for effectively and fairly measuring the performance of a public housing agency in essential housing operations.

16-IV.B. PHAS INDICATORS [24 CFR 902 Subparts A, B, C, D, and E]

The information below lists each of the PHAS indicators, the points possible under each indicator, and a brief description of each indicator. A PHA's performance is based on a combination of all four indicators.

Indicator 1: Physical condition of the PHA's projects

Maximum Score: 40

- The objective of this indicator is to determine the level to which a PHA is maintaining its public housing in accordance with the standard of decent, safe, sanitary, and in good repair.
- To determine the physical condition of a PHA's projects, inspections are performed of the following five major areas of each public housing project: site, building exterior, building systems, dwelling units, and common areas.

The inspections are performed by an independent inspector arranged by HUD, and include a statistically valid sample of the units in each project in the PHA's public housing portfolio.

Indicator 2: Financial condition of the PHA's projects

Maximum Score: 25

- The objective of this indicator is to measure the financial condition of the PHA's public housing projects for the purpose of evaluating whether HACC has sufficient financial resources and is capable of managing those financial resources effectively to support the provision of housing that is decent, safe, sanitary, and in good repair.
- A PHA's financial condition is determined by measuring each public housing project's performance in each of the following sub-indicators: quick ratio, month's expendable net assets ratio, and debt service coverage ratio.

Indicator 3: Management operations of the PHA's projects

Maximum Score: 25

- The objective of this indicator is to measure certain key management operations and responsibilities of a PHA's projects for the purpose of assessing the PHA's management operations capabilities.
- Each project's management operations are assessed based on the following sub-indicators: occupancy, tenant accounts receivable, and accounts payable.
- An on-site management review may be conducted as a diagnostic and feedback tool for problem performance areas, and for compliance. Management reviews are not scored.

Indicator 4: Capital Fund

Maximum Score: 10

- The objective of this indicator is to measure how long it takes HACC to obligate capital funds and to occupy units.
- The PHA's score for this indicator is measured at HACC level and is based on the following sub-indicators: timeliness of fund obligation and occupancy rate.

16-IV.C. PHAS SCORING [24 CFR 902 Subpart F]

HUD's Real Estate Assessment Center (REAC) issues overall PHAS scores, which are based on the scores of the four PHAS indicators, and the sub-indicators under each indicator. The PHA's indicator scores are based on a weighted average of the PHA's public housing projects' scores. PHAS scores translate into a designation for each PHA as high performing, standard, substandard, or troubled.

A high performer is a PHA that achieves an overall PHAS score of 90 or greater, and achieves a score of at least 60 percent of the points available under the physical, financial, and management indicators and at least 50 percent of the points available under the capital fund indicator.

A standard performer is a PHA that has an overall PHAS score between 60 and 89, and achieves a score of at least 60 percent of the points available under the physical, financial, and management indicators and at least 50 percent of the points available under the capital fund indicator.

A substandard performer is a PHA that has an overall PHAS score of at least 60 percent and achieves a score of less than 60 percent under one or more of the physical, financial, or management indicators.

A troubled performer is a PHA that achieves an overall PHAS score of less than 60, or achieves less than 50 percent of the total points available under the capital fund indicator.

These designations can affect a PHA in several ways:

High-performing PHAs are eligible for incentives including relief from specific HUD requirements and bonus points in funding competitions [24 CFR 902.71].

PHAs that are standard performers may be required to submit and operate under a corrective action plan to eliminate deficiencies in the PHA's performance [24 CFR 902.73(a)(1)].

PHAs that are substandard performers will be required to submit and operate under a corrective action plan to eliminate deficiencies in the PHA's performance [24 CFR 902.73(a)(2)].

PHAs with an overall rating of “troubled” are subject to additional HUD oversight, and are required to enter into a memorandum of agreement (MOA) with HUD to improve PHA performance [24 CFR 902.75].

PHAs that fail to execute or meet MOA requirements may be referred to the Assistant Secretary to determine remedial actions, including, but not limited to, remedies available for substantial default [24 CFR 902.75(g) and 24 CFR Part 907].

PHAs must post a notice of its final PHAS score and status in appropriate conspicuous and accessible locations in its offices within two weeks of receipt of its final score and designation [24 CFR 902.64(b)(2)].

PART V: RECORD KEEPING

16-V.A. OVERVIEW

LHA must maintain complete and accurate accounts and other records for the program in accordance with HUD requirements, in a manner that permits a speedy and effective audit. All such records must be made available to HUD or the Comptroller General of the United States upon request.

In addition, LHA must ensure that all applicant and participant files are maintained in a way that protects an individual’s privacy rights.

16-V.B. RECORD RETENTION

LHA must keep the last three years of the Form HUD-50058 and supporting documentation during the term of each assisted lease, and for a period of at least three years from the end of participation (EOP) date [24 CFR 908.101].

LHA Policy

During the term of each public housing tenancy, and for at least four years thereafter, LHA will keep all documents related to a family’s eligibility, tenancy, and termination. In addition, LHA will keep the following records for at least four years:

- An application from each ineligible family and notice that the applicant is not eligible
- Lead-based paint records as required by 24 CFR 35, Subpart B Documentation supporting the establishment of flat rents and the public housing maximum rent
- Documentation supporting the establishment of utility allowances and surcharges Documentation related to PHAS Accounts and other records supporting LHA budget and financial statements for the program
- Other records as determined by LHA or as required by HUD If a hearing to establish a family’s citizenship status is held, longer retention requirements apply for some types of documents. For specific requirements, see Section 14-II.A.

16-V.C. RECORDS MANAGEMENT

PHAs must maintain applicant and participant files and information in accordance with the regulatory requirements described below.

LHA Policy

All applicant and participant information will be kept in a secure location and access will be limited to authorized LHA staff.

LHA staff will not discuss personal family information unless there is a business reason to do so. Inappropriate discussion of family information or improper disclosure of family information by staff will result in disciplinary action.

Privacy Act Requirements [24 CFR 5.212 and Form-9886]

The collection, maintenance, use, and dissemination of social security numbers (SSN), employer identification numbers (EIN), any information derived from these numbers, and income information of applicants and participants must be conducted, to the extent applicable, in compliance with the Privacy Act of 1974, and all other provisions of Federal, State, and local law.

Applicants and participants, including all adults in the household, are required to sign a consent form, HUD-9886, Authorization for Release of Information. This form incorporates the Federal Privacy Act Statement and

describes how the information collected using the form may be used, and under what conditions HUD or LHA may release the information collected.

Upfront Income Verification (UIV) Records

PHAs that access UIV data through HUD's Enterprise Income Verification (EIV) System are required to adopt and follow specific security procedures to ensure that all EIV data is protected in accordance with Federal laws, regardless of the media on which the data is recorded (e.g. electronic, paper). These requirements are contained in the HUD issued document, *Enterprise Income Verification (EIV) System, Security Procedures for Upfront Income Verification (UIV) Data*.

LHA Policy

Prior to utilizing HUD's EIV system, LHA will adopt and implement EIV security procedures required by HUD. **Criminal Record**

LHA may only disclose the criminal conviction records which LHA receives from a law enforcement agency to officers or employees of the LHA, or to authorized representatives of LHA who have a job-related need to have access to the information [24 CFR 5.903(e)].

LHA must establish and implement a system of records management that ensures that any criminal record received by LHA from a law enforcement agency is maintained confidentially, not misused or improperly disseminated, and destroyed, once the purpose for which the record was requested has been accomplished, including expiration of the period for filing a challenge to LHA action without institution of a challenge or final disposition of any such litigation [24 CFR 5.903(g)].

LHA must establish and implement a system of records management that ensures that any sex offender registration information received by LHA from a State or local agency is maintained confidentially, not misused or improperly disseminated, and destroyed, once the purpose for which the record was requested has been accomplished, including expiration of the period for filing a challenge to LHA action without institution of a challenge or final disposition of any such litigation. This requirement does not apply to information that is public information, or is obtained by a PHA other than under 24 CFR 5.905.

Medical/Disability Records

PHAs are not permitted to inquire about the nature or extent of a person's disability. LHA may not inquire about a person's diagnosis or details of treatment for a disability or medical condition. If LHA receives a verification document that provides such information, LHA should not place this information in the tenant file. LHA should destroy the document.

Domestic Violence, Dating Violence, or Stalking Records

For requirements and PHA policies related to management of documentation obtained from victims of domestic violence, dating violence, or stalking, see section 16-VII.E.

PART VI: REPORTING REQUIREMENTS FOR CHILDREN WITH ENVIRONMENTAL INTERVENTION ELEVATED BLOOD LEAD LEVEL

16-VI.A. REPORTING REQUIREMENTS [24 CFR 35.1130(e); Notice PIH 2017-13]

LHA has certain responsibilities relative to children with **environmental intervention elevated** blood lead levels that are living in public housing.

LHA must report the name and address of a child identified as having an **environmental intervention elevated** blood lead level (**EBLL**) to the public health department within **five 5** business days of being so notified by any other medical health care professional. LHA must also report each known case of a child with an **environmental intervention blood lead level EBLL** to the HUD field office.

LHA Policy

LHA will provide the public health department written notice of the name and address of any child identified as having an **environmental intervention elevated** blood lead level.

LHA will provide written notice of each known case of a child with an **environmental intervention blood level EBLL** to the HUD field office, **and to HUD's Office of Lead Hazard Control (OLHCHH)**, within five **5** business days of receiving the information.

PART VII: VIOLENCE AGAINST WOMEN ACT (VAWA): NOTIFICATION, DOCUMENTATION, CONFIDENTIALITY

16-VII.A. OVERVIEW

The Violence against Women Act of 2005 (VAWA) provides special protections for victims of domestic violence, dating violence, and stalking who are applying for or receiving assistance under the public housing program. If your state or local laws provide greater protection for such victims, those laws take precedence over VAWA.

In addition to definitions of key terms used in VAWA, this part contains general VAWA requirements and LHA policies in three areas: notification, documentation, and confidentiality. Specific VAWA requirements and LHA policies are located in Chapter 3, "Eligibility" (sections 3-I.C and 3-III.F); Chapter 5, "Occupancy Standards and Unit Offers" (section 5-II.D); Chapter 8, "Leasing and Inspections" (section 8-I.B); Chapter 12, "Transfer Policy" (sections 12III.C, 12- III.F, and 12-IV.D); and Chapter 13, "Lease Terminations" (sections 13-III.F and 13IV.D).

16-VII.B. DEFINITIONS [24 CFR 5.2003]

As used in VAWA:

The term *bifurcate* means, with respect to a public housing or Section 8 lease, to divide a lease as a matter of law such that certain tenants can be evicted or removed while the remaining family members' lease and occupancy rights are allowed to remain intact.

The term *dating violence* means violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors:

- The length of the relationship
- The type of relationship
- The frequency of interaction between the persons involved in the relationship

The term *domestic violence* includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction. The term *immediate family member* means, with respect to a person:

- A spouse, parent, brother or sister, or child of that person, or an individual to whom that person stands in the position or place of a parent; or
- Any other person living in the household of that person and related to that person by blood and

marriage. The term *stalking* means:

- To follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate; or
- To place under surveillance with the intent to kill, injure, harass, or intimidate another person; and
- In the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (1) that person, (2) a member of the immediate family of that person, or (3) the spouse or intimate partner of that person.

16-VII.C. NOTIFICATION [24 CFR 5.2005(a)] Notification to Public

LHA adopts the following policy to help ensure that all actual and potential beneficiaries of its public housing program are aware of their rights under VAWA.

LHA Policy

LHA will post the following information regarding VAWA in its offices and on its Web site. It will also make the information readily available to anyone who requests it.

A notice of occupancy rights under VAWA to housing choice voucher program applicants and participants who are or have been victims of domestic violence, dating violence, sexual assault, or stalking (Form HUD-5380, see Exhibit 16-1)

A copy of form HUD-5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking and Alternate Documentation (see Exhibit 16-2)

A copy of the PHA's emergency transfer plan (Exhibit 16-3)

A copy of HUD's Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, Form HUD-5383 (Exhibit 16-4)

The National Domestic Violence Hot Line: 1-800-799-SAFE (7233) or Florida Relay Number 711 (TTY) (included in Exhibit 16-1) Contact information for local victim advocacy groups or service providers.

Notification to Applicants and Tenants [24 CFR 5.2005(a)(1)]

PHAs are required to inform public housing applicants and tenants of their rights under VAWA, including their right to confidentiality and the limits thereof, when they are denied assistance, when they are admitted to the program, and when they are notified of an eviction or termination of housing benefits.

The PHA must distribute a notice of VAWA rights, along with the VAWA self-certification form (HUD-5382) at each of these three junctures.

PHA Policy

The VAWA information provided to applicants and participants will consist of the notices in Exhibit 16-1 and 16-2. The PHA will provide all applicants with information about VAWA at the time they request an application for housing assistance. The PHA will also include such information in all notices of denial of assistance (see section 3-III.F).

The PHA will provide all tenants with information about VAWA at the time of admission (see section 8-I.B) and at annual reexamination. The PHA will also include such information in all lease termination notices (see section 13-

IV.D).

The PHA is not limited to providing VAWA information at the times specified in the above policy. If the PHA decides to provide VAWA information to a tenant following an incident of domestic violence, Notice PIH 2006-42 cautions against sending the information by mail, since the abuser may be monitoring the mail. The notice recommends that in such cases the PHA make alternative delivery arrangements that will not put the victim at risk.

PHA Policy

Whenever the PHA has reason to suspect that providing information about VAWA to a public housing tenant might place a victim of domestic violence at risk, it will attempt to deliver the information by hand directly to the victim.

16-VII.D. DOCUMENTATION [24 CFR 5.2007]

A PHA presented with a claim for initial or continued assistance based on status as a victim of domestic violence, dating violence, stalking, or criminal activity related to any of these forms of abuse may—but is not required to—request that the individual making the claim document the abuse. Any request for documentation must be in writing, and the individual must be allowed at least 14 business days after receipt of the request to submit the documentation. LHA may extend this time period at its discretion. [24 CFR 5.2007(a)]

The individual may satisfy the LHA's request by providing any one of the following three forms of documentation [24 CFR 5.2007(b)]:

- (1) A completed and signed HUD-approved certification form (HUD-5382, Certification of Domestic Violence, Dating Violence, or Stalking), which must include the name of the perpetrator
- (2) A federal, state, tribal, territorial, or local police report or court record
- (3) Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; or a medical professional. The person signing the documentation must attest under penalty of perjury to the person's belief that the incidents in question are bona fide incidents of abuse. The victim must also sign the documentation.

LHA may not require third-party documentation (forms 2 and 3) in addition to certification (form 1), except as specified below under "Conflicting Documentation," nor may it require certification in addition to third-party documentation [VAWA final rule].

LHA Policy

Any request for documentation of domestic violence, dating violence, or stalking will specify a deadline of 14 business days following receipt of the request, will describe the three forms of acceptable documentation, will provide explicit instructions on where and to whom the documentation must be submitted, and will state the consequences for failure to submit the documentation or request an extension in writing by the deadline.

LHA may, in its discretion, extend the deadline for 10 business days. Any extension granted by LHA will be in writing.

Conflicting Documentation [24 CFR 5.2007(e)]

In cases where LHA receives conflicting certification documents from two or more members of a household, each claiming to be a victim and naming one or more of the other petitioning household members as the perpetrator, LHA may determine which is the true victim by requiring each to provide acceptable third-party documentation, as described above (forms 2 and 3). LHA must honor any court orders issued to protect the victim or to address the distribution of property.

LHA Policy If presented with conflicting certification documents (two or more forms HUD-5382) from members of the same household, LHA will attempt to determine which is the true victim by requiring each of them to provide third-party documentation in accordance with 24 CFR 5.2007(b)(2) or (3) and by following any HUD guidance on how such determinations should be made.

Discretion to Require No Formal Documentation [24 CFR 5.2007(d)]

LHA has the discretion to provide benefits to an individual based solely on the individual's statement or other corroborating evidence—i.e., without requiring formal documentation of abuse in accordance with 24 CFR 5.2007(b).

LHA Policy

If LHA accepts an individual's statement or other corroborating evidence of domestic violence, dating violence, or stalking, LHA will document acceptance of the statement or evidence in the individual's file.

Failure to Provide Documentation [24 CFR 5.2007(c)]

In order to deny relief for protection under VAWA, a PHA must provide the individual requesting relief with a written request for documentation of abuse. If the individual fails to provide the documentation within 14 business days from the date of receipt, or such longer time as LHA may allow, LHA may deny relief for protection under VAWA.

16-VII.E. CONFIDENTIALITY [24 CFR 5.2007(b)(4)]

All information provided to LHA regarding domestic violence, dating violence, or stalking, including the fact that an individual is a victim of such violence or stalking, must be retained in confidence. This means that LHA (1) may not enter the information into any shared database, (2) may not allow employees or others to access the information unless they are explicitly authorized to do so and have a need to know the information for purposes of their work, and (3) may not provide the information to any other entity or individual, except to the extent that the disclosure is (a) requested or consented to by the individual in writing, (b) required for use in an eviction proceeding, or (c) otherwise required by applicable law.

LHA Policy

If disclosure is required for use in an eviction proceeding or is otherwise required by applicable law, LHA will inform the victim before disclosure occurs so that safety risks can be identified and addressed.

EXHIBIT 16-1: SAMPLE NOTICE TO PUBLIC HOUSING APPLICANTS AND TENANTS REGARDING THE VIOLENCE AGAINST WOMEN ACT (VAWA)

This sample notice was adapted from a notice prepared by the National Housing Law Project.

A federal law that went into effect in 2006 protects individuals who are victims of domestic violence, dating violence, and stalking. The name of the law is the Violence against Women Act, or "VAWA." This notice explains your rights under VAWA.

Protections for Victims

If you are eligible for public housing, the housing authority cannot refuse to admit you to the public housing program solely because you are a victim of domestic violence, dating violence, or stalking.

If you are the victim of domestic violence, dating violence, or stalking, the housing authority cannot evict you based on acts or threats of violence committed against you. Also, criminal acts directly related to the domestic violence, dating violence, or stalking that are caused by a member of your household or a guest can't be the reason for evicting you if you were the victim of the abuse.

Reasons You Can Be Evicted

The housing authority can still evict you if the housing authority can show there is an *actual and imminent* (immediate) threat to other tenants or housing authority staff if you are not evicted. Also, the housing authority can evict you for serious or repeated lease violations that are not related to the domestic violence, dating violence, or stalking against you. The housing authority cannot hold you to a more demanding set of rules than it applies to tenants who are not victims.

Removing the Abuser from the Household

The housing authority may split the lease to evict a tenant who has committed criminal acts of violence against family members or others, while allowing the victim and other household members to stay in the public housing unit. If the housing authority chooses to remove the abuser, it may not take away the remaining tenants' rights to the unit or otherwise punish the remaining tenants. In removing the abuser from the household, the housing authority must follow federal, state, and local eviction procedures.

Proving That You Are a Victim of Domestic Violence, Dating Violence, or Stalking

The housing authority can ask you to prove or "certify" that you are a victim of domestic violence, dating violence, or stalking. It must give you at least 14 business days (i.e., Saturdays, Sundays, and holidays do not count) to provide this proof. The housing authority is free to extend the deadline. There are three ways you can prove that you are a victim: Complete the certification form given to you by the housing authority. The form will ask for your name, the name of your abuser, the abuser's relationship to you, the date, time, and location of the incident of violence, and a description of the violence.

Provide a statement from a victim service provider, attorney, or medical professional who has helped you address incidents of domestic violence, dating violence, or stalking. The professional must state that he or she believes that the incidents of abuse are real. Both you and the professional must sign the statement, and both of you must state that you are signing "under penalty of perjury."

Provide a police or court record, such as a protective order.

If you fail to provide one of these documents within the required time, the housing authority may evict you.

Confidentiality

The housing authority must keep confidential any information you provide about the violence against you, unless: You give written permission to the housing authority to release the information.

The housing authority needs to use the information in an eviction proceeding, such as to evict your abuser. A law requires the housing authority to release the information.

If release of the information would put your safety at risk, you should inform the housing authority.

VAWA and Other Laws

VAWA does not limit the housing authority's duty to honor court orders about access to or control of a public housing unit. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

VAWA does not replace any federal, state, or local law that provides greater protection for victims of domestic violence, dating violence, or stalking.

For Additional Information

If you have any questions regarding VAWA, please contact Kasandra Davis, Assistant Director of Housing at (863) 687- 2911.

For help and advice on escaping an abusive relationship, call the National Domestic Violence Hotline at 1-800-799-SAFE (7233) or 1-800-787-3224 (TTY).

Definitions

For purposes of determining whether a public housing applicant or tenant may be covered by VAWA, the following list of definitions applies:

VAWA defines *domestic violence* to include felony or misdemeanor crimes of violence committed by any of the following:

- A current or former spouse of the victim
- A person with whom the victim shares a child in common
- A person who is cohabitating with or has cohabitated with the victim as a spouse

- A person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies
- Any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction

VAWA defines ***dating violence*** as violence committed by a person (1) who is or has been in a social relationship of a romantic or intimate nature with the victim AND (2) where the existence of such a relationship shall be determined based on a consideration of the following factors:

- The length of the relationship
- The type of relationship
- The frequency of interaction between the persons involved in the relationship

VAWA defines ***stalking*** as (A)(i) to follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate another person OR (ii) to place under surveillance with the intent to kill, injure, harass, or intimidate another person AND (B) in the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (i) that person, (ii) a member of the immediate family of that person, or (iii) the spouse or intimate partner of that person.

GLOSSARY

A. ACRONYMS USED IN SUBSIDIZED HOUSING

AAF Annual adjustment factor (published by HUD in the Federal Register and used to compute annual rent adjustments)

ACC Annual contributions contract

ADA Americans with Disabilities Act of 1990

BR Bedroom

CDBG Community Development Block Grant (Program)

CFR Code of Federal Regulations (published federal rules that define and implement laws; commonly referred to as “the regulations”)

CPI Consumer price index (published monthly by the Department of Labor as an inflation indicator)

EID Earned income disallowance

EIV Enterprise Income Verification

FDIC Federal Deposit Insurance Corporation

FHA Federal Housing Administration

FICA Federal Insurance Contributions Act (established Social Security taxes)

FMR Fair market rent

FR Federal Register

FSS Family Self-Sufficiency (Program)

FY Fiscal year

FYE Fiscal year end

GAO Government Accountability Office

GR Gross rent

HAP Housing assistance payment

HCV Housing choice voucher

HQS Housing quality standards

HUD Department of Housing and Urban

Development **HUDCLIPS** HUD Client Information and Policy System **IPA** Independent public accountant

IRA Individual Retirement Account

IRS Internal Revenue Service

JTPA Job Training Partnership Act **LBP** Lead-based paint **MSA** Metropolitan statistical area (established by the U.S. Census Bureau) **MTCS** Multi-family Tenant Characteristics System (now the Form HUD-50058 sub-module of the PIC system)

MTW Moving to Work

NOFA Notice of funding availability

OIG HUD’s Office of Inspector General

OMB Office of Management and Budget

PHA Public housing agency

PIC PIH Information Center

PIH (HUD Office of) Public and Indian Housing

PS Payment standard

QC Quality control

QHWRA Quality Housing and Work Responsibility Act of 1998 (also known as the Public Housing Reform Act)

REAC (HUD) Real Estate Assessment Center
RFP Request for proposals
RFTA Request for tenancy approval
RIGI Regional inspector general for investigation (handles fraud and program abuse matters for HUD at the regional office level)
SEMAP Section 8 Management Assessment Program
SRO Single room occupancy
SSA Social Security Administration
SSI Supplemental security income
TANF Temporary assistance for needy families
TPV Tenant protection vouchers
TR Tenant rent
TTP Total tenant payment
UA Utility allowance
UIV Upfront income verification
URP Utility reimbursement payment
VAWA Violence Against Women Reauthorization Act of 2005

B. GLOSSARY OF SUBSIDIZED HOUSING TERMS

Absorption. In portability (under subpart H of this part 982): the point at which a receiving PHA stops billing the initial PHA for assistance on behalf of a portability family. The receiving PHA uses funds available under the receiving PHA consolidated ACC.

Accessible. The facility or portion of the facility can be approached, entered, and used by persons with disabilities.

Adjusted income. Annual income, less allowable HUD deductions and allowances.

Administrative fee. Fee paid by HUD to the PHA for administration of the program. See §982.152.

Administrative plan. The plan that describes PHA policies for administration of the tenant-based programs. The Administrative Plan and any revisions must be approved by the PHA's board and included as a supporting document to the PHA Plan. See §982.54.

Admission. The point when the family becomes a participant in the program. The date used for this purpose is the effective date of the first HAP contract for a family (first day of initial lease term) in a tenant-based program.

Amortization payment. In a manufactured home space rental: The monthly debt service payment by the family to amortize the purchase price of the manufactured home.

Annual contributions contract (ACC). The written contract between HUD and a PHA under which HUD agrees to provide funding for a program under the 1937 Act, and the PHA agrees to comply with HUD requirements for the program.

Annual income. The anticipated total income of an eligible family from all sources for the 12-month period following the date of determination of income, computed in accordance with the regulations.

Applicant (applicant family). A family that has applied for admission to a program but is not yet a participant in the program.

Area exception rent. An amount that exceeds the published FMR. See 24 CFR 982.504(b).

As-paid states. States where the welfare agency adjusts the shelter and utility component of the welfare grant in accordance with actual housing costs.

Assets. (See *net family assets*.)

Auxiliary aids. Services or devices that enable persons with impaired sensory, manual, or speaking skills to have an equal opportunity to participate in, and enjoy the benefits of, programs or activities receiving federal financial assistance.

Bifurcate. With respect to a public housing or Section 8 lease, to divide a lease as a matter of law such that certain tenants can be evicted or removed while the remaining family members' lease and occupancy rights are allowed to remain intact.

Budget authority. An amount authorized and appropriated by the Congress for payment to PHAs under the program. For each funding increment in a PHA program, budget authority is the maximum amount that may be paid by HUD to the PHA over the ACC term of the funding increment.

Child. A member of the family other than the family head or spouse who is under 18 years of age.

Child care expenses. Amounts anticipated to be paid by the family for the care of children under 13 years of age during the period for which annual income is computed, but only where such care is necessary to enable a family member to actively seek employment, be gainfully employed, or to further his or her education and only to the extent such amounts are not reimbursed. The amount deducted shall reflect reasonable charges for child care. In the case of child care necessary to permit employment, the amount deducted shall not exceed the amount of employment income that is included in annual income.

Citizen. A citizen or national of the United States.

Co-head. An individual in the household who is equally responsible for the lease with the head of household. A family may have a co-head or spouse but not both. A co-head never qualifies as a dependent. The co-head must have legal capacity to enter into a lease.

Common space. In shared housing, the space available for use by the assisted family and other occupants of the unit.

Computer match. The automated comparison of databases containing records about individuals.

Confirmatory review. An on-site review performed by HUD to verify the management performance of a PHA.

Consent form. Any consent form approved by HUD to be signed by assistance applicants and participants to obtain income information from employers and SWICAs; return information from the Social Security Administration (including wages, net earnings from self-employment, and retirement income); and return information for unearned income from the IRS. Consent forms expire after a certain time and may authorize the collection of other information to determine eligibility or level of benefits.

Congregate housing. Housing for elderly persons or persons with disabilities that meets the HQS for congregate housing. A special housing type: see 24 CFR 982.606–609.

Contiguous MSA. In portability (under subpart H of part 982): An MSA that shares a common boundary with the MSA in which the jurisdiction of the initial PHA is located.

Continuously assisted. An applicant is continuously assisted under the 1937 Act if the family is already receiving assistance under any 1937 Housing Act program when the family is admitted to the voucher program.

Contract authority. The maximum annual payment by HUD to a PHA for a funding increment.

Cooperative (term includes mutual housing). Housing owned by a nonprofit corporation or association, and where a member of the corporation or association has the right to reside in a particular apartment, and to participate in management of the housing. A special housing type (see 24 CFR 982.619).

Covered families. Statutory term for families who are required to participate in a welfare agency economic self-sufficiency program and who may be subject to a welfare benefit sanction for noncompliance with this obligation. Includes families who receive welfare assistance or other public assistance under a program for which federal, state or local law requires that a member of the family must participate in an economic self-sufficiency program as a condition for the assistance.

Dating violence. Violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim; and where the existence of such a relationship shall be determined based on a consideration of the following factors:

- The length of the relationship
- The type of relationship
- The frequency of interaction between the persons involved in the relationship

Dependent. A member of the family (except foster children and foster adults) other than the family head or spouse, who is under 18 years of age, or is a person with a disability, or is a full-time student.

Dependent child. In the context of the student eligibility restrictions, a dependent child of a student enrolled in an institution of higher education. The dependent child must also meet the definition of *dependent* as specified above. **Disability assistance expenses.** Reasonable expenses that are anticipated, during the period for which annual income is computed, for attendant care and auxiliary apparatus for a disabled family member, and that are necessary to enable a family member (including the disabled member) to be employed, provided that the expenses are neither paid to a member of the family nor reimbursed by an outside source.

Disabled family. A family whose head, co-head, spouse, or sole member is a person with disabilities; two or more persons with disabilities living together; or one or more persons with disabilities living with one or more live-in aides.

Disabled person. See *person with disabilities*.

Disallowance. Exclusion from annual income.

Displaced family. A family in which each member, or whose sole member, is a person displaced by governmental action, or a person whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to federal disaster relief laws.

Domestic violence. Felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.

Domicile. The legal residence of the household head or spouse as determined in accordance with state and local law.

Drug-related criminal activity. As defined in 42 U.S.C. 1437f(f)(5).

Drug-trafficking. The illegal manufacture, sale, or distribution, or the possession with intent to manufacture, sell, or distribute, of a controlled substance as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802).

Economic self-sufficiency program. Any program designed to encourage, assist, train or facilitate the economic independence of assisted families, or to provide work for such families. Can include job training, employment counseling, work placement, basic skills training, education, English proficiency, Workfare, financial or household management, apprenticeship, or any other program necessary to ready a participant to work (such as treatment for drug abuse or mental health treatment). Includes any work activities as defined in the Social Security Act (42 U.S.C. 607(d)). Also see 24 CFR 5.603(c).

Elderly family. A family whose head, co-head, spouse, or sole member is a person who is at least 62 years of age; two or more persons who are at least 62 years of age living together; or one or more persons who are at least 62 years of age living with one or more live-in aides.

Elderly person. An individual who is at least 62 years of age.

Eligible family (Family). A family that is income eligible and meets the other requirements of the 1937 Act and Part 5 of 24 CFR.

Employer identification number (EIN). The nine-digit taxpayer identifying number that is assigned to an individual, trust, estate, partnership, association, company, or corporation.

Evidence of citizenship or eligible status. The documents which must be submitted as evidence of citizenship or eligible immigration status. (See 24 CFR 5.508(b).)

Extremely low-income family. A family whose annual income does not exceed 30 percent of the median income for the area, as determined by HUD, with adjustments for smaller and larger families. HUD may establish income ceilings higher or lower than 30 percent of median income if HUD finds such variations are necessary due to unusually high or low family incomes. (See 24 CFR 5.603.)

Facility. All or any portion of buildings, structures, equipment, roads, walks, parking lots, rolling stock, or other real or personal property or interest in the property.

Fair Housing Act. Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988.

Fair market rent (FMR). The rent, including the cost of utilities (except telephone), as established by HUD for units of varying sizes (by number of bedrooms), that must be paid in the housing market area to rent privately owned, existing, decent, safe, and sanitary rental housing of modest (non-luxury) nature with suitable amenities. See periodic publications in the *Federal Register* in accordance with 24 CFR Part 888.

Family. Includes but is not limited to the following, and can be further defined in PHA policy. -A family with or without children (the temporary absence of a child from the home due to placement in foster care is not considered in determining family composition and family size) -An elderly family or a near-elderly family -A displaced family -The remaining member of a tenant family -A single person who is not an elderly or displaced person, or a person with disabilities, or the remaining member of a tenant family.

Family rent to owner. In the voucher program, the portion of rent to owner paid by the family.

Family self-sufficiency program (FSS program). The program established by a PHA in accordance with 24 CFR part 984 to promote self-sufficiency of assisted families, including the coordination of supportive services (42 U.S.C. 1437u).

Family share. The portion of rent and utilities paid by the family. For calculation of family share, see 24 CFR 982.515(a). **Family unit size.** The appropriate number of bedrooms for a family, as determined by the PHA under the PHA subsidy standards.

Federal agency. A department of the executive branch of the Federal Government.

Foster child care payment. A payment to eligible households by state, local, or private agencies appointed by the state to administer payments for the care of foster children.

Foster Youth. Foster Youths coming out of foster are at age 18 in order to avoid homelessness.

Full-time student. A person who is attending school or vocational training on a full-time basis (carrying a subject load that is considered full-time for day students under the standards and practices of the educational institution attended). (See 24 CFR 5.603)

Funding increment. Each commitment of budget authority by HUD to a PHA under the consolidated annual contributions contract for the PHA program.

Gross rent. The sum of the rent to owner plus any utility allowance.

Group home. A dwelling unit that is licensed by a state as a group home for the exclusive residential use of two to twelve persons who are elderly or persons with disabilities (including any live-in aide). (A special housing type: see 24 CFR 982.610–614.)

Handicap. Any condition or characteristic that renders a person an individual with handicaps. (See *person with disabilities*.)

HAP contract. The housing assistance payments contract. A written contract between the PHA and an owner for the purpose of providing housing assistance payments to the owner on behalf of an eligible family.

Head of household. The adult member of the family who is the head of the household for purposes of determining income eligibility and rent.

Household. A household includes additional people other than the family who, with the PHA's permission, live in an assisted unit, such as live-in aides, foster children, and foster adults.

Housing assistance payment. The monthly assistance payment by a PHA, which includes: (1) A payment to the owner for rent to the owner under the family's lease; and (2) An additional payment to the family if the total assistance payment exceeds the rent to owner.

Housing agency (HA). See *public housing agency*.

Housing quality standards (HQS). The HUD minimum quality standards for housing assisted under the voucher program.

HUD. The U.S. Department of Housing and Urban Development.

Immediate family member. A spouse, parent, brother, sister, or child of that person, or an individual to whom that person stands in the position or place of a parent; or any other person living in the household of that person and related to that person by blood and marriage.

Imputed asset. An asset disposed of for less than fair market value during the two years preceding examination or reexamination.

Imputed income. The HUD passbook rate multiplied by the total cash value of assets. The calculation is used when net family assets exceed \$5,000.

Imputed welfare income. An amount of annual income that is not actually received by a family as a result of a specified welfare benefit reduction but is included in the family's annual income and therefore reflected in the family's rental contribution.

Income. Income from all sources of each member of the household, as determined in accordance with criteria established by HUD.

Income for eligibility. Annual income.

Income information means information relating to an individual's income, including:

- All employment income information known to current or previous employers or other income sources
- All information about wages, as defined in the state's unemployment compensation law, including any social security number; name of the employee; quarterly wages of the employee; and the name, full address, telephone number, and, when known, employer identification number of an employer reporting wages under a state unemployment compensation law
- Whether an individual is receiving, has received, or has applied for unemployment compensation, and the amount and the period received
- Unearned IRS income and self-employment wages and retirement income
- Wage, social security, and supplemental security income data obtained from the Social Security Administration.

Individual with handicaps. See *person with disabilities*.

Initial PHA. In portability, the term refers to both: (1) A PHA that originally selected a family that later decides to move out of the jurisdiction of the selecting PHA; and (2) A PHA that absorbed a family that later decides to move out of the jurisdiction of the absorbing PHA.

Initial payment standard. The payment standard at the beginning of the HAP contract term.

Initial rent to owner. The rent to owner at the beginning of the HAP contract term.

Institution of higher education. An institution of higher education as defined in 20 U.S.C. 1001 and 1002. See Exhibit 3- 2 in this Administrative Plan.

Jurisdiction. The area in which the PHA has authority under state and local law to administer the program.

Landlord. Either the owner of the property or his/her representative, or the managing agent or his/her representative, as shall be designated by the owner.

Lease. A written agreement between an owner and a tenant for the leasing of a dwelling unit to the tenant. The lease establishes the conditions for occupancy of the dwelling unit by a family with housing assistance payments under a HAP contract between the owner and the PHA.

Live-in aide. A person who resides with one or more elderly persons, or near-elderly persons, or persons with disabilities, and who:

- Is determined to be essential to the care and well-being of the persons;
- Is not obligated for the support of the persons; and
- Would not be living in the unit except to provide the necessary supportive services.

Local Preference. A preference used by the PHA to select among applicant families.

Low-Income Family. A family whose income does not exceed 80 percent of the median income for the area as determined by HUD with adjustments for smaller or larger families, except that HUD may establish income limits higher or lower than 80 percent for areas with unusually high or low incomes.

Manufactured home. A manufactured structure that is built on a permanent chassis, is designed for use as a principal place of residence, and meets the HQS. (A special housing type: see 24 CFR 982.620 and 982.621.)

Manufactured home space. In manufactured home space rental: A space leased by an owner to a family. A manufactured home owned and occupied by the family is located on the space. See 24 CFR 982.622 to 982.624.

Medical expenses. Medical expenses, including medical insurance premiums that are anticipated during the period for which annual income is computed, and that are not covered by insurance (a deduction for elderly or disabled families only). These allowances are given when calculating adjusted income for medical expenses in excess of 3 percent of annual income.

Minor. A member of the family household other than the family head or spouse, who is under 18 years of age.

Mixed family. A family whose members include those with citizenship or eligible immigration status, and those without citizenship or eligible immigration status.

Monthly adjusted income. One twelfth of adjusted income.

Monthly income. One twelfth of annual income.

Mutual housing. Included in the definition of *cooperative*.

National. A person who owes permanent allegiance to the United States, for example, as a result of birth in a United States territory or possession.

Near-elderly family. A family whose head, spouse, or sole member is a person who is at least 50 years of age but below the age of 62; or two or more persons, who are at least 50 years of age but below the age of 62, living together; or one or more persons who are at least 50 years of age but below the age of 62 living with one or more live-in aides.

Net family assets. (1) Net cash value after deducting reasonable costs that would be incurred in disposing of real property, savings, stocks, bonds, and other forms of capital investment, excluding interests in Indian trust land and excluding equity accounts in HUD homeownership programs. The value of necessary items of personal property such as furniture and automobiles shall be excluded.

-In cases where a trust fund has been established and the trust is not revocable by, or under the control of, any member of the family or household, the value of the trust fund will not be considered an asset so long as the fund continues to be held in trust. Any income distributed from the trust fund shall be counted when determining annual income under §5.609.

-In determining net family assets, PHAs or owners, as applicable, shall include the value of any business or family assets disposed of by an applicant or tenant for less than fair market value (including a disposition in trust, but not in a foreclosure or bankruptcy sale) during the two years preceding the date of application for the program or reexamination, as applicable, in excess of the consideration received therefore. In the case of a disposition as part of a separation or divorce settlement, the disposition will not be considered to be for less than fair market value if the applicant or tenant receives important consideration not measurable in dollar terms.

Noncitizen. A person who is neither a citizen nor national of the United States.

Notice of funding availability (NOFA). For budget authority that HUD distributes by competitive process, the *Federal Register* document that invites applications for funding. This document explains how to apply for assistance and the criteria for awarding the funding.

Office of General Counsel (OGC). The General Counsel of HUD.

Owner. Any person or entity with the legal right to lease or sublease a unit to a participant.

PHA Plan. The annual plan and the 5-year plan as adopted by the PHA and approved by HUD.

PHA's quality control sample. An annual sample of files or records drawn in an unbiased manner and reviewed by a

PHA supervisor (or by another qualified person other than the person who performed the original work) to determine if the work documented in the files or records conforms to program requirements. For minimum sample size see CFR 985.3. **Participant (participant family).** A family that has been admitted to the PHA program and is currently assisted in the program. The family becomes a participant on the effective date of the first HAP contract executed by the PHA for the family (first day of initial lease term).

Payment standard. The maximum monthly assistance payment for a family assisted in the voucher program (before deducting the total tenant payment by the family).

Person with disabilities. For the purposes of program eligibility. A person who has a disability as defined under the Social Security Act or Developmental Disabilities Care Act, or a person who has a physical or mental impairment expected to be of long and indefinite duration and whose ability to live independently is substantially impeded by that impairment but could be improved by more suitable housing conditions. This includes persons with AIDS or conditions arising from AIDS but excludes persons whose disability is based solely on drug or alcohol dependence.

For the purposes of reasonable accommodation. A person with a physical or mental impairment that substantially limits one or more major life activities, a person regarded as having such an impairment, or a person with a record of such an impairment.

Portability. Renting a dwelling unit with a Section 8 housing choice voucher outside the jurisdiction of the initial PHA. **Premises.** The building or complex in which the dwelling unit is located, including common areas and grounds. **Previously unemployed.** With regard to the earned income disallowance, a person with disabilities who has earned, in the 12 months previous to employment, no more than would be received for 10 hours of work per week for 50 weeks at the established minimum wage.

Private space. In shared housing, the portion of a contract unit that is for the exclusive use of an assisted family.

Processing entity. The person or entity that, under any of the programs covered is responsible for making eligibility and related determinations and any income reexamination. In the HCV program, the “processing entity” is the “responsible entity.”

Project owner. The person or entity that owns the housing project containing the assisted dwelling unit.

Public assistance. Welfare or other payments to families or individuals, based on need, which are made under programs funded, separately or jointly, by federal, state, or local governments.

Public housing agency (PHA). Any State, county, municipality, or other governmental entity or public body, or agency or instrumentality of these entities that is authorized to engage or assist in the development or operation of low-income housing under the 1937 Act.

Qualified family (under the earned income disallowance). A family participating in an applicable assisted housing program or receiving HCV assistance:

- Whose annual income increases as a result of employment of a family member who is a person with disabilities and who was previously unemployed for one or more years prior to employment;
- Whose annual income increases as a result of increased earnings by a family member who is a person with disabilities during participation in any economic self-sufficiency or other job training program; or
- Whose annual income increases, as a result of new employment or increased earnings of a family member who is a person with disabilities, during or within six months after receiving assistance, benefits or services under any state program for temporary assistance for needy families funded under Part A of Title IV of the Social Security Act, as determined by the responsible entity in consultation with the local agencies administering temporary assistance for needy families (TANF) and Welfare-to-Work (WTW) programs. The TANF program is not limited to monthly income maintenance, but also includes such benefits and services as one-time payments, wage subsidies and transportation assistance-provided that the total amount over a six-month period is at least \$500.

Qualified census tract. With regard to certain tax credit units, any census tract (or equivalent geographic area defined by the Bureau of the Census) in which at least 50 percent of households have an income of less than 60 percent of Area Median Gross Income (AMGI), or where the poverty rate is at least 25 percent, and where the census tract is designated as a qualified census tract by HUD.

Reasonable rent. A rent to owner that is not more than rent charged: (1) For comparable units in the private unassisted market; and (2) For comparable unassisted units in the premises.

Reasonable accommodation. A change, exception, or adjustment to a rule, policy, practice, or service to allow a person with disabilities to fully access the PHA’s programs or services.

Receiving PHA. In portability: A PHA that receives a family selected for participation in the tenant-based program of another PHA. The receiving PHA issues a voucher and provides program assistance to the family.

Recertification. Sometimes called *reevaluation*. The process of securing documentation of total family income used to determine the rent the tenant will pay for the next 12 months if there are no additional changes to be reported.

Remaining member of the tenant family. The person left in assisted housing who may or may not normally qualify for assistance on their own circumstances (i.e., an elderly spouse dies, leaving widow age 47 who is not disabled).

Rent to owner. The total monthly rent payable to the owner under the lease for the unit (also known as contract rent). Rent to owner covers payment for any housing services, maintenance, and utilities that the owner is required to provide and pay for.

Residency preference. A PHA preference for admission of families that reside anywhere in a specified area, including families with a member who works or has been hired to work in the area (See *residency preference area*).

Residency preference area. The specified area where families must reside to qualify for a residency preference.

Responsible entity. For the public housing and the Section 8 tenant-based assistance, project-based certificate assistance, and moderate rehabilitation programs, the responsible entity means the PHA administering the program under an ACC with HUD. For all other Section 8 programs, the responsible entity means the Section 8 owner.

Secretary. The Secretary of Housing and Urban Development.

Section 8. Section 8 of the United States Housing Act of 1937.

Section 8 covered programs. All HUD programs which assist housing under Section 8 of the 1937 Act, including Section 8 assisted housing for which loans are made under Section 202 of the Housing Act of 1959.

Section 214. Section 214 of the Housing and Community Development Act of 1980, as amended.

Section 214 covered programs. The collective term for the HUD programs to which the restrictions imposed by Section 214 apply. These programs are set forth in 24 CFR 5.500.

Security deposit. A dollar amount (maximum set according to the regulations) which can be used for unpaid rent or damages to the owner upon termination of the lease.

Set-up charges. In a manufactured home space rental, charges payable by the family for assembling, skirting, and anchoring the manufactured home.

Shared housing. A unit occupied by two or more families. The unit consists of both common space for shared use by the occupants of the unit and separate private space for each assisted family. (A special housing type: see 24 CFR 982.615– 982.618.)

Single Person. A person living alone or intending to live alone.

Single room occupancy housing (SRO). A unit that contains no sanitary facilities or food preparation facilities, or contains either, but not both, types of facilities. (A special housing type: see 24 CFR 982.602– 982.605.)

Social security number (SSN). The nine-digit number that is assigned to a person by the Social Security Administration and that identifies the record of the person's earnings reported to the Social Security Administration. The term does not include a number with a letter as a suffix that is used to identify an auxiliary beneficiary.

Special admission. Admission of an applicant that is not on the PHA waiting list or without considering the applicant's waiting list position.

Special housing types. See subpart M of part 982. Subpart M states the special regulatory requirements for: SRO housing, congregate housing, group homes, shared housing, cooperatives (including mutual housing), and manufactured homes (including manufactured home space rental).

Specified welfare benefits reduction. Those reductions of welfare benefits (for a covered family) that may not result in a reduction of the family rental contribution. A reduction of welfare benefits because of fraud in connection with the welfare program, or because of welfare sanction due to noncompliance with a welfare agency requirement to participate in an economic self-sufficiency program.

Spouse. The marriage partner of the head of household.

Stalking. To follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate; or to place under surveillance with the intent to kill, injure, harass, or intimidate another person; and in the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (1) that person, (2) a member of the immediate family of that person, or (3) the spouse or intimate partner of that person.

State wage information collection agency (SWICA). The state agency, including any Indian tribal agency, receiving quarterly wage reports from employers in the state, or an alternative system that has been determined by the Secretary of Labor to be as effective and timely in providing employment-related income and eligibility information.

Subsidy standards. Standards established by a PHA to determine the appropriate number of bedrooms and amount of subsidy for families of different sizes and compositions.

Suspension. Stopping the clock on the term of a family's voucher after the family submits a request for tenancy approval. If the PHA decides to allow extensions or suspensions of the voucher term, the PHA administrative plan must describe how the PHA determines whether to grant extensions or suspensions, and how the PHA determines the length of any extension or suspension. This practice is also called *tolling*.

Tax credit rent. With regard to certain tax credit units, the rent charged for comparable units of the same bedroom size in the building that also receive the low-income housing tax credit but do not have any additional rental assistance (e.g., tenant-based voucher assistance).

Tenancy addendum. For the housing choice voucher program, the lease language required by HUD in the lease between the tenant and the owner.

Tenant. The person or persons (other than a live-in aide) who executes the lease as lessee of the dwelling unit.

Tenant rent to owner. See *family rent to owner*.

Term of lease. The amount of time a tenant agrees in writing to live in a dwelling unit.

Total tenant payment (TTP). The total amount the HUD rent formula requires the tenant to pay toward rent and utilities.

Unit. Residential space for the private use of a family. The size of a unit is based on the number of bedrooms contained within the unit and generally ranges from zero (0) bedrooms to six (6) bedrooms.

Utility allowance. If the cost of utilities (except telephone) and other housing services for an assisted unit is not included in the tenant rent but is the responsibility of the family occupying the unit, an amount equal to the estimate made or approved by a PHA or HUD of the monthly cost of a reasonable consumption of such utilities and other services for the unit by an energy-conservative household of modest circumstances consistent with the requirements of a safe, sanitary, and healthful living environment.

Utility reimbursement. In the voucher program, the portion of the housing assistance payment which exceeds the amount of rent to owner.

Utility hook-up charge. In a manufactured home space rental: Costs payable by a family for connecting the manufactured home to utilities such as water, gas, electrical and sewer lines.

Very low-income family. A low-income family whose annual income does not exceed 50 percent of the median income for the area, as determined by HUD, with adjustments for smaller and larger families. HUD may establish income limits higher or lower than 50 percent of the median income for the area on the basis of its finding that such variations are necessary because of unusually high or low family incomes. This is the income limit for the housing choice voucher program.

Violent criminal activity. Any illegal criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force against the person or property of another.

Voucher (housing choice voucher). A document issued by a PHA to a family selected for admission to the housing choice voucher program. This document describes the program and the procedures for PHA approval of a unit selected by the family. The voucher also states obligations of the family under the program.

Voucher holder. A family holding a voucher with an unexpired term (search time).

Voucher program. The housing choice voucher program.

Waiting list admission. An admission from the PHA waiting list.

Welfare assistance. Income assistance from federal or state welfare programs, including assistance provided under TANF and general assistance. Does not include assistance directed solely to meeting housing expenses, nor programs that provide health care, child care or other services for working families. For the FSS program (984.103(b)), *welfare assistance* includes only cash maintenance payments from federal or state programs designed to meet a family’s ongoing basic needs, but does not include food stamps, emergency rental and utilities assistance, SSI, SSDI, or social security.



1/1/2022

Mold Policy

and Procedures

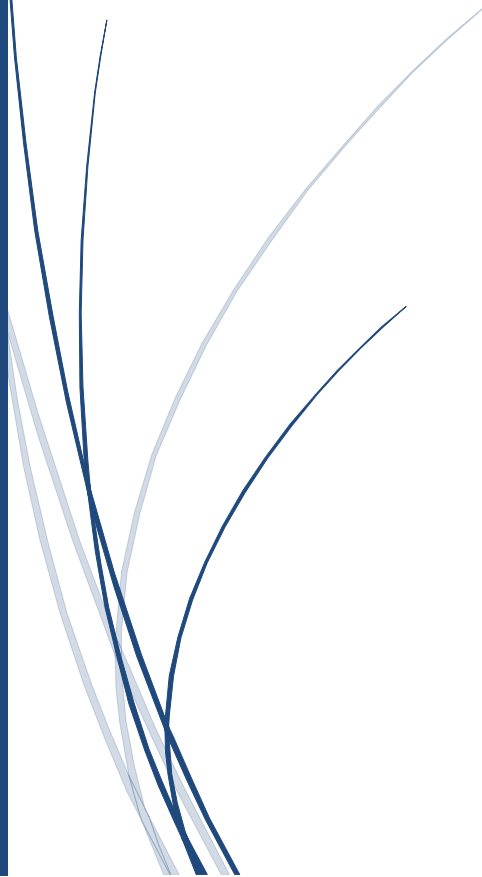


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I. GENERAL INFORMATION

Concern about mold in both the residential and occupational setting is escalating. While there are many unanswered questions about potential health effects of mold, it is prudent for property owners/managers to (1) repair any known conditions involving excessive moisture that could, under the right conditions, lead to mold growth and (2) clean and remove any mold growth when it occurs. In order to accomplish this objective, it is important to establish a partnership between the property's management staff and residents so that conditions that require attention are identified and dealt with promptly.

Some companies have begun to include specific lease language that informs residents of their obligation to prevent mold through routine housekeeping and to report the presence of moisture/mold in their apartment home to the management staff.

Note: The National Apartment Association lease contains a mold lease addendum.

In addition, companies have found it useful to provide their residents with educational information about mold and how to prevent mold growth in apartments. This information could be provided to residents as part of their move-in package. A "Tip Sheet on Mold" is found at **Attachment A**. Alternately, if you wish to provide residents with a publication that has been prepared by a state or federal entity or other groups about mold and indoor air quality in general, please see:

Consumer Federation of America (in conjunction with the EPA): How Healthy is the Air in Your Home? A Room-by-Room Checklist for Your Home's Indoor Air
<http://www.consumerfed.org/healthair.pdf>

U.S. Environmental Protection Agency: A Brief Guide to Mold, Moisture, and Your Home
<http://www.epa.gov/iaq/molds>

II. TRAINING

There are no specific training requirements currently mandated by state and federal law for workers who may remediate mold as part of their responsibilities. **On-site staff should receive** training necessary to carry out their responsibilities with respect to communicating with residents; cleaning, removing and restoring damaged surfaces, and documenting all remediation efforts.

Although there are no established Permissible Exposure Levels (PELs) or Threshold Limit Values (TLVs) for mold, as part of the required training under OSHA's Hazard Communication Standard (29CFR 1910.1200), workers must be informed about safe work practices for using various chemicals, including disinfectants, and personal protective equipment, which may be a part of a mold response. Workers who may be involved in cleanup of extensive mold should be supplied with appropriate respirators, which may involve compliance with OSHA's Respiratory Protection Standard (29 CFR 1910.134). Additional information on these regulations is available at www.osha-slc.gov/dts/osta/oshasoft/hazexp.html and http://www.osha-slc.gov/SLTC/respiratory_advisor/mainpage.html respectively.

On-site staff should be familiar with procedures to deal with water intrusion/excessive moisture and appropriate remediation techniques for water-damaged surfaces. Workers should also review any company-specific policies and procedures and be familiar with the appropriate corporate/management contact person, should decisions need to be made concerning testing or activities beyond their scope of training or responsibility.

III. ROUTINE MAINTENANCE

Routine maintenance and turnover activities provide on-site staff with the opportunity to monitor and correct any conditions involving moisture that could lead to the growth of mold. Treatment of mold should be incorporated into general property management activities. **Staff should perform** an inspection for mold as part of unit turnover inspection. Any visual mold growth should be immediately and properly remediated as part of the requirements of the turnover process. A sample monitoring checklist is found on page 4.

On-site staff should also be encouraged to monitor the property for signs of moisture, water damage or situations that may lead to conditions favorable for mold growth (e.g., leaking faucets, broken sprinkler heads) when conducting other maintenance activities. Also, be aware of situations such as carpet-cleaning techniques, which may leave carpets too damp and run the risk of creating conditions favorable for mold growth.

Inspection

A visual inspection is the first step in identifying the extent of moisture damage, which may create conditions favorable for mold growth. To the maximum extent possible ceiling tiles, gypsum wallboard, cardboard, duct liner, wood, carpet, paper, and other cellulose surfaces should be given careful attention during a visual inspection. Kitchens, bathrooms, windows, and HVAC systems should also be scrutinized.

An earthy or musty odor may also indicate that mold is present. The use of a moisture meter, to measure the saturation in building materials, is useful in evaluating the extent of water damage and determining when the appropriate moisture level has been restored. Under further investigation, it may be necessary to look inside of wall

cavities or filter areas to determine the extent of any water damage or mold growth.

Once mold growth is observed, the extent of any damaged area should be evaluated in order to determine appropriate remedial strategies based on EPA guidance. Consult Attachment B for a list of materials and equipment that are needed to deal with water intrusion/mold remediation.

EPA's Tips for Maintenance Personnel¹

- Fix leaky plumbing and leaks in the building envelope as soon as possible.
- Watch for condensation and wet spots. Fix source(s) of moisture intrusion as soon as possible.
- Prevent moisture due to condensation by increasing surface temperature or reducing the moisture level in air (humidity). To increase surface temperature, insulate or increase air circulation. To reduce the moisture level in air, repair leaks, increase ventilation (if outside air is cold and dry), or dehumidify (if outdoor air is warm and humid).
- Keep heating, ventilation, and air conditioning (HVAC) drip pans clean, flowing properly, and unobstructed.
- Vent moisture-generating appliances, such as dryers, to the outside where possible.
- Maintain low indoor humidity, below 60% relative humidity (RH), ideally 30-50%, if possible.
- Perform regular building/HVAC inspections and maintenance as scheduled.
- Clean and dry wet or damp spots within 48 hours.
- Don't let foundations stay wet. Provide drainage and slope the ground away from the foundation.

Proper HVAC Maintenance

Improperly cycling HVAC systems or improper use by the residents, can result in conditions of excessive humidity, which could lead to mold growth. Develop maintenance guidelines based on manufacturer's specifications for HVAC ventilation equipment (including appropriate settings, filter changes, and cleaning).

¹ Source: EPA, "Mold Remediation in Schools and Commercial Buildings" at p. 3 (March 2001, Updated June 2001).

Sample Checklist

On-site staff **should be encouraged** to monitor the property for signs of water damage/mold growth or situations which could result in water damage (e.g., broken sprinkler head). Each unit should be surveyed for signs of water damage/mold at unit turnover. Inspection for water damage/mold should be incorporated into a community's turnover checklist. A complete unit turnover checklist can be found in other NAA CAMT materials.

Check boxes for **Clean** (areas are clean, equipment is properly functioning, no work required) or **Corrected** (deficiencies repaired). File completed checklist in unit maintenance file.

Unit exterior (signs of holding water or missing building components)	clean/corrected	Kitchen (note any signs of current or past signs of moisture)	clean/corrected	Bedroom (s) Indicate Locations	clean/corrected
Check Roof		Check Inside all Cabinets		Check Windows	
Check Gutters/Downspouts		Check Sink		Check Sliding Doors	
Check Stairs		Check Faucets		Check Walls and Ceilings	
Check Landscape		Check Flooring		Check Carpet	
Check Exterior Utility Closet		Check Walls and Ceilings		Check Carpet Tack Strip in Corners	
Check Irrigation System		Check Doors		Check Closet(s)	
Interior Entry (note any signs of current or past signs of moisture)	clean/corrected	Check Windows		Closets (note any signs of current or past signs of moisture)	clean/corrected
Check Door surfaces		Check Refrigerator		Check Shelving	
Check Inside of Closet		Check Ice Maker (connections)		Check Walls and Ceilings	
Check Windows		Check Dishwasher (underneath)		HVAC	clean/corrected
Check all Baseboards		Check Waste disposal		Check Operation	
Check Walls and Ceilings		Check Washing Machine		Check Air Circulation	
Check Flooring		Check Hoses		Check Thermostat	
Check Carpet		Check Dryer		Check Evaporator Coil	
Check Carpet Tack Strip in Corners		Check Dryer Vent		Check Condensate Pan	
Living Room	clean/corrected	Bathroom (s) Indicate Location	clean/corrected	Check Condenser Coil	
Check Inside of Closet		Check Lavatory Sinks		Check Condenser Fan Motor	
Check Doors		Check Bathtubs/Showers		Check Furnace	
Check Windows		Check Toilets		Check Baseboard Heaters	
Check all Baseboards		Check Inside all Cabinets		Check all Vents	
Check Walls and Ceilings		Check Shelving		Change Filters	
Check Flooring		Check Flooring			
Check Carpet		Check Walls and Ceilings			
Check Carpet Tack Strip in Corners		Check Interior Doors			
Check Fireplace		Check Windows			
Patio/Balcony (note any signs of current or past signs of moisture)	clean/corrected	Check Bathroom Exhaust Fans			
Check Roof		Hallways (note any signs of current or past signs of moisture)	clean/corrected		
Check Exterior Doors		Check Walls and Ceilings			
Check Deck Surface		Check Interior Doors			
Check Water Heater (all fittings)		Check Windows			
Check Storage Closet		Check Carpet			
Check Exterior Paint		Check Carpet Tack Strip in Corners			

IV. GUIDELINES FOR PROCESSING A MAINTENANCE SERVICE REQUEST

At the Office

1. Fill out a service request form and in doing so; record the observations of the resident regarding the presence of conditions that may be favorable to mold growth, or whether the resident believes mold growth is present. If a health concern is expressed or property damage is reported, immediately contact [insert name of appropriate corporate/management contact person] and submit an Incident Report.

Note: If the resident has had the mold tested, send a copy of the test results to [insert name of appropriate corporate/management contact person].

2. Treat the service request as a priority.
3. Complete the **Incident Tracking Log** (sample found at the end of this chapter). Maintain the Log in the management office.

At the Service Location

1. Determine the nature and extent of conditions favorable for mold growth, or mold, if any. Determine the source of any water infiltration or excessive moisture – interior and exterior.
2. If a source of water or excessive moisture is found: Stop the leak or cause of excessive moisture and dry all affected areas completely immediately, or within 24 hours of notification. Consult the procedures for drying out surfaces found in **Chapter V, Table 1**.
3. If no mold is found: Send **Resident Follow-up Letter** (sample found at the end of this chapter) indicating results of investigation.
4. If mold is found: Clean up the mold following the procedures outlined in **Chapter V, Table 2**.
5. Use the service ticket (**or Resident Follow-up Letter**) to inform the resident of the corrective action completed and additional steps to be taken, if any.

Back at the Office

1. Before determining that the remediation will require the use of outside professionals or that a unit be vacated, consult [insert name of appropriate corporate/management contact person] for guidance.
2. Complete the **Incident Tracking Log** to reflect what action was taken.

Within 7 – 10 Days

1. Send a **Resident Follow-up Letter**.
2. Log the follow-up action on the **Incident Tracking Log**.

**** COMPLETE EVERY STEP OF THESE GUIDELINES WHEN POSSIBLE****

**(Sample)
Incident Tracking Log**

Apt. #	Reported by:	Date	Condition Reported	Action Taken	Follow-Up Date	Follow Up Action
A1	Mr. Jones, Resident	Date	Smells musty	Inspected the apartment, repaired and dried out leak in the bathroom	Date	Sent follow-up letter to resident
B2	Maintenance	Date	Visible mold on window sill	Cleaned area with disinfectant	Date	Sent follow-up letter to resident

V. PROCEDURES FOR MOLD REMEDIATION

Once mold is identified, it is essential to identify and correct the underlying source of water intrusion. Otherwise, mold growth will recur. Generally speaking, if mold is either seen or smelled, it should be remediated. Thus, a visual inspection is the first step to assessing a mold service request (See Chapter III, page 2). According to the previously mentioned EPA guidelines, it is not essential to identify the types of mold (i.e., test) to remediate the situation. Under certain circumstances, however, it may be important to have building materials/air tested to determine the type of mold present. Consult with [insert name of appropriate corporate/management contact person] before proceeding with any testing.

If extensive (i.e., the total surface area of visible mold is greater than 100 square feet or the potential for increased resident or remediator exposure during remediation is estimated to be significant), it is important to consult an experienced professional with specific experience in mold projects to develop a remediation plan.

Sampling and Testing

Sampling and testing are to proceed only upon the approval of [insert name of appropriate corporate/management contact person]. A reputable Indoor Environmental Quality professional (preferably a Certified Industrial Hygienist) should conduct the sampling. The American Industrial Hygiene Association (AIHA) (www.aiha.org/) and the American Society of Cleaning Restorers (ASCR) (www.ascr.org) may provide leads. There are advantages to identifying a professional contact before you have a problem. A lab, accredited by AIHA's Environmental Microbiological Laboratory Accreditation Program (EMLAP), should perform all testing analysis.

Testing may involve bulk and/or air sampling.

1) Bulk Sampling

- Bulk or surface sampling involves taking a sample of material and performing laboratory analysis. Sampling and testing are not a prerequisite to remediation.

2) Air Sampling

- Air sampling may be utilized if the presence of mold is suspected (e.g., musty odors) but cannot be identified through a visual inspection.
- Any air sampling must also include an exterior air sample as a baseline sample for the ambient environmental level of mold.

- If air sampling is conducted, personnel conducting the sampling must be trained in proper air sampling methods.

Remediation

In all situations, the underlying cause of water accumulation must be fixed or the problem may recur. A prompt response (within 24 to 48 hours) and thorough clean up, drying and/or removal of water-damaged materials will prevent or limit mold growth.

EPA has delineated three levels of remediation, based on the total area of material affected by visible mold growth. (See Table 1 at the end of this Chapter.) EPA's guidelines and suggested work practices include the use of Personal Protective Equipment ("PPE") and containment systems based on the total surface area affected. Adapt or modify these guidelines to fit your situation and contact [insert name of appropriate corporate/management contact person] with any questions regarding retaining outside consultants.

In some circumstances, the property owner/manager may retain an environmental restoration consultant to deal with a water intrusion/mold problem. In other cases, it may be useful to obtain a written protocol prepared by an industrial hygienist or other qualified indoor air quality professional to be used as a guide for on-site staff to follow in conducting the remediation. Under certain circumstances, written confirmation from the contractor, which states that remediation has been performed and the property is habitable, should be obtained.

Table 1: Water Damage – Cleanup and Mold Prevention	
<i>Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth</i>	
Water-Damaged Material	Actions
Books and papers	<ul style="list-style-type: none"> • For non-valuable items, discard books and papers. • Photocopy valuable/important items, discard originals. • Freeze (in frost-free freezer or meat locker) or freeze-dry.
Carpet and backing – dry within 24-48 hours	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans.
Ceiling tiles	<ul style="list-style-type: none"> • Discard and replace.
Cellulose insulation	<ul style="list-style-type: none"> • Discard and replace.
Concrete or cinder block surfaces	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation	<ul style="list-style-type: none"> • Discard and replace.
Hard surface, porous flooring* (Linoleum, ceramic tile, vinyl)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure underflooring is dry; dry underflooring if necessary.
Non-porous, hard surfaces (Plastics, metals)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.
Upholstered furniture	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, you may wish to consult a restoration/water damage professional who specializes in furniture.
Wallboard (Drywall and gypsum board)	<ul style="list-style-type: none"> • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible.
Window drapes	<ul style="list-style-type: none"> • Follow laundering or cleaning instructions recommended by the manufacturer.
Wood surfaces	<ul style="list-style-type: none"> • Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood floors.) • Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. • Wet paneling should be pried away from wall for drying.

Source: U.S. EPA, "Mold Remediation in Schools and Commercial Buildings" (March 2001, Updated June 2001).

*The subfloor under the carpet or other flooring material must also be cleaned and dried. See the appropriate section of this table for recommended actions depending on the composition of the subfloor.

Table 2: U.S. EPA Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water*			
Material or Furnishing Affected	Cleanup Methods†	Personal Protective Equipment	Containment
SMALL - Total Surface Area Affected Less Than 10 square feet (ft²)			
Books and papers	3	Minimum N-95 respirator, gloves, and goggles	None required
Carpet and backing	1, 3		
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		
MEDIUM - Total Surface Area Affected Between 10 and 100 (ft²)			
Books and papers	3	Limited or Full Use professional judgment, consider potential for remediator exposure and size of contaminated area	Limited Use professional judgment, consider potential for remediator/occupant exposure and size of contaminated area
Carpet and backing	1,3,4		
Concrete or cinder block	1,3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1,2,3		
Non-porous, hard surfaces (plastics, metals)	1,2,3		
Upholstered furniture & drapes	1,3,4		
Wallboard (drywall and gypsum board)	3,4		
Wood surfaces	1,2,3		
LARGE - Total Surface Area Affected Greater Than 100 (ft²) or Potential for Increased Occupant or Remediator Exposure During Remediation Estimated to be Significant			
Books and papers	3	Full Use professional judgment, consider potential for remediator/occupant exposure and size of contaminated area	Full Use professional judgment, consider potential for remediator exposure and size of contaminated area
Carpet and backing	1,3,4		
Concrete or cinder block	1,3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1,2,3,4		
Non-porous, hard surfaces (plastics, metals)	1,2,3		
Upholstered furniture & drapes	1,2,4		
Wallboard (drywall and gypsum board)	3,4		
Wood surfaces	1,2,3,4		

Table 2 continued

*Use professional judgment to determine prudent levels of Personal Protective Equipment (PPE) and containment for each situation, particularly as the remediation site size increases and the potential for exposure and health effects rises. Assess the need for increased Personal Protective Equipment, if, during the remediation, more extensive contamination is encountered than was expected. Consult Table 1 if materials have been wet for less than 48 hours, and mold growth is not apparent. These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then the Occupational Safety and Health Administration (OSHA) requires PPE and containment. An experienced professional should be consulted if you and/or your remediators do not have expertise in remediating contaminated water situations.

†Select method most appropriate to situation. Since molds gradually destroy the things they grow on, if mold growth is not addressed promptly, some items may be damaged such that cleaning will not restore their original appearance. If mold growth is heavy and items are valuable or important, you may wish to consult a restoration/water damage/remediation expert. **Please note that these are guidelines; other cleaning methods may be preferred by some professionals.**

Cleanup Methods

- **Method 1:** Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning maybe an alternative for carpets and some upholstered furniture.
- **Method 2:** Damp-wipe surfaces with plain water or with water and detergent solution (except wood —use wood floor cleaner); scrub as needed.
- **Method 3:** High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags.
- **Method 4:** Discard _remove water-damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as normal waste. HEPA vacuum area after it is dried.

Personal Protective Equipment (PPE)

- Minimum: Gloves, N-95 respirator, goggles/eye protection
- Limited: Gloves, N-95 respirator or half-face respirator with HEPA filter, disposable overalls, goggles/eye protection
- Full: Gloves, disposable full body clothing, head gear, foot coverings, full-face respirator with HEPA filter

Containment

- Limited: Use polyethylene sheeting ceiling to floor around affected area with a slit entry and covering flap; maintain area under negative pressure with HEPA filtered fan unit. Block supply and return air vents within containment area.
- Full: Use two layers of fire-retardant polyethylene sheeting with one airlock chamber. Maintain area under negative pressure with HEPA filtered fan exhausted outside of building. Block supply and return air vents within containment area.

VI. RESIDENT FOLLOW-UP LETTER

Enter Community Name
Address
Phone Number

Date: ENTER DATE

To: ENTER RESIDENT(S) NAME

From: ENTER COMMUNITY Manager's NAME

Re: Follow-Up

Apt # _____

Dear Resident(s),

It has been (insert appropriate time) days since we inspected (and/or treated) your apartment. We hope that all of your concerns have been addressed (and/or remedied) to your satisfaction.

Please refer to the attached information, which contains useful tips for preventing mold growth in your apartment home.

If you notice any evidence of mold growth in your apartment, please immediately notify the management office.

Attachment

(Attachment can be any of the publications described under Chapter I such as the Tip Sheet on Mold; EPA's anticipated brochure on preventing mold in the home; CA brochure, *Mold in My Home*; or Consumer Federation publication.)

TIP SHEET ON MOLD

It is our goal to maintain the highest quality living environment for our residents. To help achieve this goal, it is important to work together to minimize the potential for conditions that could lead to the growth of naturally occurring mold.

Tips for residents

Residents can help minimize mold growth in their apartment homes by taking the following actions:

- Open windows. Proper ventilation is essential. If it is not possible to open windows, run the fan on the apartment air-handling unit to circulate fresh air throughout your apartment.
- In damp or rainy weather conditions, keep windows and doors closed.
- If possible, maintain a temperature of between 50° and 80° Fahrenheit within your apartment at all times.
- Clean and dust your apartment on a regular basis as required by your lease. Regular vacuuming, mopping, and use of environmentally safe household cleaners is important to remove household dirt and debris that contribute to mold growth.
- Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilets, windows and patio doors using a common household disinfecting cleaner.
- On a regular basis, wipe down and dry areas where moisture sometimes accumulates, like countertops, windows and windowsills.
- Use the pre-installed bathroom fan or alternative ventilation when bathing or showering and allow the fan to run until all excess moisture has vented from the bathroom.
- Use the exhaust fans in your kitchen when cooking or while the dishwasher is running and allow the fan to run until all excess moisture has vented from the kitchen.
- Use care when watering houseplants. If spills occur, dry up excess water immediately.

- Ensure that your clothes dryer vent is operating properly, and clean the lint screen after every use.
- When washing clothes in warm or hot water, watch to make sure condensation does not build up within the washer and dryer closet; if condensation does accumulate, dry with a fan or towel.
- Thoroughly dry any spills or pet urine on carpeting.
- Do not overfill closets or storage areas. Ventilation is important in these spaces.
- Do not allow damp or moist stacks of clothes or other cloth materials to lie in piles for an extended period of time.
- Immediately report to the management office any evidence of a water leak or excessive moisture in your apartment, storage room, garage, or any common area.
- Immediately report to the management office any evidence of mold growth that cannot be removed by simply applying a common household cleaner and wiping the area. Also report any area of mold that reappears despite regular cleaning.
- Immediately report to the management office any failure or malfunction with your heating, ventilation, air-conditioning system, or laundry system. As your lease provides, do not block or cover any of the heating, ventilation or air-conditioning ducts in your apartment.
- Immediately report to the management office any inoperable windows or doors.
- Immediately report to the management office any musty odors that you notice in your apartment.

Attachment B

Equipment List

The following equipment is available at most supply stores and is useful to have on site to deal with water intrusion and/or mold remediation.

1. Moisture meter
2. High efficiency particulate air (HEPA) filtered vacuum cleaner
3. Disinfectant or bleach and standard cleaning detergent
4. Wet vacuum
5. Blowers (have on site or know where to rent)
6. Dehumidifiers (have on site or know where to rent)
7. Localized containment bag (2-glove bags)
8. Disposable clothing (1 box)
9. N-95 Disposable Respirators (5 pack)
10. 6-mil disposable bags (1 box)
11. 6-mil Polyethylene sheeting (2 rolls)
12. Yellow caution tape (3 rolls)
13. Plastic spray cleaning bottles
14. Disposable scrub brush, sponges, and cloths



Analysis of Impediments to Fair Housing Choice

Housing Authority of the City of Lakeland

Annual Agency Plan 2022

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1. Introduction/Executive Summary

The mission of the Housing Authority of the City of Lakeland (HACL), FL-011, is to provide quality, affordable housing and self-sufficiency opportunities in an effective and professional manner, in the city of Lakeland and Polk County, Florida.

The HACL receives federal funds annually from the U.S. Department of Housing and Urban Development (HUD). Under this relationship, HUD requires all Public Housing Authorities (PHA) to prepare Agency Plans, including an Annual Plan. These Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families. The HACL's current Annual Plan covers the time period of January 1, 2022 through December 31, 2022. As part of the PHA Plan, the HACL consults with the City of Lakeland, and other stakeholders regarding any identified impediments to housing choice and to develop a plan to address those impediments.

The Fair Housing Act of 1968 required that all HUD programs be administered in a manner that affirmatively furthers fair housing. The HACL is committed to affirmatively furthering fair housing by:

- Conducting an analysis to identify impediments to fair housing choice;
- Taking appropriate actions to overcome the effects of any impediments identified through this analysis; and
- Maintaining records reflecting the analysis and actions taken.

The objectives of this process are broad, including

- Analyzing and eliminating housing discrimination in the jurisdiction;
- Promoting fair housing choice for all persons;
- Providing opportunities for inclusive patterns of housing occupancy regardless of race, color, religion, sex, familial status, disability or national origin;
- Promoting housing that is structurally accessible to, and usable by, all persons, particularly persons with disabilities; and
- Fostering compliance with the nondiscrimination provisions of the federal Fair Housing Act.

By undertaking this review, the Analysis of Impediments document establishes measures for the HACL and serves as:

- A comprehensive review of the HACL's administrative policies, procedures and practices with regard to fair housing opportunities;

- An assessment of how those laws, regulations, policies, and procedures affect the location, availability, and accessibility of housing; and
- An assessment of public and private sector conditions affecting fair housing choice.

The HACL is committed to furthering fair housing choice throughout its public housing communities and all administered programs.

2. Jurisdictional Background Data

The HACL was created by the State of Florida in 1939 pursuant to Florida Statute 421. The HACL manages affordable housing programs that offer many diverse housing and self-sufficiency opportunities to families and individuals residing in the city of Lakeland within Polk County, Florida

Housing Profile

The HACL affordable housing programs include conventional public housing, Section 8 and the mixed income affordable housing opportunities. The HACL Section 8 Program includes 1,585 Housing Choice Vouchers (HCVs) and the agency self-manages all of its communities including the following public housing and mixed income developments:

Public Housing Program		
Community	# Units	Type
Westlake Apartments	34	Multi-Family
John Wright Homes	20	Multi-Family
Cecil Gober Villas	37	Senior
Hampton Hills Homes	3	Homeownership
Williamstown	48	Senior
Total	142	

Mixed Income Communities			
Community	#Units	Type	Unit Mix
Dakota Park	40	Multi-Family	20 LIHTC, 20 Public Housing/LIHTC
Washington Renaissance	78	Elderly	48 LIHTC, 30 Public Housing/LIHTC
Washington Renaissance	118	Multi-Family	39 LIHTC, 79 Public Housing/LIHTC
Colton Meadow	72	Multi-Family	LIHTC
Villas at Lake Bonnet Homes	75	Multi-Family	LIHTC with 18 Project based Section 8
The Manor at West Bartow	100	Elderly	LIHTC, 99 Project based Section 8
Twin Lakes Phase 1	100	Elderly	90 LIHTC with 80 PBV and 10 PH/LIHTC
Twin Lakes Phase 2	132	Multi-Family	14 PH/LIHTC and 118 LIHTC
Twin Lakes Phase 3	78	Multi-Family	Pre-Development
Total	793		

Demographic Data

Demographics for the HACL are reflected below:

Program type: **Public Housing**

Level of Information: **Housing Agency within State and Polk County**

NOTE: Percentages in each area may not total 100 percent due to rounding.

Race/Ethnicity

Distribution by Head of Household's Race as a % of 50058 Received

HA	White Only	Black/African American Only	American Indian or Alaska Native Only	Asian Only	Native Hawaiian/Other Pacific Islander Only	White, American Indian/Alaska Native Only	White, Black/African American Only	White, Asian Only	Any Other Combination
FL011 - LAKELAND	37	62	0	0	0	0	0	0	0

HA	Hispanic or Latino	Non - Hispanic or Latino
FL011 - LAKELAND	28	72

Demographics of Public Housing Residents		
	Number of Residents	Comments
Race:		
• Black/African American	516	
• Native Hawaiian/Other Pacific Islander	0	
• White	150	
• American Indian/Alaska Native	0	
• Other	0	
Ethnicity:		
• Hispanic	157	
• Non-Hispanic	509	
Disabled Persons	114	
Head of Household:		
• Male	39	
• Female	241	

Demographics of Section 8 Participants		
	Number of Residents	Comments
Race:		
• Black/African American	1896	
• Native Hawaiian/Other Pacific Islander	1	
• White	1821	
• American Indian/Alaska Native	0	
• Other	0	
Ethnicity:		
• Hispanic	1300	
• Non-Hispanic	2417	
Disabled Persons	533	
Head of Household:		
• Male	133	
• Female	400	

Integration and Segregation

The chart below reflects demographics by HACL's housing communities.

Income Data

The HACL's average household income ranges from a low of \$0.00 to a high of \$49,443.00 with an overall average of \$14,814.00.

3. Evaluation of Jurisdiction's Current Fair Housing Legal Status

There have been no fair housing complaints or fair housing reviews in the last five years. Also, no fair housing discrimination suits have been filed against the HACL.

The Fair Housing Act and the state civil right laws recognize the following seven protected classes as: race, religion, color, sex, familial status, national origin and disability. If, however, a person feels they were discriminated against based on the perception of the person's sexual orientation or gender identity, a claim may be filed under the Fair Housing Act.

4. Considerations for Analysis of Impediments to Fair Housing Choice

As part of the Analysis of Impediments, a questionnaire was completed for programs administered by the HACL. The results are provided in Appendices 1 and 2. In addition, the HACL identified impediments to Fair Housing Choice.

Identified and Potential Impediments

Impediment #1: Isolation due to affordability issues

Section 8 Voucher Program recipients may not seek to live in areas with higher quality housing since landlords may not be willing to rent to lower income individuals. As a result, they may choose housing in specific areas with lower quality housing.

Impediment #2: Ability of low-income households interested in becoming homeowners

Due to low income and credit worthiness, families below the poverty level often find it difficult to purchase homes.

Impediment #3: Public awareness

Individuals may not know how to recognize discrimination and sometimes lack knowledge of Fair Housing Choice, specifically regarding their rights and responsibilities on housing issues.

Impediment #4: Physical accessibility

There is a shortage of inventory and a lack of knowledge regarding rights of those needing physical accessibility accommodations that are reasonable under the fair housing laws.

Impediment #5: Discrimination due to race, ethnicity, gender, disability

The HAAC recognizes that there is the potential for discrimination based on race, ethnicity gender and disability. As such, we have identified discrimination as an impediment.

5. Conclusions and Recommended Actions

Impediment #1: Isolation due to affordability issues

Section 8 Voucher Program recipients may not seek to live in areas with higher quality housing since landlords may not be willing to rent to lower income individuals. As a result, they may choose housing in specific areas with lower quality housing.

- Action 1 – Continue to assist Section 8 Voucher Program recipients in efforts to locate higher quality housing.
- Action 2 – Educate and work with landlords to increase the availability of Section 8 properties throughout the city of Lakeland
- Action 3 – When working with developers, encourage mixed income, universal design developments and utilizing the Uniform Federal Accessibility Standards (UFAS).

Impediment #2: Ability of low-income households to purchase housing

Due to low income and credit worthiness, families below the poverty level often find it difficult to purchase homes.

- Action 1 – Encourage and market financial and credit counseling services offered through other entities through the City of Lakeland and Polk County, Florida.
- Action 3 – Continue work with families who have expressed an interest in homeownership.
- Action 4 – Discuss hosting a Housing Fair with banks, social service agencies that assist with financial and credit services and education to aid with housing empowerment.

Impediment #3: Public awareness

Individuals may not know how to recognize discrimination and sometimes lack knowledge of Fair Housing, specifically regarding their rights and responsibilities on housing issues.

- Action 1 – Post information on the HACL's website and facilitate fair housing education.
- Action 3 – Inform/educate landlords through outreach efforts including trainings, meetings, literature and other methods.
- Action 4 – Support consumer education programs, such as homebuyer counseling and education.
- Action 5 – Participate in Fair Housing education efforts.
- Action 7 – Promote Fair Housing month.

Impediment #4: Physical accessibility

There is a shortage of inventory and a lack of knowledge regarding rights of those needing physical accessibility accommodations that are reasonable under the fair housing laws.

- Action 1 – Educate landlords and residents on reasonable accommodations requirements.

- Action 2 – Use of available resources to for necessary accessibility modifications.
- Action 3 – When undergoing substantial rehab of units, use universal design, where possible, to allow individuals to age in place and accessibility.
- Action 4 – When working with developers, encourage mixed income, universal design developments and utilization of the Uniform Federal Accessibility Standards (UFAS).

Impediment #5: Discrimination due to race, ethnicity, gender, disability

- Action 1 – Continue relationship with City of Lakeland and other organizations to promote fair housing.
- Action 2 – Educate staff on recognizing discrimination.
- Action 3 – Educate Staff by attendance in fair housing training.

7. Statement

The Housing Authority City of Lakeland as a recipient of federal funding and in order to comply with Affirmatively Further Fair Housing (AFFH) requirements has conducted an Analysis of Impediments to Fair Housing Choice and affirms that the Housing Authority will support the activities to assure nondiscrimination in the provision of housing.

APPENDICES

Appendix 1

Section 8 Program		
Question	Response	Comments
Has the Section 8 Program been found in noncompliance with any civil rights laws or regulations?	No	
Are there any court suits involving tenant application, selection and assignment policies/procedures?	No	
What is the pattern, by location and family type, of minority and non-minority voucher holders who rent your units?	No	
Are minorities located primarily in minority neighborhoods?	Yes	
What steps does Agency take to promote housing choice across all neighborhoods?	<p>To facilitate tenants moving outside of concentrated minority areas, Agency offered security deposit to persons who choose a unit outside</p> <p>Regular outreach to promote the program to landlords in all areas of jurisdiction. New applicants attend a briefing session prior to Voucher issuance which includes information on choosing a unit including a map of all neighborhoods served</p>	
Assist voucher holders who received their vouchers from Agencies in other jurisdictions?	Yes – if they choose their portability option In instances of portability	
Assist voucher holders with disabilities by providing assistance in locating available accessible housing?	Yes. All families receive the same information Offer a list at orientation of all known rental complexes in Kenton County. Handicapped accessible locations are marked.	

Section 8 Program

Question	Response	Comments
<p>Does the LHA provide up-to-date information about facilities and services available in all neighborhoods in which housing suitable to the needs of the voucher holder is available (locations of schools, day care, health and welfare and other social service agencies)?</p>	<p>Yes. This list is located in the orientation packet that is provided upon request.</p>	
<p>Does the Agency encourage voucher holders, particularly minorities, to look for housing in neighborhoods that are not traditional residential areas for the holder in question?</p>	<p>All families receive the same information.</p> <p>All participants are given neighborhood maps when they come in for the initial briefing. We also maintain a list of available units with landlord contact information, and this is available to all persons with a Voucher. These units typically include a wide variety of neighborhoods.</p>	
<p>Has Agency completed a self-evaluation of its policies, procedures and practices to determine whether they may adversely impact persons with disabilities during the application or tenanting process? If so, have all deficiencies been addressed?</p>	<p>Our policies and procedures are continuously evaluated to ensure we do not adversely impact applicants or tenants.</p> <p>No adverse impact identified</p>	
<p>Has Agency conducted a needs assessment to identify need for accessible units and does it have a transition plan to assure access?</p>	<p>To best serve applicants and tenants, we constantly review our participating units, policies and procedures.</p>	
<p>What steps has the Agency taken to assure that persons with disabilities have access to the same range of housing choices and types as are offered to persons without disabilities?</p>	<p>All applicants and tenants are treated in a fair and consistent manner</p> <p>Information is available to tenants who require special accommodations, and we do our best to ensure their needs are met.</p>	

Appendix 2

Public Housing Questionnaire		
Questions	Response	Comments
Has the PHA been found in noncompliance with civil rights laws or regulations?	No	
Are there any court suits involving tenant application, selection, assignment policies and procedures?	No	
Are there concentrations of racial or ethnic groups in one or more public housing site?	Yes Applications accepted from all persons. The PHA is undertaking a 5-year plan to address redevelopment, modernization and sustainability of all sites. The plan also addresses educational opportunities designed to improve the quality of life and economic position of residents.	
Does the PHA policy permit applicants to state a preference for one or more projects?	Yes All applicants may apply to multiple developments	
Are transfers permitted by current tenants?	Yes Current policy allows for transfers for special accommodations	
Does the PHA permit applicants to reject several units offers without losing their place on the waiting list?	Yes; 2 rejections for good cause, Applicant may remain on list but their application is refiled as of the date of the rejection	

Public Housing Questionnaire

Questions	Response	Comments
What are the PHA's policies for admitting persons with mental or nonphysical disabilities?	Persons are accepted as with any disability	
Has the PHA completed is Section 504 (of the Rehabilitation Act of 1973) assessments of need?	Yes	
Has the PHA completed a self-evaluation of its policies/procedures/practices to determine if they adversely impact persons with disabilities during application or tenanting process?	Yes; completed annually. Not all deficiencies are corrected due to age of properties and loss of Capital Funds	
Has the PHA completed a needs assessment to identify need for accessible units?	Yes	

AFFIRMATIVELY FURTHERING FAIR HOUSING POLICY

It is the policy of the Housing Authority City of Lakeland Housing (HACL) to provide services without regard to race, color, religion, national origin, ancestry, age, sex, familial status, physical handicap or disability.

I hereby certify that the HACL complies with all Fair Housing laws, statutes, regulations and executive orders as enumerated in 24CFR and Section 808 (e)(5) of the Fair Housing Act.

The HACL has examined its programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions' initiatives to affirmatively further fair housing that require the PHA's involvement.

It is the policy of the HACL to comply fully with all Federal, State, and local non-discrimination laws including; the Americans with Disabilities Act; and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity.

No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under the HACL housing programs.

To further its commitment to full compliance with applicable Civil Rights laws, the HACL will provide Federal/State/local information to applicants for and participants in the Section 8 Housing Program regarding discrimination and any recourse available to them if they believe they may be victims of discrimination. Such information will be made available with the application, and all applicable Fair Housing Information and Discrimination Complaint Forms will be made available at the HACL. In addition, all appropriate written information and advertisements will contain the appropriate Equal Opportunity language and logo.

The HACL will assist any family that believes they have suffered illegal discrimination by providing them copies of the Housing Discrimination Form. The HACL will also assist them in completing the form, if requested, and will provide them with the address of the nearest HUD Office of Fair Housing and Equal Opportunity.

The HACL will publicize the availability and nature of the Section 8 Program for extremely low-income, very low and low-income families in a newspaper of general circulation, minority media, and by other suitable means.

The HACL will communicate the status of program availability to other service providers in the community and advise them of housing eligibility factors and guidelines so that they can make proper referral of their clients to the program.

The HACL will hold briefings for landlords and property owners who participate in or who are seeking information about the Section 8 Program. The briefing is intended to:

- Explain how the program works;
- Explain how the program benefits landlords and property owners;
- Explain landlords and property owners' responsibilities under the program. Emphasis is placed on quality screening and ways the HACL helps landlords and property owners do better screening; and
- Provide an opportunity for landlords and property owners to ask questions, obtain written materials, and meet HACL staff.

The HACL will particularly encourage landlords and property owners of suitable housing units located outside of low-income or minority concentration to attend. Targeted mailing lists will be developed, and announcements mailed.

The HACL will post, in each of its offices in a conspicuous place and at a height easily read by all persons including persons with mobility disabilities, the following information:

- The Section 8 Administrative Plan;
- Notice of the status of the waiting list (opened or closed);
- Address of all HACL offices, office hours, telephone numbers, TDD numbers, and hours of operation;
- Income Limits for Admission;
- Informal Review and Informal Hearing Procedures;
- Fair Housing Poster; and
- Equal Opportunity in Employment Poster

The HACL will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000(d)) and regulations pursuant thereto (Title 24 CFR part I), which state that no person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal financial assistance, and will immediately take any measures necessary to effectuate this agreement. With reference to the real property and structure(s) thereon which are provided or improved with the aid of Federal financial assistance extended to the applicant, this assurance shall obligate the applicant, or in the case of any transfer, the transferee, for the period during which the real property and structure(s) are used for a purpose for which the Federal financial assistance is extended or for another purpose involving the provision of similar services or benefits.

The HACL will comply with the Fair Housing Act (42 U.S.C. 3601-19), as amended, and with implementing regulations at 24 CFR part 100, which prohibit discrimination in housing on the basis of race, color, religion, sex, disability, familial status or national origin.

The HACL will comply with Executive Order 11063 on Equal Opportunity in Housing and with implementing regulations at 24 CFR Part 107 which prohibit discrimination because of race, color, creed, sex or national origin in housing and related facilities provided with Federal financial assistance.

The HACL will comply with Executive Order 11246 and all regulations pursuant thereto (41 CFR Chapter 601), which state that no person shall be discriminated against on the basis of race, color, religion, sex or national origin in all phases of employment during the performance of Federal contracts and shall take affirmative action to ensure equal employment opportunity. The applicant will incorporate, or cause to be incorporated, into any contract for construction work as defined in Section 130.5 of HUD regulations the equal opportunity clause required by Section 130.15(b) of the HUD regulations.

The HACL will comply with Section 3 of the Housing and Urban Development Act of 1968, as amended (12 U.S.C. 1701(u)), and regulations pursuant thereto (24 CFR Part 135), which require that to the greatest extent feasible opportunities for training and employment be given to lower-income residents of the project and contracts for work in connection with the project be awarded in substantial part to persons residing in the area of the project.

The HACL will comply with Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), as amended, and with implementing regulations at 24 CFR Part 8, which prohibit discrimination based on disability in Federally-assisted and conducted programs and activities.

The HACL will comply with the Age Discrimination Act of 1975 (42 U.S.C. 6101-07), as amended, and implementing regulations at 24 CFR Part 146, which prohibit discrimination because of age in projects and activities receiving Federal financial assistance.

The HACL will comply with Executive Orders 11625, 12432, and 12138, which state that program participants shall take affirmative action to encourage participation by businesses owned and operated by members of minority groups and women.

If persons of any particular race, color, religion, sex, age, national origin, familial status, or disability who may qualify for assistance are unlikely to be reached, the HACL will establish additional procedures to ensure that interested persons can obtain information concerning the assistance.

The HACL will comply with the reasonable modification and accommodation requirements and, as appropriate, the accessibility requirements of the Fair Housing Act and section 504 of the Rehabilitation Act of 1973, as amended.

The HACL is working with the City of Lakeland to eliminate the City of Lakeland's impediments to Fair Housing. The City of Lakeland's actions to correct impediments to fair housing are as follows:

Discrimination Based on Race/National Origin or Disability

The City of Lakeland will ensure that any complaints that are received are forwarded to HUD for investigation. In addition, the City of Lakeland will take the following actions to raise public awareness on this issue.

- Proclaim February of each year Fair Housing Month. Display fair housing posters in all public buildings (ongoing).
- Print and distribute (in English/Spanish) fair housing bookmarkers in their library.
- Provide HUD's Fair Housing Complaint forms at City of Lakeland offices and the library.
- Contact the Board of Realtors and the apartment managers' association to volunteer to participate in fair housing training at their meetings, symposiums, and housing events.
- Continue the practice of providing Fair Housing information at a "both" at public events and symposiums. (ongoing)

Affordable Housing

The City of Lakeland will continue to provide education and outreach to landlords, property owners, realtors, developers, banks and non-profit organizations who provide or develop affordable housing. In addition, the City of Lakeland will continue to seek ways to assist developers and all of those involved in affordable housing in locating land, providing waivers of fees, grants and low interest loans and technical assistance to encourage the development of affordable housing and compliance with fair housing laws. Any agreements executed with affordable housing providers will incorporate the requirements of the equal opportunity and fair housing laws.

Financial Plan for Accomplishment

The City of Lakeland will continue to set aside funds each year from its entitlement grant to fund Fair Housing activities on an annual basis.

Mechanism for Updates

The Housing Program Office is the lead contact agency, and as such maintains up to date information on all changes of

federal, state and local rules. This office will maintain and keep track of changes in legislation and any required applicable actions to ensure compliance with HUD goals and rules.

Commitment from Local Officials

The City of Lakeland City Commission through both its proclamation and funding will provide proof of its commitment to fair housing.



**HOUSING AUTHORITY
OF THE CITY OF LAKELAND, FLORIDA**

FAMILY SELF SUFFICIENCY

ACTION PLAN

ADD TO 2022 HCV ADMIN PLAN AND PH ACOP

**Housing Authority of Lakeland
430 Hartsell Avenue, Post Office 1009
Lakeland, Florida 33802
(863) 687-2911
FAX (863) 682-1226**

**HOUSING AUTHORITY OF THE CITY OF LAKELAND, FLORIDA
FAMILY SELF SUFFICIENCY
ACTION PLAN**

INTRODUCTION

The Lakeland Housing Authority (LHA) is the quasi-government agency created for the oversight of HUD funding included, but not limited to PH/HCV programs. LHA has approximately 281 public housing units located on eight (9) housing complexes.

LHA's Section 8 is responsible for (1,624 HCV, 25 Mainstream Disable Vouchers, 60 Emergency Homeless Vouchers and 15 Foster Youth Vouchers). Individuals being assisted through both the Public Housing and Section 8 HCV program have been determined eligible to receive housing assistance based on income, family size, disability or age qualifications and other criteria in accordance with LHA's Admissions and Continued Occupancy Policy & Administrative Plan.

Family Self Sufficiency (FSS) Availability

At the present time the number of mandatory Section 8 slots has been reduced from Eighty-eight (88) although HUD allows the mandatory slots to be reduced each time an FSS successfully completes the program. LHA's has opted to continue using the original number of slots (88). The LHA Board of Commissioners has authorized Fifty (50) Public Housing FSS slots (not HUD mandated). The Public Housing slots can be increased based on available funding and an exhibited need. The criteria established for participation in the FSS program will be the same for all participants. Anyone interested in participating in the FSS program may volunteer to do so.

Goals

The primary goal of the FSS Program is that participating families achieve social and economic independence by receiving necessary training and that all individuals in the household who are able become gainfully employed. Each family should be free from any dependence on public assistance programs. A secondary goal to be discussed with each family is home ownership.

Documents

Several documents, which are required by HUD to be kept on file, identify the screening and program oversight procedures, which assist in creating an environment to actively communicate with each resident to assure every opportunity for the success of reaching goals of economic independence.

- The **Instructions for Executing the Contract of Participation** will set forth the instructions established by HUD and identifies the responsibilities and obligations on the part of the resident and the LHA. (Exhibit A)
- The **Contract of Participation** will set forth the provisions established by HUD and identifies the responsibilities and obligations on the part of the resident and the LHA. (Exhibit B-form **HUD-52650**)

- The **Individual Training and Services Plan (ITSP)** includes interim and long-term goals, objectives and a time frame specifically designed for each resident and his/her family. In addition, the ITSP will list the resources and available supportive services for each family. (Exhibit C)
- The **LHA Family Self-Sufficiency Program FSS Escrow Account Credit Worksheet** (Exhibit D1) used to illustrate the **HUD Family Self-Sufficiency Program FSS Escrow Account Credit Worksheet** calculation process (Exhibit D2-form **HUD-52652**)

Family Self-Sufficiency Program Coordinating Committee

An advisory group composed of local professionals and residents will oversee the activities and resident involvement in the FSS Program. The composition of the advisory group will be representative of resources for the residents in the areas of employment and education barriers, social needs and other potential growth and development phases of economic self-sufficiency. Representatives may include (but will not be limited to) educators, bankers with knowledge of personal credit areas and mortgage loans, community action agency staff, transportation disadvantaged, law enforcement staff, housing authority staff, residents, health care providers, ministers, job training and vocational rehabilitation, childcare providers, vocational rehabilitation and/or private employers.

The committee will assist in assessing potential participants, reviewing individual progress reports, determining successful completion status and advising staff on potential supportive services and job placements. They will also be asked to make recommendations about potential changes that could enhance the FSS program and its relationship to other LHA programs.

Staffing

The Family Self-Sufficiency Coordinators will oversee the activities of the FSS programs for both PH & HCV. The individuals conducting orientation and re-certification workshops for both Public Housing and Section 8 will work to recruit new participants and make time available for the appropriate staff person (or participant) to make a presentation about the FSS program.

PARTICIPANT RECRUITMENT

Printed Materials

The FSS program is desirable to a variety of individuals receiving housing assistance from the LHA. Residents at various stages of training and/or an employment status have extremely diverse reasons for wanting to participate in the FSS program. All possible sources for public notification and on-going recruitment will be used. These will include (but not be limited to) flyers distributed to residents during orientation, door to door delivery, newsletters, posting at manager's offices and reception areas, utility payments made to residents and resident meetings. In addition, an annual mailing to all housing assistance recipients will be made to reinforce the availability of this program. All public recruitment notices for new residents will also include mention of the FSS Program. Whenever it is possible the local media will be used to recognize successful participants.

Staff Outreach

Public Housing Managers approach each resident about the FSS program at the time notice is given of any change in status (i.e., return to school, employment opportunities, changes in family composition).

Other Agencies

As welfare reform has become more of a reality in Florida, the collaborative efforts by several agencies for the success of a family are on going. Opportunities to alert caseworkers from the Department of Children and Families, United Way, Jobs and Benefits, Polk Work One Stop Center, Vocational Training, Vocational Rehabilitation, WAGES, Head Start and other programs about the FSS opportunities are readily available. FSS is a viable component to enhance participation in any of the above-mentioned programs. The Lakeland Housing Authority is represented on the Polk County Workforce Development Board and will continue to be an active participant in Welfare Reform Programs in the area.

SCREENING AND SELECTION PROCEDURES

Participation remains on a voluntary basis; program application forms are outlined in the attached copy of the FSS documents. Acceptance into the program will be based on availability of space and the reality of a resident achieving the determined goals established with the Resident Services Associates and the FSS Coordinator. Priority for participation will be determined on a first come first served basis. Each individual must be in good standing with the Lakeland Housing Authority and if applicable the Section 8 Landlord. In addition, individuals who are in academic or vocational training, unemployed and/or underemployed will be given priorities for vacant slots. Individuals who are college graduates with a marketable skill and who are gainfully employed will not be considered in need of the FSS program.

In the event that there are no vacant slots for Section 8 residents, a waiting list will be established. By quarterly review, inactive participants will be removed from the roster and those residents on the waiting list will be approached about participating in the program at the new date. In the event that there are no vacant slots for Public Housing residents and there are no inactive participants during a review process, additional slots will be requested from the board in increments of (ten) 10 slots at a time. The Board will determine the reasonableness of the request. The decision about the extra slots will be determined based on funding availability and demand.

To be determined active, each participant will be expected to attend resident and FSS meetings, mail monthly reports identifying education progress or employment training outcomes and have a contribution to an escrow account if employed. The head of household will have an ITSP on file and other adults in the household participating in the FSS program. Participants will act whenever possible as mentors for other residents.

The FSS Coordinator will give an orientation to each participant and will assist in developing a full ITSP including family barriers to employment. Youth in need of academic remediation, school dropouts, pregnant or parenting teens or any other status which may be causing the

resident to have employment barriers will be addressed. The family will be assisted in overcoming those barriers.

Instruction for Executing the Contract of Participation

See the attached Instruction for Executing the Contract of Participation and the Contract of Participation presently being used for FSS participants. (Exhibit A)

The Contract of Participation

See the attached Instruction for Executing the Contract of Participation and the Contract of Participation presently being used for FSS participants. (Exhibit B)

Individual Training and Services Plan

An ISTP has been designed for each client and will be reviewed with the FSS Coordinator on an annual basis or if the participant makes a request, more frequently. (Exhibit C)

INTEGRATION OF SERVICES

The collaborative programs run by the Lakeland Housing Authority including an Office Skills Trainee Program, Traviss Technical Center, Healthy Families, Kid House, Computer Job Search Center are on-site activities that are currently in place. In addition, nonfinancial agreements are in place with the Polk Workforce Development Board, Polk Work One Stop Center, United Way, Florida Department of Labor Jobs and Benefits to provide employment and training services to LHA residents.

SUPPORTIVE SERVICES

All FSS participants when enrolled in employment and training activities will be assisted in utilizing local resources for childcare, transportation, medical and dental services, clothing and other supportive services. Public Housing residents may be eligible for benefits available through available grants and all LHA residents will be assisted through all potential sources identified by the Resident Services Associates. Welfare reform identifies several transitional services as residents enter the workplace. On site training courses are Computer training, GED, FCAT, Job Search Center, and TABE testing.

SPECIAL PROGRAMS

In addition to employment and training programs, FSS participants will be expected to participate in growth and development training opportunities to include but not be limited to:

- Budget Counseling and Credit
- Parenting and Family Planning
- Health Issues including substance abuse and sexually transmitted disease awareness
- Home Ownership Opportunities
- Decision Making and Conflict Resolution programs
- Citizenship and Volunteer Opportunities
- SHARE Food Program
- Home Maintenance and Repair

On-Going Programs

Several agencies receive funding from a variety of sources to operate programs on public housing properties. Because of the demands placed on working parents by family members, FSS participants are encouraged to enroll dependents in after-school programs for literacy, recreation, health and social issues.

CAREER AND PERSONAL COUNSELING

It is a goal of the FSS program to have each resident achieve social and economic independence by receiving necessary training and that all individuals in the household who are able become gainfully employed. To make the most effective use of funds and time available, each FSS participant will be directed to a compatible career path whenever possible. Through a process of combining local resources with the identified desires of the resident, the EDSS and HOPE VI staff will subjectively determine the assessment to be done on each eligible resident. Objective measurements will be conducted when determined necessary to identify academic and vocational skill levels, aptitude and ability for each person entering the workplace.

JOB DEVELOPMENT, TRAINING AND PLACEMENT

The Lakeland Housing Authority is represented on the Polk Workforce Development Board by the membership of a Commissioner of the Authority. As part of this effort, LHA is committed to provide job placement and training for all residents including FSS participants. The FSS Coordinators and Resident Services Associates work to access local services to assist all eligible residents in overcoming personal and family barriers to employment.

These barriers may include but are not limited to the following:

Low Academic Levels:

In need of GED or HS Equivalency, School Dropout, Reading and Math below 8th grade level.

Non-English Speaking:

Incapable of reading or performing work related tasks in English

Low Vocational Skills:

No marketable ability or work history
Physical or Mental Barrier:
Receiving disability benefits or in the process of being determined eligible for benefits
Need for supportive services such as transportation, childcare, clothing, etc.

WORK PLACEMENT

Resident Services Associates are working by non-financial agreement with the Florida Department of Labor to assist all residents in subsidized housing through the Lakeland Housing Authority in finding meaningful employment. Access to the job bank information available at the Jobs and Benefits office has been arranged at the Washington Park Housing Complex in the Emma Mae Smith Turner Community Center. A Job Club is being conduct there on occasion. In addition, the WAGES and JTPA staffs are working with the residents eligible for those activities.

SUPPLEMENTARY EDUCATION

As a result of WAGES, clients who may have once been eligible for JTPA are in some instances being sent into the workplace with very minimal job skills. The Resident Services Associates have been reviewing families enlist in the FSS, and other grant funded programs to assist in decision making about the appropriate use of available childcare funding and other supportive services which may assist eligible residents in returning to school to upgrade or gain much needed job skills training.

The Lakeland Housing Authority operates an office skills trainee program in conjunction with the WAGES program. Also, an adult education program offering GED preparation is conducted at the Westlake Community Center and Computer Courses.

Courses are available for tuition skills upgrade or academic remediation course that will make a difference in job placement.

TRANSPORTATION

Public transportation and LHA transportation will be provided for FSS participants for training and other FSS related activities sponsor by LHA.

UNAVAILABILITY OF SUPPORTIVE SERVICES

In some instances, a resident may not be able to meet work related goals as a result of the unavailability of supportive services. If the FSS Coordinator determines with the resident that the need for supportive services is temporary, an extension to the time period for completion of the FSS program may be requested. If it is the recommendation of the FSS Coordinator that the client will not be able to complete the FSS Contract, the client may be released from the Contract.

SHORT- AND LONG-TERM GOALS

Page one of each participant's Individual Training and Services Plan includes space for the final goal and an area to list the interim goals needed to achieve the final goal. (See Exhibit E) The additional pages provide a format for recording each interim goal and specific information related to its achievement. The participant and FSS Coordinator or another authorized LHA representative must sign the final page of each participant's plan.

Interim goals must be specified along with the activities and services needed to achieve them. For example, a single mother with two children who has an interim goal of completing her secondary education might require several different activities and services to achieve that goal. These could include transportation, tutoring, and/or childcare. One of the interim goals for families receiving welfare assistance is to become independent of welfare assistance for at least twelve (12) consecutive months before the end of the contract. Any Family that is receiving welfare assistance must have this included as an interim goal in the Head of the Family's Individual Training and Services Plan.

The final goal listed on the Individual Training and Services Plan of the Head of the Family must include getting and maintaining suitable employment specific to that individual's skills, education, job training, and the available job opportunities in the area.

General Short and Long Term FSS Family Goals Recommendation

Monthly Reports

The family must submit a monthly report identifying the completion of goals and the employment status. (Exhibit E)

ESCROW FUNDS ACCOUNT

The Lakeland Housing Authority will establish a single depository escrow account for all FSS families who have had an increase in earned income since the effective date of the Contract of Participation and are in compliance with all HUD rules and regulations. Earned income shall be income from wages, salaries, other employee compensation, and regular or special pay for a member in the armed forces, as well as, earnings from self-employment. These funds will be deposited in an interest-bearing HUD approved investment. Investment interest shall be credited periodically, or annually to each participating family's FSS account with annual reports provided to FSS families.

The escrow credit for low-income families, whose incomes are between fifty and eighty percent of the area median income will be based on fifty percent of the median income limit. Escrow credit worksheets will be calculated at each interim or annual re-certification where there has been an increase in earned income since the effective date of the Contract of Participation.

A Section 8 FSS Family has successfully completed the FSS program whenever thirty percent (30%) of the family monthly-adjusted income equals or exceeds the Fair Market Rent (FMR) for the size of the unit and the area in which it is located. At such time the FSS family may receive escrow if no family member is receiving welfare assistance. A public housing FSS Family has successfully completed the FSS program whenever thirty percent (30%) of the family's monthly income equals or exceeds the Fair Market Rent (FMR) for the unit the family qualifies for or occupies, and when no family member receives welfare assistance. (HUD defines ceiling rent as "the amount the HA will require for a particular unit size. The HA determines the ceiling rent, which is similar to FMR used in the Section 8 Certificate program"). Families can receive the escrow credit fund if they are independent of welfare assistance for twelve consecutive months prior to the successful completion of the contract. In addition, the family must sign a statement attesting to this. The FSS Coordinator will verify information by telephone verification or written verification from the Department of Children and Families. The FSS program is graded yearly by the Section 8 Management Assets Program (SEMAP) indicator report from Public Housing Information System (PIC), and the percent of FSS enrollment and escrow account balance fund.

"Welfare assistance" means income assistance from Federal or State welfare programs and includes only cash maintenance payments designed to meet a family's ongoing basic needs. The definition borrows from the Department of Health and Human Services' TANF definition of "assistance" and excludes nonrecurring short-term benefits designed to address individual crisis situations. For FSS purposes, the following do not constitute welfare assistance: food stamps; emergency rental and utilities assistance; and SSI, SSDI, and Social Security.

As a general rule LHA, at its sole option, can authorize a one time interim partial release of the escrow funds during the term of the Contract of Participation: when a minimum of one year of participation has passed, upon recommendation from the FSS Coordinator, when the family has fulfilled certain interim Contract goals, and needs a portion of the escrow and it is determined that the family needs the funds to successfully complete the contract. Considerations for escrow account expenditures may include homeownership, tuition or related training expenses, small business start up expenses, automobile purchase for work related activities, job training and/or

equipment and supplies. The amount of the request is limited to twenty percent (20%) per year of successful contract completion.

FSS PORTABILITY

An FSS family must make a commitment to remain in a residence in the jurisdiction of the LHA for a minimum period of one (1) year from the date the FSS Contract is signed. If the family chooses to move to a new area after that time, a separate escrow account for the family will be established. All performance expectations are identified in the Contract of Participation.

REJECTION OF AN APPLICANT

An applicant will not be accepted into the FSS program if one or more of the following conditions exist:

1. The applicant's income does not fall under Section 8 or Public Housing guidelines.
2. The applicant refuses to pay money owed to the Housing Agency.
3. The applicant is uncooperative during the interview process and/or behaves in a belligerent, abusive or irresponsible manner. This could include being chronically late for appointments and/or failing to participate in meetings.
4. The applicant appears to or is involved in criminal behavior and shows no indication towards rehabilitation.
5. The supportive services, which may be needed for the successful completion of interim and long-term goals, are not available.
6. The family was previously enrolled in FSS and successfully completed and received their final escrow disbursement or did not complete the contract and failed to be removed from the FSS program with the permission of the appropriate parties.

TERMINATIONS

An FSS participating family may be terminated from the program for any of the following reasons:

1. The participating family fails to comply with the Contract of Participation and/or the Individual Training and Services Plan.
2. The participant voluntarily withdraws from the FSS program for personal reasons.
3. The participant withdraws or is asked to leave by mutual consent of all parties.
4. The Contract of Participation and/or any extensions expire.
5. The participant or family member commits fraud, any criminal activity or a violation of the LHA lease that cannot be corrected.
6. The participating family is deemed to be acting in a manner that is inconsistent with any aspect of the FSS program and the purpose of the program.

APPEALS

The family who is either rejected from participating or terminated from the program has the right to request an appeal through the following process within ten (10) working days of the rejection or termination. Send a letter to the FSS Coordinator or the Executive Director it will be reviewed by the Program Coordinating Committee. The Program Coordinating Committee will make a final determination. If at any time, the family status changes that the family believes it may be eligible for participation in the FSS program, the family may reapply.

EXIT INTERVIEWS

Exit interviews will be conducted through a survey or personal contact with each out-going participant who successfully completes the program for the purpose of increasing the capabilities of the program. All FSS "Alumni" will be encouraged to volunteer for resident committees and other functions in which they will have invaluable contributions to the success of on-going programs. Miscellaneous recruitment information will be reviewed by the Alumni to help with communication with residents.

EXHIBIT A

Instruction for Executing the Contract of Participation

U.S. Department of Housing and Urban Development
Section 8, Public Housing and Indian Housing Programs
FAMILY SELF-SUFFICIENCY PROGRAM

Page ____ of ____

Instructions for Executing the Contract of Participation

Parties to the Contract/Signatures

- The Head of the participating Family must be the adult member of the Family who is the Head of the household for income eligibility and rent purposes.

Term of Contract

- The effective date is the first day of the month following the date the contract was signed by the Family and the LHA Representative
- The expiration day is five years from the effective date of the contract.
- If the LHA decides to extend the term of the contract, the original expiration date listed on page one of the contract must be crossed out and the new expiration date added. Initial all changes.
- If a Family moves under Section 8 portability procedures and is going to participate in the receiving Housing Authority's FSS program, the effective date of the contract between the Family and the receiving Housing Authority is the first day of the month following the date the contract was signed by the Family and the Housing Authority's Representative. The expiration date of the contract between the receiving Housing Authority and the Family must be the same as the expiration date of the contract between the LHA and the Family.

FSS Escrow Account

- The income and rent numbers to be inserted in Section V of the Contract may be taken from the amounts on the last reexamination or interim determination before the Family's initial participation in the FSS program, unless more than 120 days will pass between the effective date of the reexamination and the effective date of the contract of participation. If it has been more than 120 days, the LHA must conduct a new reexamination or interim redetermination.
- If a Family moves under Section 8 portability procedures and is going to participate in the receiving Housing Authority's FSS program, the receiving Housing Authority must use the amounts listed for annual income, earned income, and Family rent shown in Section V of the contract between LHA and the Family.

Changes to the Contract

- This contract of participation can only be changed to modify the contract term, the Head of the Family, or the Individual Training and Services Plans.
- Any change of the Head of the Family under the contract must be included as an attachment to the contract. The attachment must contain the name of the new designated Head of the Family, the signatures of the new Head of the Family, an LHA representative, and the date signed.
- Any change(s) to an Individual Training and Services Plan must be included as a revision to the Individual Training and Services Plan (attachment) to which the change applies. The revision must include the item changed, signatures of the participant and an LHA representative, and the date signed.
- For extensions to the contract term, see the "Term of Contract" section.
- If, twelve months after the effective date of the contract, a Family in the Section 8 FSS program moves outside of the LHA jurisdiction, under Section 8 portability procedures, the LHA may take one of the following actions.
 1. The LHA may permit the Family to continue to participate in its FSS program, if the Family demonstrates to the LHA's satisfaction that it can meet the Family responsibilities of the contract in the new location. In this case, the existing contract remains in effect with no change. The LHA must transfer the Family's FSS escrow account balance when the receiving Housing Authority absorbs the Family.
 2. The receiving Housing Authority may permit the Family to participate in its FSS program. If so, the LHA must terminate its contract with the Family. The LHA must also transfer the Family's FSS escrow account balance when the receiving Housing Authority absorbs the Family. The receiving Housing Authority will execute a new contract with the Family.
 3. In cases where the Family cannot fulfill its Family obligations in the new location, and the receiving Housing Authority does not permit the Family to participate in its FSS program, the contract between the LHA and the Family shall terminate and the Family will lose the funds in its FSS escrow account.

Incentives

- If a Housing Authority has chosen to offer incentives in connection with the FSS program, these incentives may be included in the Individual Training and Services Plan or as an attachment to the contract.

Individual Training and Services Plans

- The contract must include an Individual Training and Services Plan for the Head of the Family. Other Family members age eighteen and older may choose to execute an Individual Training and Services Plan, if agreed to by the LHA.
- The resources and supportive services to be provided to each Family member must be listed in the Individual Training and Services Plans that become attachments to the contract of participation.
- Page one of each participant's Individual Training and Services Plan includes space for the final goal and an area to list the interim goals needed to achieve the final goal. The additional pages provide a format for recording each interim goal and specific information related to its achievement. The participant and LHA representative must sign the final page of each participant's plan.
- Interim goals must be specified along with the activities and services needed to achieve them. For example, a single mother with two children who has an interim goal of completing her secondary education might require several different activities and services to achieve that goal. These could include transportation, tutoring, and/or childcare.
- All completion dates included in the Individual Training and Services Plan must be on or before the contract of participation expires.
- One of the interim goals for families receiving welfare assistance is to become independent of welfare assistance for at least twelve (12) consecutive months before the end of the contract. Any Family that is receiving welfare assistance must have this included as an interim goal in the Head of the Family's Individual Training and Services Plan.
- The final goal listed on the Individual Training and Services Plan of the Head of the Family must include getting and maintaining suitable employment specific to that individual's skills, education, job training, and the available job opportunities in the area.
- The FSS Coordinator must determine if unavailable services are an integral part of the Family's progress or advancement towards self-sufficiency. If services are not integral to the Family's progress, the FSS Coordinator shall review the Individual Training and Services Plan to delete services and modify the contract to remove any obligations on the Family to accept unavailable services. If unavailable services are an integral component of success, the FSS Coordinator shall declare the contract null and void and reclassify the FSS Family as a non-FSS Family.

Short and Long Term FSS Family Goals

Years 1-2

- Vocational or education training
- Job training or employment for advancement
- Must be employed in a realistic field to progress or advance
- Must have actively sought employment and be able to verify that sincere efforts have been made to gain employment
- Must follow through with all referrals for employment

Years 2-3

- Employment with potential for advancement
- Involvement in vocational or educational training for degree
- Must be near completion in education or vocational training
- Must have been employed during some part of this period or actively seeking employment
- Must have completed interim goals in the Individual Training and Services Plan

Years 4-5

- Employed and working towards self-sufficiency
- Involved and near completing training
- Must actively seek employment and obtain employment upon completion of training
- Must be independent of Federal or State welfare assistance at least twelve (12) consecutive months prior to the contract expiring.
- Must have completed an Individual Training and Services Plan

EXHIBIT B
The Contract of Participation

EXHIBIT C

Individual Training and Services Plan (ITSP)

EXHIBIT D

HUD Family Self-Sufficiency Program FSS Escrow Account Credit Worksheet (An illustration of the process. PHA may develop own)

LHA Family Self-Sufficiency Program FSS Escrow Account Credit Worksheet

EXHIBIT E

Monthly Reporting Forms

EXHIBIT F

Miscellaneous Recruitment Information

Housing Authority City of Lakeland Limited English Proficiency (LEP) Plan

It is the policy of Housing Authority City of Lakeland (LHA) to ensure that persons with Limited English Proficiency (LEP) are not discriminated against nor denied meaningful access to and participation in the programs and services provided by the Housing Authority. In order to ensure meaningful access and participation for LEP persons, LHA will notify such persons that language services are available to them at no cost and will take reasonable steps to see that language services are provided according to the provisions of LHA's Plan as described below.

The LEP Plan and Policies that follow will apply to all of Housing Authority City of Lakeland's programs, services and facilities.

It is the intent of Housing Authority City of Lakeland, in providing language services to LEP persons, to achieve a balance that ensures meaningful access to programs and services while not incurring undue burdens on LHA resources.

LHA has designated Carlos Pizarro as the LEP Coordinator. This employee will provide oversight for the implementation of the LEP Plan and Policies, coordinate and facilitate delivery of LEP language services, ensure that staff receives appropriate training on LEP Policies and Procedures, and direct the ongoing monitoring and periodic assessment of the LEP Plan and Policy's effectiveness.

Definitions

Limited English Proficiency Person. Any person who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English. Such person or persons will be entitled to language assistance at no cost to themselves with respect to a particular type of service, benefit, or encounter.

Vital Document. Any document that contains information that is critical for obtaining or maintaining the services or benefits that are supported by Federal funds, or that are required by law. Such documents may include, but are not limited to, applications, consent forms, notices of participant rights and responsibilities, disciplinary notices, letters or notices that require a response from the participant or beneficiary, legal notices, and notices advising LEP persons of the availability of free language services

Interpretation. The act of listening to spoken words in one language (the source) or orally translating it into another language (the target).

Translation. The replacement of a written text from one language into an equivalent written text in another language. It is noted that some LEP persons cannot read in their own language and back up oral

interpretation services may be needed for written documents.

Four-Factor Assessment. This is an assessment tool used by the Recipient of federal funding to determine the extent of its obligation to provide LEP services. These four factors are: (1) the number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee; (2) the frequency with which LEP persons come into contact with the program; (3) the nature and importance of the program, activity, or service provided the program to people's lives; and (4) the resources available to the grantee / recipient and costs.

Who is Covered? HUD's regulations, 24CFR Part 1, "Nondiscrimination in Federally Assisted Programs of the Department of Housing and Urban Development – Effectuation of Title VI of the Civil Rights Act of 1964," requires all recipients of federal financing assistance from HUD to provide meaningful access to LEP persons. Title VI of the Civil Right Act of 1964 prohibits discrimination on the basis of race, color or national origin. Because language, like culture, is so closely linked to national origin, HUD's final LEP guidance points out that "failure to ensure that LEP persons can effectively participate in, or benefit from, federally assisted programs may violate Title VI's prohibition against national origin discrimination."

Pursuant to Executive Order 13166, the meaningful access requirement of the Title VI regulations and the four-factor analysis set forth in the LEP Guidance of the Federal Register (FR-4878-N-01) are to additionally apply to programs and activities of federal agencies, including HUD. Federal financial assistance includes grants, training, and use of equipment, donations of surplus property, and other assistance.

Federal assisted recipients are required to make reasonable efforts to provide language assistance to ensure meaningful access for LEP persons to the recipient's programs and activities. To do this, the recipient should: (1) conduct the four-factor assessment; (2) develop a language access plan (LAP); and provide appropriate language assistance. Recipients of HUD assistance include Public Housing Authorities.

Coverage under Title VI, Executive Order 13166, and HUD's regulations extends to a recipient's entire program or activity, (i.e., to all parts of a recipient's operations). This is true – even if only one part of the recipient receives the federal assistance.

Identification of LEP Persons Who Need Language Services Assistance

The LHA will use the following methodology and data sources to identify and determine the number of LEP persons currently using the Housing Authority's services, the number of LEP persons in the Housing Authority's area of operations who may be eligible for programs and services and the particular languages used by both parties.

1. The LHA will use various methods to identify LEP persons with whom they have contact. These will include:
 - Current and past experiences with LEP persons encountered by staff. The number and

type of such encounters will be periodically tabulated and analyzed to determine the breadth and scope of the language services required. In this analysis, consideration will be given to minority language populations that are eligible but may have been underserved because of existing language barriers. To facilitate these encounters, notices will be posted in the lobby of the main office. The posted notice will be in commonly encountered languages and should encourage LEP persons needing language assistance to self-identify.

- Self-Identification through the application form. The Housing Authority will document within the application form that the applicant has been informed of their right to language services at no cost, identify their primary language, and whether or not they would like an interpreter or prefer to receive documents translated into their primary language.
- The LHA is located in Polk County, FL. Based on data maintained by Polk County 24.6% of the people in Polk County, FL speak a non-English language. Spanish is the most common foreign language in Polk County and within the City of Lakeland.
- The LHA will continue to review data analyzed by Polk County. Data will also be reviewed from the Modern Language Association (www.mla.org) regarding languages spoken in Polk County and the City of Lakeland as well as the ability to speak English “well” or “very well” as self-identified by speakers of various languages within the County. The Housing Authority may also utilize the Language Assistance Self-Assessment and Planning Tool for Recipients of Federal Financial Assistance available at www.lep.gov/selfassesstool.htm.

As part of the implementation of its LEP Plan the LHA will utilize information provided by applicants and current program participants on application and review documents and recorded in LHA electronic records to determine the types of languages used and the levels of proficiency with English for each household. In addition, LHA will utilize data obtained during staff encounters at initial screening of applicants and at each annual review.

This information will be reviewed periodically to ensure that the LEP Plan addresses the language needs of persons served by the LHA.

Frequency of Contact with LEP Persons

The LHA will also provide language services in the conduct of its outreach efforts, which are intended to make the general public aware of its programs and services. In this manner, LEP persons who are a part of the population in the Housing Authority’s area of operations will have an equal opportunity to learn about the Housing Authority’s programs and services and to access and participate in them.

Nature and Importance of the Program or Services

The LHA recognizes that, within the range of programs and services it provides, some programs and services are more important than others. While it is LHA's intent to provide meaningful access to all participants and eligible persons, the availability of resources may limit the provision of language services in some instances.

Activities such as outreach intake forms, leases, rules of occupancy, legal actions, life and safety notes, and the like have a high priority. Information about and an understanding of these activities such as recreation programs, social activities, optional meetings, and related areas are of a lesser importance and hence a lower priority. The LHA will develop a listing of all activities related to its programs and services and a matrix showing the relative importance of each. Based upon this analysis, LHA will determine how language services to LEP persons will be delivered for each activity.

Types of Language Services to Be Provided

Based upon the number or proportion of LEP persons of various language groups served or encountered in the eligible population, the LHA will provide language services as indicated.

The LHA will provide language services to LEP persons by a variety of methods based upon the relative numbers of such persons and the frequency of contacts or anticipated contacts. Reasonable steps will be taken to accomplish this, but at a point at which costs approach or exceed the benefits, alternative methods of delivery of language services will be evaluated and appropriate changes made.

Based upon the number or proportion of LEP persons of various language groups served or encountered in the eligible population the LHA will provide language services as indicated below:

Provision of Written Language	Language Groups	Determination
Translate Vital Documents	Spanish	There is more than 5% of the eligible population or beneficiaries within the Housing Authority's jurisdiction.
Translated Written Notice of Right to Receive Free Oral Interpretation of Documents	Spanish	Based upon the Housing Authority's past experience with LEP persons encountered by LHA staff, this is the most common language for which interpretation is requested.
No Written Translation Required	All others	While no written translation is required for other languages under the LEP Plan, the Housing Authority will continue its practice of providing oral interpretation when requested by applicants / participants of its program

Procurement of Interpretation and Translation Services for LEP Persons

The following methods of providing interpretation and translation services will be considered and used based upon the assessment of need for the Housing Authority:

1. Contracting with qualified interpreters and translators, either individually or through an organization which provides such persons when other Housing Authority employees are not available or not skilled (when accuracy and details are important or critical).
2. Centralizing language services and / or sharing language services with other Housing Authorities if / when available (useful to minimize costs).
3. Using telephone interpreter services (useful when prompt delivery of interpretation services is required.)
4. Pooling resources and / or standardization of documents and forms (useful to minimize costs).
5. Use of and / or hiring or training bilingual staff who handle the majority of the verbal and written translation duties for the Housing Authority (essential in the daily operations).
6. Using family members or friends (useful when language service needs are least important or informal).

The LHA will explore the most cost-effective means of delivering competent language services before limiting services due to resource limitations or concerns. In the process of deciding which services will be provided, the Housing Authority will thoroughly document the process used in arriving at the determination of which services are to be provided to which groups. This documentation will be maintained in Housing Authority records to demonstrate compliance with the LEP Guidance issued by HUD.

Quality and Competency of Language Services

The Housing Authority will make every reasonable effort to assure that the language services it provides to LEP persons are of the highest quality and that the competency of interpreters and translators is appropriate to the situation. This would, generally, be used outside of the use of internal bilingual employees.

1. Interpreters (outside the use of internal bilingual employees). Oral interpretation of encounters, interviews, meetings and the like require a certain level of competency and professionalism on the part of the interpreter. These characteristics do not necessarily exist in a person who is simply bilingual. Likewise, formal certification, while helpful, may not always be required. Often the importance of the encounter or the consequences will direct the level of professionalism needed. For example, a grievance hearing or court hearing regarding a lease termination may require an interpreter while a meeting at a resident's home about a minor neighborhood complaint may not.

When using an interpreter, the Housing Authority will use the following general criteria to ensure effective communications with LEP persons:

- a. Demonstrated proficiency in and ability to communicate information accurately in both English and in the other language, and able to identify and employ the appropriate mode of interpreting (consecutive, simultaneous, summarization, or sight translation).
- b. Knowledge in both languages of any specialized terms or concepts peculiar to the Housing Authority's program or services and of any particularized vocabulary and phraseology used by the LEP person.
- c. An understanding of and ability to follow confidentiality and impartiality rules to the same extent that the Housing Authority employee for whom they are interpreting or to the extent that their position requires or both.
- d. Understanding of and adherence to their role as interpreter without deviating into a role as a counselor, legal advisor, or other role.
- e. Awareness of regionalisms (dialects) used by the LEP persons for whom they are interpreting.
- f. Certification of interpreters' skills and abilities when individual rights depend upon precise interpretation.

When interpretation is necessary and reasonable it will be provided in a timely manner and in an appropriate place so as to avoid the effective denial of a benefit or service. The importance of the benefit or service to meaningful access to programs and services will dictate the urgency of providing the language service may be reasonably delayed.

- 2. Translators (outside the use of internal bilingual employees). When selecting translators, the list of criteria applied to determine competency and professionalism for interpreters above will be applied to the extent that those criteria are appropriate. Translation skills can be very different from those of interpretation. When vital documents are involved, the Housing Authority will use professional translators or translation associations.

Documents Used by the Housing Authority

The LHA will conduct an initial review of its written documents that are generally available to and used by the general public, applicants and residents for the purpose of assessing the importance of those documents to its clientele, including LEP persons. This analysis will be based upon HUD's "Four Factor Assessment" that is found in the notice regarding guidance on LEP persons. The four factors are:

- 1) The number or proportion of LEP persons encountered or eligible to be served
- 2) The frequency of contact
- 3) The nature of importance of the program or activity
- 4) The resources available to the LHA and the costs.

Based upon this analysis, a determination will be made as which documents will be translated and into

which languages. This may range from word for word translation of legal notices to the simple inclusion on other less important documents of a notice in various languages that translations or interpretations may be available upon reasonable request.

At a minimum, LHA will provide written translation of vital documents for LEP language groups that constitute 5% or 1,000 persons, whichever is less, of the population of persons eligible to be served or likely to be encountered by the Housing Authority.

Translation of vital documents into other languages that do not meet this criterion may be provided orally if, and when, needed. If there are fewer than 50 persons in a language group that meets the 5% level, the LHA will not translate documents, but will instead provide a written notice in the appropriate language of the LEP group of the right to receive competent oral interpretation of the written materials free of cost.

Type and Frequency of Notice to LEP Persons

The LHA will provide appropriate notice to LEP persons of the availability of free language services that ensure meaningful access to programs and services provided by the Housing Authority. Based upon the results of research into the language groups that are encountered in the LHA's area of operations, notices in those appropriate languages informing LEP persons and groups will be posted in common areas, offices and anywhere that applications are taken. These notices will explain how to receive language services.

Notices will be distributed to grass roots and other community-based organizations informing LEP persons of the Housing Authority's programs and services and of the availability of free language services needed.

Telephone answering messages and voice mail menus will include brief notices in the most commonly used languages.

Training of Staff Persons

The LHA will provide training to its staff in its LEP Plan and Policies. A determination of the frequency of staff encounters with LEP persons will dictate the level of detail of this training. Staff having the greatest contact will be trained to effectively implement the Plan and Policies through the use of standardized procedures. Those staff having the least amount of contact with LEP persons will, at a minimum, be trained to be fully aware of the Plan and Policies so that they may reinforce its importance and ensure implementation by other staff.

Monitoring, Compliance, Assessing Performance and Revisions

The LHA will monitor implementation of the LEP Plan and Policies on an ongoing basis, making revisions to policies and procedures as may be required periodically. The LHA will also review on a periodic basis the overall effectiveness of its LEP Plan and Policy. This review will consider information from the following sources and criteria as well as other factors as may be appropriate:

1. Changes in demographics, including new language groups and changes in the proportion of existing language groups, types of services, and other needs.
2. Frequency of encounters with LEP persons.
3. Whether existing language services are meeting needs of LEP persons.
4. Availability of new resources, including technology.
5. Whether identified sources for assistance are still available and viable.
6. How well staff understand and have implemented the LEP Plan and Policies.
7. Feedback from the community at large and from minority language groups and persons.

Bases upon findings of the periodic review, the LHA will revise the LEP Plan and Policies to ensure its effectiveness in meeting the access and participation needs of LEP groups and persons.

Staff will document revisions to the LEP Plan and Policies as they are necessary and the reasons, therefore.

Consistent with federal law, HUD and LHA policies “ no person will be discriminated against on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual’s income is derived from any public assistance program. This policy will continue to be communicated in English and languages appropriate to residents, applicants, staff and the public.



HUD-934.3 (1-80)

THE HOUSING AUTHORITY OF THE CITY OF LAKELAND ADA & SECTION 504 POLICY AND REGULATIONS

ADA & SECTION 504 REGULATIONS

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ADA & SECTION 504 REGULATIONS

504 REGULATIONS/RELAY CENTERS

The 504 Regulations of the 1973 Rehabilitation Act require equal communication access for handicapped individuals. To enable hearing-impaired applicants and/or residents to communicate with your property, you could use one of the following methods: engage an interpreter, write a letter, use a telecommunication device for deaf persons (TDD) or use a relay center.

The relay centers are basically a third party who translates your vocal message into a typed one for the hearing-impaired. Conversely, the typed message from the hearing-impaired will be relayed verbally to you by the relay center. It is, in essence, a three-way conversation with the relay center as the neutral link between the hearing-impaired person with their TDD and the hearing person. If you have any questions about how the relay center operates in your state, please call them directly.

The way the relay centers generally operate is described in the example below:

1. The hearing-impaired resident and/or applicant, using a telecommunication device (TDD), calls the relay center and types in a message like, "Hi, I need to call an apartment complex at the following telephone number."
2. The relay center receives the message on their TDD, calls the property, identifies themselves and relays the information verbally to the property staff person answering the phone.
3. The property staff person verbally gives the required information to the relay center.
4. The relay center, using TDD, types in and sends the information to the hearing-impaired person.
5. This procedure continues until the parties finish their conversation and hang up.

ADA & SECTION 504 REGULATIONS

Remember: The relay center is a neutral, non-involved party, merely relaying information and aiding you in communicating with a hearing-impaired person. Because most relay centers are open 7 days a week, 24 hours a day, after-hours maintenance emergencies, i.e., plumbing backups, etc., can be handled using the relay center. If the hearing-impaired person has a TDD, they could call the relay center, ask the center to contact the after-hours number and report the problem to Management. Then, simply follow your regular procedure for handling emergency calls once they are reported. Do not use the relay center for any reason other than to communicate with hearing-impaired individuals if needed. You can still communicate through an interpreter for meetings in your office or by sending a letter to the hearing-impaired applicant and/or resident.

If the State of Florida has a relay center, inform all hearing-impaired residents and/or applicants of the service and telephone numbers. They can use the relay center to communicate with you by telephone to ask a question or to report a maintenance emergency or request. Of course, you can still communicate through an interpreter for meetings in your office or by sending a letter. Pay special attention to the Limited English Proficiency rules and requirements.

ADA & SECTION 504 REGULATIONS

504 REGULATIONS/RELAY CENTER NUMBERS

Instead of a TDD, we are using the relay system set up in our state. Included is a sample of what needs to be posted. Post this in a conspicuous place where all applicants, visiting residents, etc. can see it.

The Housing Manager must contact the Senior Vice-President and discuss adding this number to any item that shows your office number, i.e., your letterhead, signage, brochure, resident handbooks, promotional materials, etc.

Listed below are the telephone numbers for the relay centers.

1. Florida 1-800-955-8771 (TTY Only) 1-800-955-8770 (Voice)

ADA & SECTION 504 REGULATIONS

504 REGULATIONS/SUBSIDIZED PROPERTIES

A. Accessibility

We are required by the 504 Handicap Regulations to operate our subsidized housing programs so that they are readily accessible and usable by individuals with handicaps.

All properties must have the following:

1. Curb-cuts for wheelchair access to common areas.
2. Designated parking spaces near the Rental Office marked with the universal symbol for handicapped individuals.
3. An effective system to communicate with hearing-impaired individuals, i.e., relay centers. **(Do not purchase a TDD.)** Use the relay center located in our state.

Housing Managers must obtain approval from the Vice-President before scheduling any work, making an accommodation, or purchasing any equipment or item to comply with these regulations.

B. Reasonable Accommodations

We are required to make, upon request, reasonable accommodations for individuals who are handicapped or disabled.

Listed below are examples of accommodations to be considered for use on-site upon request:

1. Lighted smoke detectors for the hearing-impaired. These visual alarm systems are available from many of your providers.

SPECIAL NOTE: landlords are required to provide to residents who are deaf or hearing-impaired a special smoke detector which, when activated, will provide a signal that is sufficient to warn a deaf or hearing-impaired occupant.

2. Adjust peephole in doors.
3. Audible alarm system in common areas and units for visually impaired individuals.
4. Information should be available in a variety of formats, both visual and audible, i.e., information read aloud, larger print, etc.

ADA & SECTION 504 REGULATIONS

5. Auxiliary aids for persons with impaired vision include individual readers, brailled material, audio recordings, etc.

Leases can be obtained in braille from:

The Bower Hill Brailist Foundation

70 Moffot Street
Pittsburgh, Pennsylvania 15241
Phone: 412/561-8635

*The Foundation charges per brailled page plus the cost of binding.

6. Auxiliary aids for persons with impaired hearing include telephone handset amplifiers, arrangements for interpreters during application processing, resident meetings, etc., note takers, written material, etc. We are not required to provide TDD's or telephone handset amplifiers for the individual's personal use.
7. Allocate and mark additional parking spaces near building entrances with the universal handicapped symbol. Assign parking spaces close to unit.
8. Install an electrical outlet adjacent to phone hookup to accommodate a telecommunications device.
9. Install an apartment door light system in the unit to announce visitors for the hearing-impaired.
10. Place tactile signage in common areas and on entry doors.
11. Provide alternate space for interviews, i.e., home visits.
12. Add or redesign equipment or furnishings in common areas.
13. Referral to sources of programs or services in accessible facilities.
14. Install rails, ramps, grab bars, etc.
15. Transfers, we may be required to pay for these expenses.

We must take any actions to accommodate individuals with disabilities unless the action poses an undue financial and administrative burden.

ADA & SECTION 504 REGULATIONS

REMEMBER:

1. Regulations require property owners to make reasonable modifications of existing premises to accommodate the handicaps of their residents or applicants. The cost is a project expense. Housing Managers must discuss with the Vice- President all proposed accommodations and obtain approval prior to making any modification. All alterations to common areas and/or interior units must be reviewed by the 504 Coordinator prior to scheduling work.
2. Do not deny any resident or applicant's request for accommodation without obtaining approval from the 504 Coordinator, Carlos R. Pizarro, Senior Vice-President. Forward those accommodation requests to the 504 Coordinator for review. Use the form included in this Manual to submit a request for denial of an alteration. This form is also available on request.
3. If you are denying an applicant's or resident's request for accommodations for their handicap, you must have approval from the 504 Coordinator.

In addition to the specific resident or applicant accommodation requests, you must contact the 504 Coordinator to determine the impact of the 504 requirements if you are planning any alterations to common areas (i.e., laundry rooms, activity areas, community room, lobby, office, etc.) and/or unit interiors (i.e., rehabilitation). Remember to contact the 504 Coordinator prior to scheduling the alterations.

4. Accommodations are handicap/disability specific; therefore, decisions must be made on a case-by-case basis.
5. Housing discrimination against the mentally and physically handicapped is prohibited by law.
6. The 504 Coordinator is at the Main Office is Carlos R. Pizarro.

NOTE: This Policy applies to subsidized properties only and/or properties receiving HOME funds and/or Federal funds.

If any required work will place an undue administrative burden or financial burden on the property, contact the 504 Coordinator for a final decision in writing, note it directly on the request for denial of an alteration form, attach backup documentation, bids, owner correspondence, etc. This means that the Executive Director will make the final decision whether or not the required work will place an undue financial or administrative burden on the property.

ADA & SECTION 504 REGULATIONS

CORRESPONDENCE WITH THE PUBLIC

HUD has mandated that all correspondence with the public contain a notification that the property does not discriminate on the basis of handicapped status. This disclaimer must appear on all written correspondence without exception.

RENTAL OFFICE ACCESSIBILITY

All properties with rental offices that are not handicap accessible must post a sign which reads as follows:

“Any individual with disabilities who requires assistance in order to access the Rental Office may contact the office by dialing (fill in with office telephone number) or (fill in with TDD Relay number for your state).”

Then you must develop a plan that allows you to meet the individual in an alternative accessible location (i.e., Community Room or community space on site, home visit, or a community space at a local library, etc.).

Post this sign in a conspicuous place where all applicants, visitors, etc., can see it. Call the 504 Coordinator if you have any questions.

ADA & SECTION 504 REGULATIONS

HANDICAP ACCESSIBLE UNITS **SUBSIDIZED/HOME PROPERTIES**

We are required by the 504 Handicap Regulations to maximize the use of handicap accessible units by eligible individuals whose disability requires the unit's accessibility features. Therefore, before offering an accessible vacant unit to a non-handicapped applicant, the unit must be offered:

First, to a current resident household whose family member has a handicap or disability requiring the accessibility features.

Second, to the next eligible qualified applicant on the waiting list whose family member has handicaps or disabilities requiring the accessibility features of the unit.

The HUD makes clear that when an applicant requests an accessible unit for the handicapped, inquiries may be made to determine whether an applicant is qualified for the dwelling or qualified for a priority. However, it is unlawful to make an inquiry to determine whether an applicant is handicapped for eligibility purposes.

UNIT TRANSFERS AS A REASONABLE ACCOMODATION **SUBSIDIZED/HOME PROPERTIES**

If the resident requests a transfer as a part of a reasonable accommodation request or if a transfer is necessary to grant a reasonable accommodation request, we are obligated to transfer the resident. Furthermore, unless the transfer places an undue financial or administrative burden on the owner, the cost of the transfer shall be paid by the owner.

ADA & SECTION 504 REGULATIONS

HANDICAP REGULATIONS/CONVENTIONAL/SECTION 8 LANDLORDS PROPERTIES

Regulations require that property owners allow handicapped residents and/or approved applicants, at their own expense, to make reasonable modifications of existing premises to accommodate their handicaps.

In addition, the resident will be required to restore the interior of the premises, where it is reasonable to do so, to the condition that existed before the modification, reasonable wear and tear excepted.

Forward all alteration requests to the Lakeland Housing Authority Main Office. Use the form titled "Request for Alterations" which is part of this Manual. The form is also available on the LHA Intranet. The requests will be reviewed by the 504 Coordinator. Do not agree to any alteration without prior approval.

Housing discrimination against the mentally and physically handicapped is prohibited by law.

Conventional properties must comply with the requirement of Americans with Disability Act (ADA), not Section 504. Residents may make modification to their unit at their own expense with the Vice- President's approval.

ADA & SECTION 504 REGULATIONS

REQUESTING A REASONABLE ACCOMMODATION

(Send this letter whenever a resident requests a reasonable accommodation and attach the Resident's Reasonable Accommodation Request Form.)

[Name of Property] is an equal housing opportunity provider and does not discriminate against our residents with disabilities. It is our policy to provide reasonable accommodations to our residents who are disabled and because of that disability need a change or exception to our usual rules or policies to be able to fully use and enjoy this community. It is necessary, therefore, to obtain documentation of the need for the requested accommodation. If you are requesting an exception to our prohibition against pets on the property, we will need you to provide the following information and forms:

1. Fill out and return to the leasing office the Reasonable Accommodations Request Form.
2. Sign the Verification Form and return it to the leasing office with the Request Form.
3. Upon receipt of the Verification Form management will mail the form to the verifier.
4. When it is returned, management will notify you in writing of the determination concerning your request.
5. If you are requesting an assist or service animal, you will need to sign the lease addendum form that describes your responsibilities concerning the animal.
6. If the resident receives project based federal subsidy, the cost of any unit transfers will be the responsibility of the Owner unless said transfer cost would be undue financial and administrative burden.

If you need assistance in this process, please contact the Housing Manager.

Sincerely,

Housing Manager

Date

ADA & SECTION 504 REGULATIONS

RESIDENT'S REASONABLE ACCOMMODATION REQUEST FORM

[Name of property] is committed to the letter and spirit of the Fair Housing Act, which, among other things, prohibits discrimination against persons with disabilities. In accordance with our statutory responsibilities and management policies, we will make reasonable accommodations in our rules, policies, practices, or services, when such accommodations may be necessary to afford persons with disabilities an equal opportunity to use and enjoy their housing communities. If you are requesting such an accommodation, please fill out this form and return it to the Manager.

Resident's Name: _____

Address: _____

Date of Request: _____

Please describe the accommodation (exception to our usual rule or policy) that you are requesting:

Do you consider yourself to be disabled? YES NO

*The Fair Housing Act defines disability as a physical or mental impairment that **substantially** limits one or more major life activities. The Supreme Court has determined that to meet this definition a person must have **an impairment that prevents or severely restricts the person from doing activities that are of central importance in most peoples' daily lives.***

Is the requested accommodation necessary for your use and enjoyment of your apartment community?
 YES NO

Please provide the contact information for a third-party verifier to whom we will send the attached form:

Name: _____

Position: _____

Address: _____

Telephone: _____

ADA & SECTION 504 REGULATIONS

REASONABLE ACCOMMODATIONS VERIFICATION FORM

[Apartment complex name] provides reasonable accommodations to our residents with disabilities who have verifiable need for the reasonable accommodation. A reasonable accommodation is an exception made to the usual rules or policies *made necessary because of a disability* for the resident to use and enjoy an apartment community. The resident has authorized you to provide the information requested on this form. Please answer the following questions:

Name of Resident (print): _____

Request for Reasonable Accommodation: _____

Signature of Resident: _____

This signature authorizes the verifier to provide answers to the questions below to the best of his/her knowledge of this resident.

1. Is this resident disabled? YES NO I DON'T KNOW

*The Fair Housing Act defines disability as a physical or mental impairment that **substantially** limits one or more major life activities. The Supreme Court has determined that to meet this definition a person must have **an impairment that prevents or severely restricts the person from doing activities that are of central importance in most peoples' daily lives.***

2. Please describe in what manner this disability restricts the resident in activities that of central importance to his or her daily life:

3. Does this resident need the accommodation requested above to be able to live in his/her apartment community? YES NO

4. If yes, please describe how this accommodation will enable the resident to use or enjoy this apartment community.

5. If necessary, will you be willing to testify in a court of law concerning the information provided in this form? YES NO

Signature of Verifier _____ Date _____

ADA & SECTION 504 REGULATIONS

REQUEST FOR ALTERATION

Property Name: _____

Landlord Name: _____

Date: _____

Alteration Requested (include pertinent details, attach all proposals, names of contractors, etc.):

Approximate Cost:

Initial Cost: \$ _____

Restoration Cost: \$ _____

Resident Name: _____

Address: _____

Phone Number: _____

HCV Case Manager's Signature

HCV Manager's Signature

Approved Disapproved by Landlord: _____

Approved Disapproved by Section 504 Coordinator: _____

REMEMBER: The owner of the property will make the final decision on whether or not the alteration will place an undue financial burden on the property. When submitting to the Section 504 Coordinator, make sure you attach all pertinent documentation, including: Resident's Reasonable Accommodation Request form, Reasonable Accommodations Verification Form, drawings, specifications, bids, etc.

ADA & SECTION 504 REGULATIONS

NOTIFICATION OF DENIAL OF A REQUESTED ALTERATION OR CHANGE IN POLICY OR PROCEDURE

When your request for denial of a requested alteration has been approved by the Executive Director or the 504 Coordinator, use the following letter to tell applicants or residents that you are denying their request for a reasonable accommodation.

Date: _____

RE: Your Request for a Reasonable Accommodation

Dear _____:

You requested the following alteration or change in our policies or procedures. Attached is a copy your request form. We have denied your request because:

Check at least one box

_____ You do not meet the federal definition of an individual with disabilities.

_____ You do not need the requested change in order to enjoy or participate equally in our housing program.

_____ Your request is not reasonable because complying with it will create an “undue administrative and financial burden” (e.g., it would take an unreasonable amount of time or the cost would be too much).

_____ Your request is not reasonable because it will fundamentally change our housing program by requiring us to provide services that are not included in the program.

We relied on the following facts to deny your request:

We did the following to determine if we should approve your request:

If you disagree with our decision, you may request a meeting to discuss it with us. To arrange a meeting, please call our office at ____-____ or stop by the office.

Very truly yours,

Community Manager

ADA & SECTION 504 REGULATIONS

ASSIST ANIMAL POLICIES

While most of our properties prohibit pets, assist animals that are needed by persons with disabilities to use and enjoy the community are not considered pets. Upon a resident’s request and management’s receipts of proper verification, assist animals will be permitted as a reasonable accommodation.

ASSIST ANIMAL REQUEST PROCEDURE

1.	Obtain written request from the resident.	
2.	Provide the resident with an information sheet describing the steps.	
3.	Send out a verification form for completion by the verifier.	
4.	Follow up with the resident if the verification form is not received with two weeks.	
5.	If the returned verification form adequately justifies the animal, provide the resident with a letter granting permission to have animal if the resident agrees to execute the Animal Agreement and the Information Form.	
6.	Require that the resident sign an Assist Animal Agreement that becomes part of the resident’s lease. The Agreement lists the resident’s responsibilities for the care and management of the animal. Require that the resident also complete the Animal Information.	
7.	If the verification form does not justify animal, send the resident a letter denying permission for the animal.	

REMEMBER:

- 1. Obtain the request in writing and provide the information sheet prior to contacting supervisors.**
- 2. Send it to your 504 Coordinator for review and approval.**
- 3. Supervisors should regularly review residents’ files where a request for an animal was made to determine that the on-site staff used the proper forms and followed the appropriate process.**

Most reasonable accommodation requests should follow a nearly identical process. Use these forms for all requests.

ADA & SECTION 504 REGULATIONS

ASSIST ANIMAL AGREEMENT

THIS AGREEMENT entered into this _____ day of _____, by and between _____,
Owner/Agent and _____, Resident,

In consideration of their mutual promises, agree as follows:

1. Resident has requested permission from the owner to keep an animal as a reasonable accommodation due to a disability.
2. Management has confirmed that the Resident or a household member has a disability and has verified with a third-party professional that the animal is necessary for the Resident's or household member's use and enjoyment of the property.
3. The animal needed to provide the accommodation is described below:

4. Resident will supply landlord with a photograph of the animal by _____ (date).
5. Management agrees not to charge a pet deposit for the animal described above.
6. Resident will not acquire additional or different animals without permission of Management.
7. Resident is responsible for the animal and shall comply with all health and safety codes, and other applicable governmental laws and regulations, including, but not limited to licensing, vaccination, and leash and nuisance laws.
8. Resident agrees to maintain the animal in good health including maintaining proper annual vaccinations.
9. Resident represents that the animal is quiet and housebroken and will not cause any damage or unreasonably annoy other residents.
10. Resident agrees to keeping the animal in his/her control at all times and when it is necessary to take the animal outside, the animal will be kept on a leash at all times.
11. Resident is responsible to remove and properly dispose of any waste discharged upon the premises.
12. Animals are allowed in the common areas only to the extent that they allow the Resident equal access and enjoyment to the common area facilities.
13. Should the animal become a direct threat to the health and safety of members of management, other Residents or their guests, permission to keep the animal shall be revoked and the animal shall be removed from the premises within 24 hours.

ADA & SECTION 504 REGULATIONS

- 14. Any animal left unattended for 12 hours or more, or whose health is jeopardized by the Resident's neglect, mistreatment, or failure to care for the animal, shall be reported to the SPCA or other appropriate authority. Such circumstances shall be deemed an emergency for the purposes of the Owner/Agents right to enter the Resident's unit to allow such authority to remove the animal from the premises. The Owner/Agent accepts no responsibility for any animal so removed.
- 15. Resident agrees to indemnify, defend, and hold Owner/Agent harmless from and against any and all claims, actions, suits, judgments, and demands brought by any other party on account of or in connection with any activity or damage caused by the Resident's animal.
- 16. Resident will reimburse Management for any damage to the unit caused by or resulting from the animal, including replacement of the pad and carpeting, if necessary.
- 17. This Addendum is incorporated into the Lease Agreement and Resident agrees to abide by each and all such rules. Failure to comply may allow Owner/Agent to terminate the Lease Agreement as provided by the state landlord/tenant law.
- 18. Resident has read this Agreement and the Assist Animal information attachment and agrees to comply with the terms of the Agreement and such rules and regulations as may be reasonably adopted from time to time by Owner/Agent.

_____	_____	_____
Resident	Unit No.	Date

The above-named resident(s) has read and signed this Agreement in my presence.

_____	_____	_____
Owner/Agent	Authorized Representative	Date

Attachment

ADA & SECTION 504 REGULATIONS

ASSIST ANIMAL INFORMATION
Attachment to the Assist Animal Agreement

Resident's Name: _____ Unit #: _____

Animal's Name: _____

Age: _____ Animal's Gender _____ License # _____

Description: _____

Veterinarian's Name: _____ Phone # _____

HEALTH RECORD

Last Vet Exam	Weight	Rabies	Distemper	Other	Spayed/Neutered

EMERGENCY CONTACT PERSON

Please designate below a person or agency that should be contacted in the event that your animal is left alone for over 12 hours, or in the event of an emergency. We will call the person or agency in order that they may attend to your animal.

NOTE: Management will not assume any responsibility or obligation for the care of your animal. If we are unable to reach the person or agency you designate, or if they are unwilling to accept responsibility for the animal, we will contact the local animal control agency to remove the animal from the premises.

Comments & Warnings

Resident's Signature

Date

ADA & SECTION 504 REGULATIONS

DENIAL OF ASSIST ANIMAL REQUEST

Dear Resident:

Upon full consideration, we find we must refuse your request for an animal as an exception to our no-pet policy. The basis for this decision is that the information provided in the Reasonable Accommodations Request form and the Verification form does not support making an exception to our policy. We do not believe this request is a reasonable accommodation necessary to your use and enjoyment of this community. While we certainly understand that pets are desirable for many persons, our policy is based upon our determination that our residents and community will benefit from prohibiting pets on this property.

Should you desire to discuss this matter further, please contact me and we can arrange a convenient time. If you have addition requests for reasonable accommodations, please obtain and complete a Reasonable Accommodations Request form.

Sincerely,

Community Manager

Date

ADA & SECTION 504 REGULATIONS

RULES FOR PET OWNERSHIP

**(In accordance with 24 Codified Federal Regulations (C.F.R.) Part 960)
Use with Vice- President approval only**

Residents, under certain conditions, may be permitted to own and keep common household pets in their dwelling units, in accordance with these Rules for Pet Ownership. Animals that are used to assist persons with disabilities are excluded from these Rules for Pet Ownership, provided that the disability status of the resident(s) is verified and the resident's need for an animal is verified by a third party professional as being essential to the resident's ability to live in the facility.

1. These Pet Rules will be incorporated by reference into all existing and future with agreements.
2. Pets are restricted to small-domesticated animals, such as dogs, cats, birds, fish, or turtles that are traditionally kept in the home for pleasure rather than for commercial purposes.
3. Fish tanks are limited to 20-gallon tanks. Any water damage is the pet owner's responsibility.
4. Dogs and cats must be registered with the Management Office prior to move-in. The information must be updated at least annually. The registration must include:
 - a. A certificate of inoculation from a licensed veterinarian;
 - b. Information sufficient to identify the pet and to demonstrate that it is a common household pet;
 - c. Proof of yearly licensing;
 - d. Name, address and phone number of one or more responsible parties who will care for pet if pet owner dies, is incapacitated, or is otherwise unable to care for the pet; and
 - e. A statement for pet owner to sign indicating that he or she has read the Pet Rules and agrees to comply with them.
5. Registration of a pet may be refused if:
 - a. The pet is not a common household pet;
 - b. The keeping of the pet would violate any applicable house rules;
 - c. The pet owner fails to provide complete pet registration information or fails to update the pet registration annually; or
 - d. A determination is made, based on the pet owner's habits and practices, that the pet owner will be unable to keep the pet in compliance with the Pet Rules and other lease obligations.

The pet's temperament may be considered as a factor in this determination. Registration will not be refused because of a determination that the pet owner is financially unable to care for the pet or that the pet is inappropriate based on the therapeutic value to the pet owner or the interests of the property or existing residents.

6. If registration of a pet is denied, notice of such refusal will be given to the pet owner. The notice will state the basis for the refusal and will be served according to the service of notice provision given in Pet Rule 28.c. Notice of refusal to register may also be combined with a notice of pet violation as provided for by Pet Rule 29.

ADA & SECTION 504 REGULATIONS

7. Dog and cat owners must pay an additional refundable \$300 pet security deposit for all properties. The deposit may be paid in installments, with the initial required payment not to be less than \$25 when the pet is brought onto the premises and subsequently required monthly payments not to be less than \$10 per month until the amount of the deposit is reached. The resident may pay more than these required amounts if he or she so desires, until the full amount of the \$300 pet deposit is reached.
8. The balance in the resident's pet deposit account will be refunded to the resident in a reasonable amount of time after the following conditions have been met:
 - a. The resident no longer has a pet; *or*
 - b. The resident no longer resides at this address; and
 - c. The apartment in which the pet was housed has been inspected for damage caused by the presence of the pet; and
 - d. All pet-related fines and reasonable expenses, which are directly attributable to the presence of the pet, have been paid.
9. Inspections of pet owner's apartment, after reasonable notice to the pet owner and during reasonable hours, are allowed. Such inspections will only be permitted if a signed written complaint is received, or if reasonable grounds are present to believe that the conduct or condition of a pet in the apartment constitutes, under applicable state or local law, a nuisance or threat to the health or safety of the other residents or other persons in the community.
10. Only one four-legged, warm-blooded pet, such as a cat or dog, is allowed per apartment.
11. Rottweillers and Pit-Bull breed dogs are not allowed.
12. The height of any warm-blooded pet, such as a cat or dog, must not exceed 15 inches tall at the shoulders and the weight of the pet must not exceed 20 pounds at maturity; owners must provide proof of such weight.
13. Cats and dogs must be spayed or neutered prior to occupancy. Verification is required.
14. Dogs and cats must have their nails clipped regularly.
15. Pets are not allowed in public areas of the building, including but not limited to, corridors, lobbies, elevators, etc., except while being carried.
16. Pets must be carried or walked on a leash on the grounds of the building, and walked in designated areas only.
17. No dogs shall be left unattended for longer than six hours. No other pets shall be left unattended for longer than twelve hours.
18. Pet owners must control the noise and odor caused by their pets.
19. Dogs must be housebroken and cats must be trained to a litter box.
20. Pets must be removed from the building and grounds to permit the pet to exercise or deposit waste.
21. Pet owners must pick up and properly dispose of all pet waste by bagging, tying tightly, and taking to the dumpster or dropping down the trash chute. Toilets may not be used.
22. Pet waste must be cleaned from cat litter boxes daily, and cat litter must be changed every week. Soiled litter must be disposed of by bagging, tying tightly, and taking to the dumpster or dropping down the trash chute.
23. A separate pet waste removal charge of \$5 per occurrence will be imposed on pet owners who fail to remove pet waste in accordance with the prescribed Pet Rules.

ADA & SECTION 504 REGULATIONS

24. Apartments occupied by cats and dogs must be fumigated at the pet owner's expense upon vacating, or upon any evidence of fleas.
25. Pet owners shall assume liability for any injury sustained by residents, guests or staff members that is caused by the owner's pet.
26. If the health or safety of a pet is threatened by the death or incapacity of the pet owner, or by other factors that render the pet owner unable to care for the pet, Management may contact the responsible party or parties listed in the pet registration required under Pet Rule 4.d. If the responsible party is unwilling or unable to care for the pet, or reasonable efforts to contact the responsible party have failed, the appropriate state or local authority may be requested to remove the pet. If no state or local authority is authorized to remove the pet, Management may enter the pet owner's apartment to remove the pet and to place the pet in a facility that will provide care and shelter until the pet owner or a representative of the pet owner is able to assume responsibility for the pet, but no longer than 30 days. The cost of the animal care facility provided shall be borne by the pet owner. If the pet owner or the pet owner's estate is unable or unwilling to pay, the cost of the animal care facility may be paid from the pet deposit.
27. If the pet becomes vicious, displays symptoms of severe illness, or demonstrates other behavior that constitutes an immediate threat to the health or safety of other residents, and the pet owner refuses to remove the pet or Management is unable to contact the pet owner, Management may request the state or local authority to remove the pet. If no state or local authority is authorized to remove the pet, Management may enter the premises, remove the pet, and place it in a facility that will provide care and shelter until the pet owner or a representative of the pet owner is able to assume responsibility for the pet, but no longer than 30 days. The cost of the animal care facility provided shall be borne by the pet owner. If the pet owner is unable or unwilling to pay, the cost of the animal care facility may be paid from the pet deposit.
28. Amendment of these Pet Rules may be made at any time by following the procedure given in this rule.
 - a. Notice of the proposed changes in the Pet Rules shall be served on each resident permitted to own a pet as provided in Pet Rule 28.c. The notice shall include the text of the proposed changes in the rules, state that the resident or resident's representative may submit written comments on the rules, and state that all comments must be submitted no later than 30 days from the effective date of the notice of the proposed changes in the rules. The notice may also announce the date, time, and place of a meeting to discuss the proposed changes in the rules.
 - b. The resident or resident's representative may submit written comments on the proposed changes in the Pet Rules by the date specified in the notice. One or more meetings with affected residents during the comment period may be convened to discuss the proposed changes in the rules, and residents' representatives may make oral comments on the proposed changes at these meetings. These comments made at the meetings will be considered only if they are summarized, reduced to writing, and submitted before the end of the comment period. The final changes in the Pet Rules will be developed after reviewing the resident's and residents' representatives' written comments and

ADA & SECTION 504 REGULATIONS

- written summaries of any resident-owner meetings. Attempts will be made to resolve the issues raised by the comments. The content of the final changes in the Pet Rules is within the sole discretion of the property owner, subject to the above provisions. Notice of the final Pet Rules will be served on each resident as provided in Pet Rule 28. This notice must include the text of the final Rules and specify the effective date of the final Rules.
- c. Notice as required under these Pet Rules must be made by:
 - i. Sending a letter by first class mail properly stamped and addressed to the resident at his or her apartment, with a proper return address; or
 - ii. Serving a copy of the notice on any adult answering the door at the resident's apartment, or if no adult responds, by placing the notice through the door, if possible, or else by attaching the notice to the door; or
 - iii. For service of notice to residents of a high-rise building, posting this notice in at least three conspicuous places within the building and maintaining the posted notices intact and in legible form for 30 days.
 - d. For purposes of computing time periods following service of the notice, service is effective on the day that all notices are delivered or mailed, or in the case of service by posting, on the day that all notices are initially posted.
29. The following procedures will be undertaken if these Pet Rules are violated:
- a. A written notice of pet rule violation must be served on the pet owner in accordance with the procedure outlined in Pet Rule 28;
 - b. The notice of the pet rule violation must:
 - i. Contain a brief statement of the factual basis for the determination and the pet rule or rules alleged to be violated;
 - ii. State that the pet owner has 10 days from the effective date of the notice to correct the violation (including, in appropriate circumstances, removal of the pet) or to make a written request for a meeting to discuss the violation;
 - iii. State that the pet owner is entitled to be accompanied by another person of his or her choice at the meeting, and;
 - iv. State that the pet owner's failure to correct the violation, to request a meeting, or to appear at a requested meeting, may result in initiation of procedures to terminate the pet owner's tenancy.
 - c. If the pet owner makes a timely request for a meeting to discuss an alleged pet rule violation, a mutually agreeable time and place for the meeting shall be established, but no later than 15 days from the effective date of the service of the notice of pet rule violation, unless all parties agree to a later date. At the pet rule violation meeting, the pet owner and Management shall discuss any alleged pet rule violation and attempt to correct it. As a result of this meeting, the pet owner may be given additional time to correct the violation.
 - d. If the pet owner and Management are unable to resolve the pet rule violation at the pet rule violation meeting, or if Management determines that the pet owner has failed to correct the pet rule violation within any additional time provided for this purpose, written notice may be served on the pet owner in accordance with Pet Rule 28, or at the meeting, if appropriate, requiring the pet owner to remove the pet.
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ADA & SECTION 504 REGULATIONS

- e. The notice for pet removal must:
 - i. Contain a brief statement of the factual basis for the determination and the pet rule or rules that have been violated;
 - ii. State that the pet owner must remove the pet within 10 days of the effective date of the notice of the pet removal, or of the date meeting if notice is served at the meeting; and
 - iii. State that the failure to remove the pet may result in initiation of procedures to terminate the pet owner's tenancy.
- f. Steps may not be initiated to terminate a pet owner's tenancy based on a pet rule violation, unless:
 - i. The pet owner has failed to remove the pet or correct a Pet Rule violation within the acceptable time periods specified in this Pet Rule, including any additional time permitted the pet owner; and
 - ii. The pet rule violation is sufficient to begin procedures to terminate the pet owner's tenancy under the terms of the lease and applicable regulations.
- g. Procedures to remove a pet in accordance with provisions of applicable state or local law may be initiated at any time if the pet's conduct or condition is duly determined to constitute a nuisance or a threat to the health or safety of other occupants of the project or of other persons of the community where the property is located.

LAKELAND HOUSING AUTHORITY AGENCY PLAN MEETING SIGN-IN SHEET

Project: Agency Plan 2022- Public Hearing

Meeting Date: 07/14/2021

Facilitator: C.Pizarro An

Place/Room: LHA Conference Room

Name	Title	Site/Agency	Phone	Signature	E-Mail
Carlos Pizarro	VP	LHA	863-797-9370		cpizarro@lakelandhousing.org
Vernon C. Johnson	Community Mgr	LHA	863 797-9834		vjohnson@lakelandhousing.org
Pamela Barragan	Asst. Community Manager	LHA	863-701-5108		pbarragan@lakelandhousing.org
LOREI HALULA-EVER	SP. PROJ. MGR	LHA	X 1011		levero@lakelandhousing.org
JAMES HAYS	RAO	LHA			
Brenda Barfield		Williamstown	863-604-8368		RBBARFIELD@GMAIL.COM
Angelina Santiago	Comm. Manager	Dakota/Renaissance	863-343-7395		asantiago@lakelandhousing.org
Sandria	HCV	central office			sgarcia@lakelandhousing.org
Kathy Ruiz	HCV	LHA			KRUIZ@lakelandhousing.org
BENJAMIN STEVENSON	Pres/CEO	LHA	(863) 297-2911		
Charles Glover	IT Operation Manager	LHA	863-687-2911		cglover@lakelandhousing.org
ROBERT JOE	Asst. VP	LHA	863-797-9825		ejoe@lakelandhousing.org
Valerie Turner	VP	LHA	(863) 712-3826		vtbrown@lakelandhousing.org



Carlos Pizarro (MBFW17)

PIC Main

Housing Agency

Development

Inventory Removals

Logoff

- Development
- Building
- Unit
- Submission
- Reports
- Maintain Inventory
- CAPFUND B&U Certification

Development List

Select View: Development
 Field Office HA: FL011 LAKELAND

Search

Capital Fund Certification Fiscal Year:

Development Number:

Status

Due Date: 08/20/2021

Certification Status: **Submitted**

Page No: 1 of 1

Page: 1

Development Number	Development Status	DOFA	PIC Ticket No.	Certification Status
FL011000001	Management	07/16/1958		Certified
FL011000002	Management	12/31/2002		Certified
FL011000003	Management	12/04/2003		Certified
FL011000004	Management	05/31/2012		Certified
FL011000005	Management	09/30/2018		Certified
FL011000006	Management	05/15/2019		Certified

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**Certifications of Compliance with
PHA Plans and Related Regulations
(Standard, Troubled, HCV-Only, and
High Performer PHAs)**

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB No. 2577-0226
Expires 02/29/2016

**PHA Certifications of Compliance with the PHA Plan and Related Regulations including
Required Civil Rights Certifications**

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the ___ 5-Year and/or ___ Annual PHA Plan for the PHA fiscal year beginning 2022, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
5. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
6. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those programs, addressing those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.
7. For PHA Plans that includes a policy for site based waiting lists:
 - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2010-25);
 - The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
 - Adoption of a site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
 - The PHA shall take reasonable measures to assure that such a waiting list is consistent with affirmatively furthering fair housing;
 - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(c)(1).
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
11. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.

12. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
13. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
14. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
15. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
16. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
17. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
18. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
19. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

The Housing Authority of the City of Lakeland
 PHA Name

FL011
 PHA Number/HA Code

Annual PHA Plan for Fiscal Year 2022

5-Year PHA Plan for Fiscal Years 20__ - 20__

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Name of Authorized Official Benjamin Stevenson	Title Executive Director
Signature	Date 08/16/2021

Civil Rights Certification

Annual Certification and Board Resolution

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:

The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

The Housing Authority of the City of Lakeland
PHA Name

FL011
PHA Number/HA Code

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official Don Brown	Title Chairman
Signature	Date 08/16/2021

**Certification by State or Local
Official of PHA Plans Consistency
with the Consolidated Plan or
State Consolidated Plan
(All PHAs)**

U. S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB No. 2577-0226

Expires 2/29/2016

**Certification by State or Local Official of PHA Plans
Consistency with the Consolidated Plan or State Consolidated Plan**

I, _____, the _____
Official's Name *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the

PHA Name

is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of
Impediments (AI) to Fair Housing Choice of the

Local Jurisdiction Name

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State
Consolidated Plan and the AI.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official

Title

Signature

Date



2022 PROCUREMENT POLICY

Revised 07/28/2021

The Procurement Policy hereinafter set forth must function within the limits set forth by Federal Statutes, the Annual Contributions Contract with HUD, and the laws of the State of Florida. Any and all applicable changes in the law or contract or judicial decision of interpretation or constitutionality will automatically supersede this policy. Such changes will be reflected in a policy revision as appropriate.

I. GENERAL: The purpose of this Statement of Procurement Policy is to assure that goods, services, and construction are procured, and surplus goods are disposed of at the most favorable prices to the Housing Authority of the City of Lakeland, Florida ("LHA") and its Instrumentalities and Partnerships but not limited to any current or future endeavor in full compliance with the applicable HUD regulations and State and local laws.

II. PROCUREMENT AUTHORITY AND ADMINISTRATION

A. The Executive Director shall administer the procurement policy or other individuals authorized by him/her. The Executive Director shall be responsible for developing procedures to implement this procurement policy. The Executive Director or his/her designee shall be the depository of all related records.

B. It is the Executive Director's responsibility to ascertain that (1) the yearly procurements are adequately and timely planned, (2) the procurement documents clearly specify the desired products, construction, and services, as well as the methods of award, (3) the solicitation procedures are conducted in full compliance with the Federal regulations (or state and local laws whichever are more stringent), (4) the awards are made to the responsive and responsible bidders offering the lowest prices, and (5) there are sufficient unencumbered funds for each procurement to defray the costs of the contracts.

C. The Executive Director shall establish written procedures to monitor the procurement actions ensuring compliance with this Statement of Procurement Policy and to prevent fraud and abuse.

D. This policy and any changes thereto shall be submitted to the Board of Commissioners ("Board") for approval and if/when requested the HUD Field Office shall be furnished with a copy of each.

III. PROCUREMENT METHODS

Purchases and contracts for equipment, materials, supplies, or services, shall be made in the following manner.

A. Small Purchase Procedure.

1. The Housing Authority of the City of Lakeland has streamlined its policy to include HUD's policies:
 - An increase in the small purchase threshold in accordance with revisions to HUD Rules and Regulations;
 - The establishment of a micro-purchase threshold (Threshold as determined by HUD), requiring only one reasonable quote (consistent with the Federal Acquisition Regulations);
 - The use of "incorporation by reference" of mandatory contract clauses into bid specifications and contracts;
 - The elimination of any required forms for small purchases, with the exception of applicable maintenance and construction contracts exceeding the minimum/maximum as determined by HUD may be set lower by State statute;
 - The use of a simplified contract for construction work that does not exceed any updated minimum/maximum amount as determined/published by HUD may be set lower by State statute;
 - The elimination of the requirement to conduct a separate cost/price analysis when obtaining products or services of a commercial nature.
 -
2. Petty Cash Purchases. Expenditures may be made from the Petty Cash Fund providing for small purchases only and not to exceed \$600 for any one purchase, and no more than one purchase of any item may be made in one month. The basis for petty cash purchases shall be for minor emergency items or a third-party meeting refreshment (s) only as determined by the Executive Director or his/her designee.
3. (Micro) purchases amount will always be in line with the minimum/maximum allowed under the direction of the Department of Housing and Urban Development effective on the date the new limits are published. (Micro Purchases) or may be set lower by applicable State statute. The Executive Director may delegate to the appropriate staff personnel, the authority to make purchases and contracts, not to exceed the maximum/minimum amount as approved and published by HUD, in the open market after such inquiry as they deem necessary to ensure that the prices obtained are the most advantageous to LHA. Contract requirements shall not be artificially divided so as to constitute a small purchase under this section. (See HUD Guidelines for limits)

4. Small purchases amount will be determined and in line with the minimum/maximum allowed under the direction of the Department of Housing and Urban Development effective on the date the new limits are published or may be set lower by applicable State statute. For purchases and contracts under the small purchase threshold, the Executive Director may delegate to the appropriate staff personnel of LHA to solicit bids by mail, in-person, email or orally (recorded by LHA in writing) or by telephone (recorded by LHA in writing), from at least three (3) suppliers, if so, many are available, covering identical material specifications. They shall document both the solicitation made and the quotations received by requiring written, emailed, or faxed follow-up documentation from the vendors to substantiate quotations given and by maintaining a file of such documents. (See HUD Guidelines for limits)
5. Competitive proposals may be solicited in accordance with paragraphs (A) 2, (A) 3 and (A) 4. The procurement criteria will be documented.

B. Sealed Bidding.

1. Conditions For Use, purchases over the minimum/maximum amounts as approved and published by HUD. Contracts shall be awarded based on competitive sealed bidding if the following conditions are present: a complete, adequate, realistic specification or purchase description is available; two or more responsible bidders are willing and able to compete effectively for the work; the procurement lends itself to a firm fixed price contract; and the selection of the successful bidder can be made principally on the basis of price.
2. Solicitation and Receipt of Bids. An invitation for bids shall be issued including specifications and contractual terms and conditions applicable to the procurement, including a statement that the award will be made to the lowest responsible and responsive bidder whose bid meets the requirements of the invitation for bids. The invitation for bid will be advertised in, at least, two newspapers of general circulation and, if advantageous, by making invitations to bid to all known and available bidders. The invitation for bid shall state the time and place for both the receipt of bids and the public bid opening. All bids received shall be time stamped but not opened and shall be stored at a secure place until bid opening. A bidder may withdraw its bid at any time prior to bid opening.
3. Bid Opening and Award. Bids shall be opened publicly and in the presence of, at least, one witness. An abstract of bids shall be recorded, and the bids shall be made available for public inspection in accordance with State law. Awards shall be made as provided in the invitation for bids by written notice to the successful bidder. If equal low bids are

received from responsible bidders, drawing lots or similar random method shall make award, unless otherwise provided in the invitation for bids. If only one responsive bid is received from a responsible bidder, award shall not be made unless a cost or price analysis verifies the reasonableness of the price.

4. Consistent with the requirements of 2 CFR Part 200 and in order to promote efficiency and competition in procurement of goods and services, LHA may enter into relationships with other governmental agencies, public housing authorities, and regional or national intergovernmental purchasing networks or associations. The purpose of a cooperative intergovernmental relationship is to take advantage of a competitive selection process already conducted by a governmental agency or public housing authority and thus save LHA the time and expense of conducting its own selection process. In evaluating the use of a cooperative intergovernmental relationship, LHA shall review for reasonableness the standards in the competitive selection process conducted by the governmental agency or public housing authority.
5. Mistakes in Bids. (A) Correction or withdrawal of inadvertently erroneous bids may be permitted, where appropriate, before bid opening by written or telegraphic notice received in the office designated in the invitation for bids prior to the time set for bid opening. After bid opening, corrections in bids shall be permitted only if the bidder can show by clear and convincing evidence that a mistake of a nonjudgmental character was made, the nature of the mistake, and the bid price actually intended. A low bidder alleging a nonjudgmental mistake may be permitted to withdraw its bid if the mistake is clearly evident on the face of the bid document, but the intended bid is unclear, or the bidder submits convincing evidence that a mistake was made. (B) All decisions to allow correction or withdrawal of bid mistakes shall be supported by a written determination signed by the contracting officer. After bid opening, no changes in bid prices or other provisions of bids prejudicial to the interest of LHA or fair competition shall be permitted.
6. Purchases under Federal, State, and Local Governmental Contracts. LHA may enter into any available governmental agreement to procure under (Federal, State, County, or City) contracts. The agreement shall stipulate that LHA is authorized to procure through such governmental agreement and can be in letterform.

C. Competitive Proposals.

1. Conditions for Use. Competitive proposals (including turnkey proposals for development) may be used if there is an adequate method of evaluating technical proposals and where LHA determines that conditions are not appropriate for the use of sealed bids. An adequate

number of qualified sources shall be solicited. Indefinite delivery contracts will be solicited by competitive proposal.

2. Solicitation. A Request for Proposals is a written solicitation for sealed proposals and giving a designated public opening date. The request for proposals shall clearly identify the evaluation factors and their relative importance and shall be published. A mechanism for fairly and thoroughly evaluating the technical and price proposal shall be established before the solicitation is issued. The proposals shall be evaluated, and the responsible firm whose qualifications, price and other factors considered, are the most advantageous to LHA, shall be awarded the contract.
3. Mandatory Forms/Contract Provisions. The following forms, which contain all mandatory contract provisions, must be included with the solicitation/bid package. (Note: the forms listed below assume that competitive proposals are used for procuring non-construction services. Only under limited circumstances would construction services be procured by competitive proposals.)
 - a. Form HUD-5369-B, *Instructions to Offerors–Non-Construction.*
 - b. Form HUD-5369-C, *Certifications and Representations of Offerors –Non-Construction Contract.*
 - c. Form HUD-5370-C, *General Conditions for Non-Construction Contracts.*
4. Negotiations. Unless there is no need for negotiations with any of the offerors, negotiations shall be conducted with offerors who submit proposals determined to have a reasonable chance of being selected for award, based on evaluation against the technical and price factors as specified in the request for proposals. Such offerors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. The purpose of negotiations shall be to seek clarification with regard to and advise offerors of the deficiencies in both the technical and price aspects of their proposals so as to assure a full understanding of and conformance to the solicitation's requirements. No offeror shall be provided information about any other offeror's proposal, and no offeror shall be assisted in bringing its proposal up to the level of any other proposal. Offeror shall not be directed to reduce their proposed prices to a specific amount in order to be considered for award. A common deadline shall be established for receipt of proposal revisions based on negotiations.
5. Award. The award shall be made to the responsive offeror whose proposal is determined to be the most advantageous to LHA, taking into

consideration price and the other evaluation criteria set forth in the Request for Proposals.

D. Architect/Engineer Procurement.

1. Procurement of professional services within the scope of the practice of architecture, professional engineering, landscape architecture, or registered surveying and mapping shall be procured in accordance with Florida Statute Section 287.055 known as the "Consultants Competitive Negotiation Act."
2. LHA will publicly announce when the agency will procure professional services and solicit qualified firms or individuals to submit proposals for the work.
3. Once the proposals are received the agency will rank order the top three firms based on the announced and published criteria for evaluation. In determining whether the firm is qualified the agency shall consider such factors as the ability of the professional personnel, whether the firm is a certified minority business enterprise, past performance, willingness to meet time and budget requirements, location, recent, and current and projected workloads of the firms and the volume of work previously awarded to each firm by the agency with the object of effecting an equitable distribution of contracts among qualified firms.
4. Once the firms are rank ordered LHA will competitively negotiate a contract. LHA will negotiate with the topped ranked firm. If LHA is unable to reach a satisfactory contract with the firm considered to be most qualified at a price LHA deems to be fair, competitive, and reasonable, negotiations with that firm will be formerly terminated and the agency will then undertake negotiations with the second most qualified firm. Failing to reach an agreement with the second most qualified firm, those negotiations will then be terminated and LHA will negotiate with the third qualified firm. If LHA is unable to reach a satisfactory contract with any of the top three ranked firms, it may select additional firms in the order of their competence and qualification and continue negotiations until an agreement is reached.

E. Non-Competitive Proposals.

1. Conditions for Use. Procurements shall be conducted competitively to the maximum extent possible. Procurement by noncompetitive proposals may be used only when the award of a contract is not feasible using small purchase procedures, sealed bids, or competitive proposals and one of the following applies:

- a. The item is available only from a single source, based on a good faith review of available sources;
 - b. An emergency exists that seriously threatens the public health, welfare, or safety, or endangers property, or would otherwise cause serious injury to LHA, as may arise by reason of a flood, earthquake, epidemic, riot, equipment failure, or similar event. In such cases, there must be an immediate and serious need for supplies, services, or construction such that the need cannot be met through any other procurement methods, and the emergency procurement shall be limited to those supplies, services, or construction necessary to meet the emergency;
 - c. HUD authorizes the use of noncompetitive proposals; or
 - d. After solicitation of a number of sources, competition is determined to be inadequate.
2. Justification. Each procurement based on noncompetitive proposals shall be supported by a written justification for using such procedures. The Executive Director or his/her designee shall approve the justification in writing.
3. Price Reasonableness. The reasonableness of the price for all procurements based on noncompetitive proposals shall be determined by performing a cost analysis as described in paragraph III F.
4. Determination of Emergency. The following procedures will be used in determining if an emergency situation exists:
- a. The appropriate Manager or Supervisor shall verbally notify the Executive Director or his/her designee of the complete circumstances of the situation as far as he/she knows them and request that an emergency be declared. A written follow-up by the appropriate Manager or Supervisor should be submitted to the Executive Director or his/her designee as soon after the emergency as possible.
 - b. Once the Executive Director verifies the emergency situation, he/she will advise LHA's Chairman of the Board or the Chairman's designee as to the circumstances surrounding the situation.
 - c. The Executive Director will inform the entire Board of the emergency situation as soon as feasibly possible or at, the very latest, the next regular meeting.

F. Cost and Price Analysis

1. **General.** A cost or price analysis shall be performed for all procurement actions except those under paragraphs III A. (1), (2), and (3), including contract modifications. The method of analysis shall be determined as follows. The degree of analysis shall depend on the facts surrounding each procurement.
2. **Submission of Cost or Pricing Information.** If the procurement is based on noncompetitive proposals or when only one offer is received or for other procurements as deemed necessary by LHA, the offeror shall be required to submit:
 - a. a cost breakdown showing projected cost and profits;
 - b. commercial pricing and sales information, enough to enable LHA to verify the reasonableness of the proposed price as a catalog or market price of a commercial product sold in substantial quantities to the general public; or
 - c. documentation showing that law or regulation sets the offered price.
3. **Cost Analysis.** Cost analysis shall be performed if an offeror/contractor is required to submit a cost breakdown as part of its proposal. When a cost breakdown is submitted: A cost analysis shall be performed of the individual cost elements; LHA shall have the right to audit the contractor's books and records pertinent to such costs; and profit shall be analyzed separately. Costs shall be allowed only to the extent that they are consistent with applicable federal cost principles (for commercial firms, Subpart 31.2 of the Federal Acquisition Regulation, 48 CFR, Chapter 1). In establishing profit, LHA shall consider factors such as the complexity and risk of the work involved, the contractor's investment and productivity, the amount of subcontracting, the quality of past performance, and industry profit rates in the area for similar work.
4. **Price Analysis.** A comparison of prices shall be used in all cases other than those described in paragraph III. F.1. above.

G. Contractor Qualifications

1. **Contractor Responsibility.** LHA shall not award any contract until the prospective contractor, i.e., low responsive bidder or successful offeror, has been determined to be responsible. A responsible bidder/offeror must:

- a. Have adequate financial resources to perform the contract or the ability to obtain them;
- b. Be able to comply with the required or proposed delivery or performance schedule, taking into consideration all the bidder's/offeree's existing commercial and governmental business commitments;
- c. Have a satisfactory performance record;
- d. Have a satisfactory record of integrity and business ethics;
- e. Have the necessary organization, experience, accounting and operational controls, and technical skills or the ability to obtain them;
- f. Have the necessary production, construction, and technical equipment and facilities or the ability to obtain them; and,
- g. Be otherwise qualified and eligible to receive an award under applicable laws and regulations including not be suspended, debarred or under a HUD-imposed Limited Denials of Participation.

If a prospective contractor is found to be non-responsible, a written determination of non-responsibility shall be prepared and included in the official contract file, and the prospective contractor shall be advised of the reasons for the determination.

- 2. **Suspension and Debarment.** Contracts shall not be awarded to debarred, suspended, or ineligible contractors. Contractors may be suspended, debarred, or determined to be ineligible by HUD in accordance with HUD regulations or by other State or Federal agencies, e.g., Dept. of Labor for violation of labor regulations.
- 3. **Vendor Lists.** All interested businesses shall be given the opportunity to be included on vendor mailing lists. Any lists of persons, firms, or products which are used in the purchase of supplies and services (including construction) shall be kept current and include enough sources to ensure competition.

H. Assistance to Small and Minority Business Enterprises/Woman Business Enterprises (MBE/WBE)

- 1. Consistent with Presidential Executive Orders 11625, 12138, and 12432 and Section 3 of the HUD Act of 1968, all feasible efforts shall be

made to ensure that small and minority-owned businesses, women's business enterprises, and other individuals or firms located in or owned in substantial part by persons residing in the area of the LHA project are used when possible. Such efforts shall include, but shall not be limited to:

- a. Including such firms, when qualified, on solicitation mailing lists;
- b. Encouraging their participation through direct solicitation of bids or proposals whenever they are potential sources;
- c. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by such firms;
- d. Establishing delivery schedules, where the requirement permits, which encourage participation by such firms;
- e. Using the services and assistance of the Small Business Administration and the Minority Business Development Agency of the Department of Commerce;
- f. Including in contracts, to the greatest extent feasible, a clause requiring contractors, to provide opportunities for training and employment for lower income residents of the project area and to award subcontracts for work in connection with the project to business concerns which provide opportunities to low-income residents, as described in **24 CFR Part 135** (so-called Section 3 businesses); and
- g. Requiring prime contractors, when subcontracting is anticipated, to take the positive steps listed above.
- h. Goals shall be established periodically for participation by small businesses, minority-owned businesses, women-owned business enterprises, labor surplus area businesses, and Section 3 business concerns in LHA prime contracts and subcontracting opportunities.

2. Definitions

- a. A **small business** is defined as a business that is: independently owned; not dominant in its field of operation; and not an affiliate or subsidiary of a business dominant in its field of operation. The size standards in **13 CFR Part 121** should be used to determine business size.
- b. A **minority-owned business** is defined as a business which is, at least, 51% owned by one or more minority group members or, in the

case of a publicly owned business, one in which, at least, 51% of its voting stock is owned by one or more minority group members, and whose management and daily business operations are controlled by one or more such individuals. Minority group members include, but are not limited to Black Americans, Hispanic Americans, Native Americans, Asian Pacific Americans, Asian Indian Americans, and Hasidic Jewish Americans.

- c. A **women's business enterprise** is defined as a business that is, at least, 51% owned by a woman or women who are U.S. citizens and who control and operate the business.
- d. "**Section 3 business concern**" is as defined under **24 CFR Part 135**.

I. **General**

1. With respect to the purchases and contracts specified in paragraph III. A. above, the appropriate staff shall make the purchase from or award the contract to the lowest responsible bidder as to price--who meets the requirements. Price shall be considered for these purposes to include delivery charges and discounts including any discounts for prompt payment.
2. No purchases or contracts specified in paragraph III. A. (2), A. (3), and A (4) shall be made without certification of an official designated by the Executive Director that the expenditure is duly budgeted and that the funds are available, except in case of an emergency. Circumstances of such exception due to emergency shall be documented in a formal report submitted to the Board together with a certification or statement justifying the purchase or contract under the circumstances.
3. All procurement of equipment, materials, supplies, and repairs of service shall be documented. Expenditures in excess of the small purchase maximum limits as set by HUD shall be made by formal contract, except that those purchases made under Federal, State, or local governmental agency contract, if such are in effect, may be made by purchase order regardless of the amount.
4. All contracts shall be reviewed and signed by the Executive Director or designee.
5. The Executive Director or his/her designee shall serve as the Contracting Officer of LHA
6. All *Specifications* or *Statement/Scope of Work* shall describe the work or services required. They shall be written as to not restrict competition to one vendor. A *specification* is a detailed description of materials,

supplies, equipment, pre-cuts, or construction work to indicate to prospective contractors precisely what LHA desires to purchase. A *statement of scope of work* (SOW) is normally used for contracts for services, such as accounting or payroll services, energy audits, consultant, legal or A/E services, well as non-professional services such as maintenance and grounds keeping. The primary purpose of a SOW is to provide a basis for mutual understanding between LHA and the offeror and subsequent contractor of LHA's requirements.

7. Termination for Cause and for Convenience (contracts of \$10,000 or more).

LHA shall incorporate the following clauses in contracts of \$10,000 or more:

- a. LHA may terminate any contract in whole or from, time to time, in part, for LHA's convenience or the failure of the Contractor to fulfill the contract obligations (cause/default). LHA shall terminate by delivering to the Contractor a written Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall: (1) immediately discontinue all services affected (unless the notice directs otherwise) and (2) deliver to LHA all information, reports, papers, and other materials accumulated or generated in performing the contract, whether completed or in process.
- b. If the termination is for the convenience of LHA, LHA shall be liable only for payment for services rendered before the effective date of the termination.
- c. If the termination is due to the failure of the Contractor to fulfill its obligations under the contract (cause/default), LHA may (1) require the Contractor to deliver to it, in the manner and to the extent directed by LHA, any work described in the Notice of Termination; (2) take over the work and prosecute the same to completion by contract or otherwise, and the Contractor shall be liable for any additional cost incurred by LHA; and (3) withhold any payments to the Contractor for the purpose of set-off or partial payment, as the case may be, of amounts owned by LHA by the Contractor. In the event of termination for cause/default, LHA shall be liable to the Contractor for reasonable costs incurred by the Contractor before the effective date of the termination. Any dispute shall be decided by LHA's Executive Director or designee.

8. All contracts shall contain the following forms as applicable:
 - a. HUD Table 5.1, *Mandatory Contract Clauses for Small Purchases other than Construction*;
 - b. HUD-5370, *General Conditions for Construction Contracts—Public and Indian Housing Programs*;
 - c. HUD-5370-C, *General Conditions for Construction Contracts, Section I* (with or without Maintenance Work);
 - d. HUD-5370-C, *General Conditions for Construction Contracts, Section II* (with Maintenance Work);
 - e. HUD-5370-EZ, *General Conditions for Small Construction/Development Contracts*;
 - f. HUD-51915, *Model Form of Agreement Between Owner & Design Professional*; and
 - g. the mandatory Section 3 contract clause found at 24 CFR 135.38.
9. Record Retention. LHA shall retain all significant and material documentation and records concerning all procurements it conducts. These records will be retained for a period of three years after final payment and all matters pertaining to the contracts are closed. If any claims or litigation are involved, the records shall be retained until all issues are satisfactorily resolved.
10. Prohibited Contract Types—*cost-plus-a-percentage-of-costs* and *percentage-of-construction-cost method* contracts shall not be used.

J. Bonding Requirements

The standards under this section apply to construction contracts that exceed the minimum threshold amount as determined and published by HUD for purchases above the Small Purchase threshold. There are no bonding requirements for small purchases or for competitive proposals. LHA may require bonds in these latter circumstances when deemed appropriate; however, non-construction contracts should generally not require bid bonds.

1. Bid Bonds: For construction contracts exceeding the minimum threshold amount as determined and published by HUD for purchases above the Small Purchase threshold, offerors shall be required to submit a bid guarantee from each bidder equivalent to 5% of the bid price.

2. Payment Bonds: For construction contracts exceeding the minimum threshold amount as determined and published by HUD for purchases above the Small Purchase threshold, the successful bidder shall furnish an assurance of completion. This assurance may be any one of the following four, unless state or local laws or regulations require a higher level of guarantee, in which case such higher level shall apply:
 - a. A performance and payment bond in a penal sum of 100% of the contract price; or
 - b. Separate performance and payment bonds, each for 50% or more of the contract price; or
 - c. A 20% cash escrow; or
 - d. A 25% irrevocable letter of credit.
3. These bonds must be obtained from guarantee or surety companies acceptable to the U. S. Government and authorized to do business in the State where the work is to be performed. Individual sureties shall not be considered. U. S. Treasury Circular Number 570 lists companies approved to act as sureties on bonds securing Government contracts; the maximum underwriting limits on each contract bonded; and the states in which the company is licensed to do business. Use of companies on this circular is mandatory.

K. Insurance Requirements

Unless waived by LHA's Executive Director or designee and prior to signing any contract/agreement, the vendor must provide a current certificate(s) of General Liability insurance and Vehicular Liability insurance of, at least, \$1,000,000 per occurrence with LHA named as an *additional insured* as well as a current certificate of Workers Compensation insurance for entire staff to be employed by the vendor on the site of this project. If federal, state or local rules or regulations require higher insurance coverage, then such higher coverage requirement shall apply. The successful respondent shall maintain these insurances in force during the term of the contract.

V. DISPOSITION OF EXCESS PROPERTY

Property no longer necessary for the LHA's purposes (non-real property) shall be transferred, sold, or disposed of in accordance with applicable Federal, state, and local laws and regulations.

VI. AFFIRMATIVE ACTION PLAN

Positive efforts shall be made by the Executive Director to use small, minority-owned and women-owned businesses, and labor surplus area firms for supplies and services. Such efforts shall include, but shall not be limited to:

1. developing a bidder's mailing list for these sources, and encouraging them in the form of direct invitation to compete for contracts; and
2. assuring them that their participation in the bidding procedures is solicited whenever they are potential sources.

VII. APPEALS AND REMEDIES

The resolution of disputes arising from the solicitation and award of procurement contracts, bid protests, and contract performance claims shall be conducted in full compliance with the applicable HUD, Federal and State regulations. Efforts shall be made to resolve all disputes at LHA level.

VIII. CODE OF CONDUCT

- A. No employee, officer, or agent of LHA shall participate in the selection or in the award or administration of any contract if a conflict--real, apparent, or implied--would be involved. Such conflict would arise when financial or other interest in a firm selected for award is held by:
 1. an employee, officer, or agent involved in making the award;
 2. any member of his/her immediate family;
 3. his/her partner; or
 4. an organization that employs or is about to employ any of the above.
- B. LHA officers, employees, or agents shall not solicit or accept gratuities, favors, or anything of monetary value from vendors, contractors, or parties to subcontracts.

**Certification by State or Local
Official of PHA Plans Consistency
with the Consolidated Plan or
State Consolidated Plan
(All PHAs)**

U. S Department of Housing and Urban Development
Office of Public and Indian Housing
OMB No. 2577-0226
Expires 2/29/2016

**Certification by State or Local Official of PHA Plans
Consistency with the Consolidated Plan or State Consolidated Plan**

I, H. William Mutz, the Mayor
Official's Name *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the
Housing Authority of the City of Lakeland
PHA Name

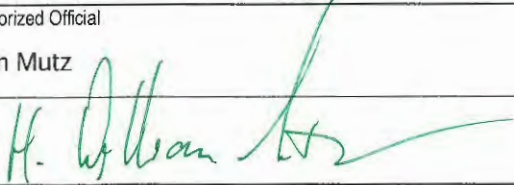
is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of
Impediments (AI) to Fair Housing Choice of the
City of Lakeland, Florida
Local Jurisdiction Name

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State
Consolidated Plan and the AI.

The 5-Year PHA Plan outlines ways to create affordable rental housing and homeownership opportunities
for moderate- low- and very low-income families and individuals in a manner that is consistent with the
goals and objectives of the 2021-2025 Consolidated Plan and the 2020 Analysis of Impediments of Fair
Housing as well as the efforts of the Affordable Housing Advisory Committee of the City of Lakeland.

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official	Title
H. William Mutz	Mayor
Signature	Date
	7/29/21