

Table of Contents

Chapter 1 OVERVIEW OF THE PROGRAM AND PLAN

INTRODUCTION	1-1
--------------------	-----

PART I: THE PHA

I.A. OVERVIEW	1-2
I.B. ORGANIZATION AND STRUCTURE OF THE PHA	1-2
I.C. PHA MISSION	1-2
I.D. THE PHA'S COMMITMENT TO ETHICS AND SERVICE.....	1-3

PART II: THE PUBLIC HOUSING PROGRAM

II.A. OVERVIEW AND HISTORY OF THE PROGRAM.....	1-5
II.B. PUBLIC HOUSING PROGRAM BASICS.....	1-5
II.C. PUBLIC HOUSING PARTNERSHIPS	1-6
II.D. APPLICABLE REGULATIONS	1-9

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES

III.A. OVERVIEW AND PURPOSE OF THE POLICY.....	1-10
III.B. CONTENTS OF THE POLICY	1-10
III.C. UPDATING AND REVISING THE POLICY.....	1-11

PART IV: DEFINITIONS

IV.A. DEFINITIONS.....	1-12
------------------------	------

Table of Contents

Chapter 2

FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION	2-1
--------------------	-----

PART I: NONDISCRIMINATION

I.A. OVERVIEW	2-2
I.B. NONDISCRIMINATION.....	2-3

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

II.A. OVERVIEW	2-5
II.B. DEFINITION OF REASONABLE ACCOMMODATION	2-5
II.C. REQUEST FOR AN ACCOMMODATION.....	2-6
II.D. VERIFICATION OF DISABILITY	2-6
II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION.....	2-7
II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS	2-8
II.G. PHYSICAL ACCESSIBILITY	2-9
II.H. DENIAL OR TERMINATION OF ASSISTANCE	2-10

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

III.A. OVERVIEW	2-11
III.B. ORAL INTERPRETATION.....	2-11
III.C. WRITTEN TRANSLATION.....	2-12
III.D. IMPLEMENTATION PLAN	2-12

EXHIBITS

2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS	2-13
--	------

Table of Contents

Chapter 3 ELIGIBILITY

INTRODUCTION	3-1
--------------------	-----

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS

I.A. OVERVIEW	3-2
I.B. FAMILY AND HOUSEHOLD	3-2
I.C. FAMILY BREAK-UP AND REMAINING MEMBER OF TENANT FAMILY	3-3
I.D. HEAD OF HOUSEHOLD	3-4
I.E. SPOUSE, COHEAD, AND OTHER ADULT	3-4
I.F. DEPENDENT	3-5
I.G. FULL-TIME STUDENT	3-5
I.H. ELDERLY AND NEAR-ELDERLY PERSONS, AND ELDERLY FAMILY	3-6
I.I. PERSONS WITH DISABILITIES AND DISABLED FAMILY	3-6
I.J. GUESTS	3-7
I.K. FOSTER CHILDREN AND FOSTER ADULTS	3-7
I.L. ABSENT FAMILY MEMBERS	3-8
I.M. LIVE-IN AIDE	3-10

PART II: BASIC ELIGIBILITY CRITERIA

II.A. INCOME ELIGIBILITY AND TARGETING	3-12
II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	3-13
II.C. SOCIAL SECURITY NUMBERS	3-16
II.D. FAMILY CONSENT TO RELEASE OF INFORMATION	3-16

PART III: DENIAL OF ADMISSION

III.A. OVERVIEW	3-17
III.B. REQUIRED DENIAL OF ADMISSION	3-17
III.C. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION	3-18
III.D. SCREENING	3-20
III.E. CRITERIA FOR DECIDING TO DENY ADMISSION	3-24
III.F. NOTICE OF ELIGIBILITY OR DENIAL	3-26
III.G. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, AND STALKING	3-27

EXHIBITS

3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES	3-29
---	------

Table of Contents

Chapter 4 APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION	4-1
--------------------	-----

PART I: THE APPLICATION PROCESS

I.A. OVERVIEW	4-2
I.B. APPLYING FOR ASSISTANCE.....	4-2
I.C. ACCESSIBILITY OF THE APPLICATION PROCESS.....	4-3
I.D. PLACEMENT ON THE WAITING LIST	4-3

PART II: MANAGING THE WAITING LIST

II.A. OVERVIEW	4-5
II.B. ORGANIZATION OF THE WAITING LIST	4-5
II.C. OPENING AND CLOSING THE WAITING LIST	4-6
II.D. FAMILY OUTREACH	4-7
II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES	4-8
II.F. UPDATING THE WAITING LIST	4-8

PART III: TENANT SELECTION

III.A. OVERVIEW	4-10
III.B. SELECTION METHOD.....	4-10
III.C. NOTIFICATION OF SELECTION	4-14
III.D. THE APPLICATION INTERVIEW	4-14
III.E. FINAL ELIGIBILITY DETERMINATION	4-16

Table of Contents

Chapter 5 OCCUPANCY STANDARDS AND UNIT OFFERS

INTRODUCTION	5-1
--------------------	-----

PART I: OCCUPANCY STANDARDS

I.A. OVERVIEW	5-2
I.B. DETERMINING UNIT SIZE.....	5-2
I.C. EXCEPTIONS TO OCCUPANCY STANDARDS	5-3

PART II: UNIT OFFERS

II.A. OVERVIEW	5-5
II.B. NUMBER OF OFFERS.....	5-5
II.C. TIME LIMIT FOR UNIT OFFER ACCEPTANCE OR REFUSAL	5-5
II.D. REFUSALS OF UNIT OFFERS	5-5
II.E. ACCESSIBLE UNITS.....	5-7
II.F. DESIGNATED HOUSING	5-8

Table of Contents

Chapter 6 INCOME AND RENT DETERMINATIONS

INTRODUCTION	6-1
--------------------	-----

PART I: ANNUAL INCOME

I.A. OVERVIEW	6-2
I.B. HOUSEHOLD COMPOSITION AND INCOME	6-3
I.C. ANTICIPATING ANNUAL INCOME.....	6-6
I.D. EARNED INCOME.....	6-8
I.E. EARNED INCOME DISALLOWANCE.....	6-11
I.F. BUSINESS INCOME.....	6-13
I.G. ASSETS	6-14
I.H. PERIODIC PAYMENTS	6-23
I.I. PAYMENTS IN LIEU OF EARNINGS	6-24
I.J. WELFARE ASSISTANCE	6-25
I.K. PERIODIC AND DETERMINABLE ALLOWANCES.....	6-26
I.L. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME.....	6-26

PART II: ADJUSTED INCOME

II.A. INTRODUCTION	6-30
II.B. DEPENDENT DEDUCTION.....	6-31
II.C. ELDERLY OR DISABLED FAMILY DEDUCTION	6-31
II.D. MEDICAL EXPENSES DEDUCTION	6-31
II.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION.....	6-32
II.F. CHILD CARE EXPENSE DEDUCTION.....	6-35

PART III: CALCULATING RENT

III.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS.....	6-39
III.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT	6-40
III.C. UTILITY ALLOWANCES	6-43
III.D. PRORATED RENT FOR MIXED FAMILIES.....	6-44
III.E. FLAT RENTS AND FAMILY CHOICE IN RENTS	6-44

EXHIBITS

6-1: ANNUAL INCOME INCLUSIONS	6-47
6-2: ANNUAL INCOME EXCLUSIONS	6-50
6-3: TREATMENT OF FAMILY ASSETS	6-52
6-4: EARNED INCOME DISALLOWANCE.....	6-53
6-5: THE EFFECT OF WELFARE BENEFIT REDUCTION.....	6-55
6-6: HHS DEFINITIONS OF “ASSISTANCE”.....	6-58

Table of Contents

Chapter 7 VERIFICATION

INTRODUCTION	7-1
--------------------	-----

PART I: GENERAL VERIFICATION REQUIREMENTS

I.A. FAMILY CONSENT TO RELEASE OF INFORMATION	7-2
I.B. OVERVIEW OF VERIFICATION REQUIREMENTS	7-2
I.C. UP-FRONT INCOME VERIFICATION (UIV)	7-4
I.D. THIRD-PARTY WRITTEN AND ORAL VERIFICATION	7-6
I.E. SELF-CERTIFICATION	7-8

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY	7-9
II.B. SOCIAL SECURITY NUMBERS	7-10
II.C. DOCUMENTATION OF AGE	7-11
II.D. FAMILY RELATIONSHIPS	7-12
II.E. VERIFICATION OF STUDENT STATUS	7-13
II.F. DOCUMENTATION OF DISABILITY	7-13
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	7-14
II.H. VERIFICATION OF PREFERENCE STATUS	7-16

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME	7-17
III.B. BUSINESS AND SELF EMPLOYMENT INCOME	7-17
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS	7-18
III.D. ALIMONY OR CHILD SUPPORT	7-18
III.E. ASSETS AND INCOME FROM ASSETS	7-19
III.F. NET INCOME FROM RENTAL PROPERTY	7-20
III.G. RETIREMENT ACCOUNTS	7-20
III.H. INCOME FROM EXCLUDED SOURCES	7-21
III.I. ZERO ANNUAL INCOME STATUS	7-21

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS	7-22
IV.B. MEDICAL EXPENSE DEDUCTION	7-22
IV.C. DISABILITY ASSISTANCE EXPENSES	7-24
IV.D. CHILD CARE EXPENSES	7-26

EXHIBITS

7-1: Summary of Documentation Requirements for Noncitizens	7-29
--	------

Table of Contents

**Chapter 8
LEASING AND INSPECTIONS**

INTRODUCTION 8-1

PART I: LEASING

I.A. OVERVIEW 8-2
I.B. LEASE ORIENTATION 8-2
I.C. EXECUTION OF LEASE 8-3
I.D. MODIFICATIONS TO THE LEASE 8-3
I.E. SECURITY DEPOSITS 8-5
I.F. PAYMENTS UNDER THE LEASE 8-5

PART II: INSPECTIONS

II.A. OVERVIEW 8-9
II.B. TYPES OF INSPECTIONS 8-9
II.C. NOTICE AND SCHEDULING OF INSPECTIONS 8-10
II.D. INSPECTION RESULTS 8-11

Table of Contents

Chapter 9 REEXAMINATIONS

INTRODUCTION	9-1
--------------------	-----

PART I: ANNUAL REEXAMINATIONS FOR FAMILIES PAYING INCOME BASED RENTS

I.A. OVERVIEW	9-2
I.B. SCHEDULING ANNUAL REEXAMINATIONS	9-2
I.C. CONDUCTING ANNUAL REEXAMINATIONS	9-3
I.D. EFFECTIVE DATES.....	9-5

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW	9-6
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION.....	9-6
II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”)	9-6

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW	9-9
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION.....	9-9
III.C. CHANGES AFFECTING INCOME OR EXPENSES.....	9-11
III.D. PROCESSING THE INTERIM REEXAMINATION	9-13

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW	9-14
IV.B. CHANGES IN UTILITY ALLOWANCES	9-14
IV.C. NOTIFICATION OF NEW TENANT RENT.....	9-14
IV.D. DISCREPANCIES.....	9-14

Table of Contents

Chapter 10 PETS

INTRODUCTION	10-1
--------------------	------

PART I: ASSISTANCE ANIMALS

I.A. OVERVIEW	10-2
I.B. APPROVAL OF ASSISTANCE ANIMALS	10-2
I.C. CARE AND HANDLING	10-3

PART II: PET POLICIES FOR ALL DEVELOPMENTS

II.A. OVERVIEW	10-4
II.B. MANAGEMENT APPROVAL OF PETS	10-4
II.C. STANDARDS FOR PETS	10-5
II.D. PET RULES	10-7

PART III: PET DEPOSITS AND FEES IN ELDERLY/DISABLED DEVELOPMENTS

III.A. OVERVIEW	10-12
III.B. PET DEPOSITS	10-12
III.C. OTHER CHARGES	10-13

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

IV.A. OVERVIEW	10-14
IV.B. PET DEPOSITS	10-14
IV.C. NON-REFUNDABLE NOMINAL PET FEE	10-14
IV.D. OTHER CHARGES	10-15

Table of Contents

Chapter 11 COMMUNITY SERVICE

INTRODUCTION	11-1
--------------------	------

PART I: COMMUNITY SERVICE REQUIREMENT

I.A. OVERVIEW	11-2
I.B. REQUIREMENTS.....	11-2
I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE	11-6
I.D. DOCUMENTATION AND VERIFICATION.....	11-7
I.E. NONCOMPLIANCE.....	11-9

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

II.A. OVERVIEW	11-12
----------------------	-------

EXHIBITS

11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY	11-13
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	11-18
11-3: PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE.....	11-20

Table of Contents

Chapter 12 TRANSFER POLICY

INTRODUCTION	12-1
--------------------	------

PART I: EMERGENCY TRANSFERS

I.A. OVERVIEW	12-2
I.B. EMERGENCY TRANSFERS	12-2
I.C. EMERGENCY TRANSFER PROCEDURES	12-2
I.D. COSTS OF TRANSFER.....	12-3

PART II: PHA REQUIRED TRANSFERS

II.A. OVERVIEW	12-4
II.B. TYPES OF PHA REQUIRED TRANSFERS	12-4
II.C. ADVERSE ACTION.....	12-6
II.D. COST OF TRANSFER.....	12-6

PART III: TRANSFERS REQUESTED BY TENANTS

III.A. OVERVIEW	12-7
III.B. TYPES OF RESIDENT REQUESTED TRANSFERS	12-7
III.C. ELIGIBILITY FOR TRANSFER.....	12-7
III.D. SECURITY DEPOSITS	12-8
III.E. COST OF TRANSFER.....	12-8
III.F. HANDLING OF REQUESTS	12-9

PART IV: TRANSFER PROCESSING

IV.A. OVERVIEW	12-10
IV.B. TRANSFER LIST.....	12-10
IV.C. TRANSFER OFFER POLICY	12-11
IV.D. GOOD CAUSE FOR UNIT REFUSAL.....	12-11

Table of Contents

Chapter 13 LEASE TERMINATIONS

INTRODUCTION	13-1
--------------------	------

PART I: TERMINATION BY TENANT

I.A. TENANT CHOOSES TO TERMINATE THE LEASE.....	13-2
---	------

PART II: TERMINATION BY PHA – MANDATORY

II.A. OVERVIEW	13-3
II.B. FAILURE TO PROVIDE CONSENT.....	13-3
II.C. FAILURE TO DOCUMENT CITIZENSHIP	13-3
II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS...	13-3
II.E. FAILURE TO ACCEPT THE PHA’S OFFER OF A LEASE REVISION	13-4
II.F. METHAMPHETAMINE CONVICTION.....	13-4
II.G. LIFETIME REGISTERED SEX OFFENDERS.....	13-4
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS.....	13-4
II.I. DEATH OF A SOLE FAMILY MEMBER	13-4

PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS

III.A. OVERVIEW	13-5
III.B. MANDATORY LEASE PROVISIONS.....	13-5
III.C. OTHER AUTHORIZED REASONS FOR TERMINATION.....	13-9
III.D. ALTERNATIVES TO TERMINATION OF TENANCY	13-12
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY	13-12
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, OR STALKING.....	13-14

PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

IV.A. OVERVIEW	13-18
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS	13-18
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY	13-18
IV.D. LEASE TERMINATION NOTICE.....	13-19
IV.E. EVICTION.....	13-21
IV.F. NOTIFICATION TO POST OFFICE	13-21

Table of Contents

Chapter 14 GRIEVANCES AND APPEALS

INTRODUCTION	14-1
PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS	
I.A. OVERVIEW	14-2
I.B. INFORMAL HEARING PROCESS	14-2
PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS	
II.A. HEARING AND APPEAL PROVISIONS FOR NONCITIZENS	14-5
PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS	
III.A. REQUIREMENTS.....	14-9
III.B. DEFINITIONS.....	14-9
III.C. APPLICABILITY.....	14-10
III.D. INFORMAL SETTLEMENT OF GRIEVANCE.....	14-11
III.E. PROCEDURES TO OBTAIN A HEARING	14-11
III.F. SELECTION OF HEARING OFFICER/PANEL	14-13
III.G. PROCEDURES GOVERNING THE HEARING	14-14
III.H. DECISION OF THE HEARING OFFICER/PANEL.....	14-17

Table of Contents

Chapter 15 PROGRAM INTEGRITY

INTRODUCTION	15-1
--------------------	------

PART I: PREVENTING, DETECTING, AND INVESTIGATING ERRORS AND PROGRAM ABUSE

I.A. PREVENTING ERRORS AND PROGRAM ABUSE	15-2
I.B. DETECTING ERRORS AND PROGRAM ABUSE	15-3
I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE	15-4

PART II: CORRECTIVE MEASURES AND PENALTIES

II.A. UNDER- OR OVERPAYMENT	15-6
II.B. FAMILY-CAUSED ERRORS AND PROGRAM ABUSE	15-6
II.C. PHA-CAUSED ERRORS OR PROGRAM ABUSE	15-8
II.D. CRIMINAL PROSECUTION	15-9
II.E. FRAUD AND PROGRAM ABUSE RECOVERIES	15-10

Table of Contents

Chapter 16 PROGRAM ADMINISTRATION

INTRODUCTION	16-1
--------------------	------

PART I: SETTING UTILITY ALLOWANCES

I.A. OVERVIEW	16-2
I.B. UTILITY ALLOWANCES	16-2
I.C. NOTICE REQUIREMENTS	16-3
I.D. REASONABLE ACCOMMODATION.....	16-4

PART II: ESTABLISHING FLAT RENTS AND PUBLIC HOUSING MAXIMUM RENTS

II.A. OVERVIEW	16-5
II.B. FLAT RENTS	16-5
II.C. PUBLIC HOUSING MAXIMUM RENTS	16-6

PART III: FAMILY DEBTS TO THE PHA

III.A. OVERVIEW	16-8
III.B. REPAYMENT POLICY	16-8

PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)

IV.A. OVERVIEW	16-12
IV.B. PHAS INDICATORS	16-12
IV.C. PHAS SCORING.....	16-13

PART V: RECORD KEEPING

V.A. OVERVIEW	16-15
V.B. RECORD RETENTION.....	16-15
V.C. RECORDS MANAGEMENT	16-15

PART VI: VIOLENCE AGAINST WOMEN ACT (VAWA): NOTIFICATION, DOCUMENTATION, CONFIDENTIALITY

VI.A. OVERVIEW	16-18
VI.B. DEFINITIONS.....	16-18
VI.C. NOTIFICATION	16-19
VI.D. DOCUMENTATION	16-20
VI.E. CONFIDENTIALITY.....	16-22

EXHIBITS

16-1: SAMPLE NOTICE TO PUBLIC HOUSING APPLICANTS AND RESIDENTS REGARDING THE VIOLENCE AGAINST WOMEN ACT (VAWA).....	16-23
--	-------