Table of Contents

Introduction
ABOUT THE ACOP

REFERENCES CITED IN THE ACOP ..... Intro-i
REFERENCES CITED IN THE MODEL ACOP ..... Intro-ii

Chapter 1
OVERVIEW OF THE PROGRAM AND PLAN

INTRODUCTION 1-1

PART I: THE PHA

I.A. OVERVIEW 1-1
I.B. ORGANIZATION AND STRUCTURE OF THE PHA 1-2
I.C. PHA MISSION 1-3
I.D. THE PHA'S COMMITMENT TO ETHICS AND SERVICE 1-4

PART II: THE PUBLIC HOUSING PROGRAM

II.A. OVERVIEW AND HISTORY OF THE PROGRAM 1-5
II.B. PUBLIC HOUSING PROGRAM BASICS 1-6
II.C. PUBLIC HOUSING PARTNERSHIPS 1-6
II.D. APPLICABLE REGULATIONS 1-10

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES

III.A. OVERVIEW AND PURPOSE OF THE POLICY 1-11
III.B. CONTENTS OF THE POLICY 1-11
III.C. UPDATING AND REVISING THE POLICY 1-12

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 2
FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION 2-1

PART I: NONDISCRIMINATION

I.A. OVERVIEW 2-3
I.B. NONDISCRIMINATION 2-4
I.C. DISCRIMINATION COMPLAINTS 2-5

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

II.A. OVERVIEW 2-9
II.B. DEFINITION OF REASONABLE ACCOMMODATION 2-10
II.C. REQUEST FOR AN ACCOMMODATION 2-11
II.D. VERIFICATION OF DISABILITY 2-12
II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION 2-13
II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS 2-14
II.G. PHYSICAL ACCESSIBILITY 2-15
II.H. DENIAL OR TERMINATION OF ASSISTANCE 2-16

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

III.A. OVERVIEW 2-17
III.B. ORAL INTERPRETATION 2-18
III.C. WRITTEN TRANSLATION 2-18
III.D. IMPLEMENTATION PLAN 2-19

EXHIBITS

2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS 2-21

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 3
ELIGIBILITY

INTRODUCTION 3-1

PART I: DEFINITIONS OF FAMILY AND HOUSEHOLD MEMBERS

I.A. OVERVIEW 3-3
I.B. FAMILY AND HOUSEHOLD 3-3
I.C. FAMILY BREAK-UP AND REMAINING MEMBER OF TENANT FAMILY 3-4
I.D. HEAD OF HOUSEHOLD 3-5
I.E. SPOUSE, COHEAD, AND OTHER ADULT 3-5
I.F. DEPENDENTS AND MINORS 3-6
I.G. FULL-TIME STUDENT 3-6
I.H. ELDERLY AND NEAR-ELDERLY PERSONS, AND ELDERLY FAMILY 3-7
I.I. PERSONS WITH DISABILITIES AND DISABLED FAMILY 3-7
I.J. GUESTS 3-8
I.K. FOSTER CHILDREN AND FOSTER ADULTS 3-9
I.L. ABSENT FAMILY MEMBERS 3-10
I.M. LIVE-IN AIDE 3-12

PART II: BASIC ELIGIBILITY CRITERIA

II.A. INCOME ELIGIBILITY AND TARGETING 3-13
II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS 3-15
II.C. SOCIAL SECURITY NUMBERS 3-17
II.D. FAMILY CONSENT TO RELEASE OF INFORMATION 3-18
II.E. EIV SYSTEM SEARCHES 3-19

PART III: DENIAL OF ADMISSION

III.A. OVERVIEW 3-21
III.B. REQUIRED DENIAL OF ADMISSION 3-22
III.C. RESTRICTION ON ASSSITANCE BASED ON ASSETS 3-24
III.D. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION 3-25
III.E. SCREENING 3-28
III.F. CRITERIA FOR DECIDING TO DENY ADMISSION 3-33
III.G. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, AND HUMAN TRAFFICKING 3-36
III.H. NOTICE OF ELIGIBILITY OR DENIAL 3-38

EXHIBITS

3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES 3-39

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 4
APPLICATIONS, WAITING LIST AND TENANT SELECTION

INTRODUCTION 4-1

PART I: THE APPLICATION PROCESS

I.A. OVERVIEW 4-3
I.B. APPLYING FOR ASSISTANCE 4-3
I.C. ACCESSIBILITY OF THE APPLICATION PROCESS 4-4
I.D. PLACEMENT ON THE WAITING LIST 4-5

PART II: MANAGING THE WAITING LIST

II.A. OVERVIEW 4-7
II.B. ORGANIZATION OF THE WAITING LIST 4-7
II.C. OPENING AND CLOSING THE WAITING LIST 4-9
II.D. FAMILY OUTREACH 4-10
II.E. REPORTING CHANGES IN FAMILY CIRCUMSTANCES 4-11
II.F. UPDATING THE WAITING LIST 4-12

PART III: TENANT SELECTION

III.A. OVERVIEW 4-15
III.B. SELECTION METHOD 4-16
III.C. NOTIFICATION OF SELECTION 4-21
III.D. THE APPLICATION INTERVIEW 4-22
III.E. FINAL ELIGIBILITY DETERMINATION 4-24

Chapter 5
OCCUPANCY STANDARDS AND UNIT OFFERS

INTRODUCTION 5-1

PART I: OCCUPANCY STANDARDS

I.A. OVERVIEW 5-1
I.B. DETERMINING UNIT SIZE 5-2
I.C. EXCEPTIONS TO OCCUPANCY STANDARDS 5-4

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 5-6
II.D. REFUSALS OF UNIT OFFERS 5-6
II.E. ACCESSIBLE UNITS 5-8
II.F. DESIGNATED HOUSING 5-8

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 6
INCOME AND RENT DETERMINATIONS

INTRODUCTION 6-1

PART I: ANNUAL INCOME

I.A. OVERVIEW 6-3
I.B. HOUSEHOLD COMPOSITION AND INCOME 6-4
I.C. CALCULATING ANNUAL INCOME 6-8
I.D. EARNED INCOME 6-10
I.E. EARNED INCOME DISALLOWANCE 6-12
I.F. BUSINESS AND SELF-EMPLOYMENT INCOME 6-14
I.G. STUDENT FINANCIAL ASSISTANCE 6-16
I.H. PERIODIC PAYMENTS 6-20
I.I. NONRECURRING INCOME 6-23
I.J. WELFARE ASSISTANCE 6-24
I.K. STATE PAYMENTS TO ALLOW INDIVIDUALS WITH DISABILITIES TO LIVE AT HOME 6-25
I.L. CIVIL RIGHTS SETTLEMENTS 6-25
I.M. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME 6-26

PART II: ASSETS

II.A. OVERVIEW 6-31
II.B. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE 6-32
II.C. ASSET INCLUSIONS AND EXCLUSIONS 6-34
II.D. DETERMINING INCOME FROM ASSETS 6-43

PART III: ADJUSTED INCOME

III.A. INTRODUCTION 6-45
III.B. DEPENDENT DEDUCTION 6-46
III.C. ELDERLY OR DISABLED FAMILY DEDUCTION 6-46
III.D. HEALTH AND MEDICAL CARE EXPENSES DEDUCTION 6-47
III.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION 6-48
III.F. CHILD CARE EXPENSE DEDUCTION 6-50
III.G HARDSHIP EXEMPTIONS 6-53
III.H. PERMISSIVE DEDUCTIONS 6-59

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

PART IV: CALCULATING RENT

IV.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS 6-61
IV.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT 6-64
IV.C. UTILITY ALLOWANCES 6-68
IV.D. PRORATED RENT FOR MIXED FAMILIES 6-71
IV.E. FLAT RENTS AND FAMILY CHOICE IN RENTS 6-72

EXHIBITS

6-1: ANNUAL INCOME FULL DEFINITION 6-75
6-2: TREATMENT OF FAMILY ASSETS 6-80
6-3: THE EFFECT OF WELFARE BENEFIT REDUCTION 6-81

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 7
VERIFICATION

INTRODUCTION 7-1

PART I: GENERAL VERIFICATION REQUIREMENTS

I.A. FAMILY CONSENT TO RELEASE OF INFORMATION 7-1
I.B. USE OF OTHER PROGRAMS' INCOME DETERMINATIONS 7-4
I.C. STREAMLINED INCOME DETERMINATIONS 7-7
I.D. VERIFICATION HIERARCHY 7-10
I.E. LEVEL 5 AND 6 VERIFICATION: UP-FRONT INCOME VERIFICATION (UIV) 7-11
I.F. LEVEL 4 VERIFICATION 7-15
I.G. LEVEL 3 VERIFICATION: WRITTEN, THIRD-PARTY FORM 7-17
I.H. LEVEL 2: ORAL THIRD-PARTY VERIFICATION 7-18
I.I. LEVEL 1: NON-THIRD-PARTY VERIFICATION TECHNIQUE: SELF-CERTIFICATION 7-19

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY 7-21
II.B. SOCIAL SECURITY NUMBERS 7-22
II.C. DOCUMENTATION OF AGE 7-24
II.D. FAMILY RELATIONSHIPS 7-25
II.E. VERIFICATION OF STUDENT STATUS 7-26
II.F. DOCUMENTATION OF DISABILITY 7-26
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS 7-28
II.H. VERIFICATION OF PREFERENCE STATUS 7-18

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME 7-31
III.B. BUSINESS AND SELF EMPLOYMENT INCOME 7-32
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS 7-33
III.D. ALIMONY OR CHILD SUPPORT 7-34
III.E. NONRECURRING INCOME 7-34
III.F. ASSETS AND INCOME FROM ASSETS 7-35
III.G. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE 7-37
III.H. NET INCOME FROM RENTAL PROPERTY 7-37
III.I. FEDERAL TAX REFUNDS OR REFUNDABLE TAX CREDITS 7-38
III.J. RETIREMENT ACCOUNTS 7-38
III.K. INCOME FROM EXCLUDED SOURCES 7-39
III.L. ZERO INCOME REVIEWS 7-40
III.M. STUDENT FINANCIAL ASSISTANCE 7-41

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS 7-43
IV.B. HEALTH AND MEDICAL CARE EXPENSE DEDUCTION 7-44
IV.C. DISABILITY ASSISTANCE EXPENSES 7-46
IV.D. CHILD CARE EXPENSES 7-49

EXHIBITS

7-1: SUMMARY OF DOCUMENTATION REQUIREMENTS FOR NONCITIZENS 7-52

Chapter 8
LEASING AND INSPECTIONS

INTRODUCTION 8-1

PART I: LEASING

I.A. OVERVIEW 8-1
I.B. LEASE ORIENTATION 8-2
I.C. EXECUTION OF LEASE 8-3
I.D. MODIFICATIONS TO THE LEASE 8-4
I.E. SECURITY DEPOSITS 8-6
I.F. PAYMENTS UNDER THE LEASE 8-7

PART II: INSPECTIONS

II.A. OVERVIEW 8-11
II.B. PHA-CONDUCTED INSPECTIONS 8-11
II.C. NSPIRE INSPECTIONS 8-15

EXHIBITS

8-1: SMOKE-FREE POLICY 8-19

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 9
REEXAMINATIONS

INTRODUCTION 9-1

PART I: ANNUAL REEXAMINATIONS FOR FAMILIES PAYING INCOME-BASED RENTS

I.A. OVERVIEW 9-3
I.B. SCHEDULING ANNUAL REEXAMINATIONS 9-4
I.C. CONDUCTING ANNUAL REEXAMINATIONS 9-5
I.D. CALCULATING ANNUAL INCOME AT ANNUAL REEXAMINATION 9-6
I.E OTHER CONSIDERATIONS 9-8
I.F. EFFECTIVE DATES 9-9

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW 9-11
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION 9-12
II.C. REEXAMINATION OF FAMILY COMPOSITION ("ANNUAL UPDATE") 9-13

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW 9-15
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION 9-16
III.C. CHANGES AFFECTING INCOME OR EXPENSES 9-19
III.D. EFFECTIVE DATES 9-23

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW 9-25
IV.B. CHANGES IN UTILITY ALLOWANCES 9-25
IV.C. NOTIFICATION OF NEW TENANT RENT 9-25
IV.D. DISCREPANCIES 9-26

PART V: NON-INTERIM REEXAMINATION TRANSACTIONS

EXHIBITS

9-1: CALCULATING INCOME AT ANNUAL REEXAMINATION 9-29

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 10
PETS

INTRODUCTION 10-1

PART I: ASSISTANCE ANIMALS

I.A. OVERVIEW 10-3
I.B. APPROVAL OF ASSISTANCE ANIMALS 10-4
I.C. CARE AND HANDLING 10-6

PART II: PET POLICIES FOR ALL DEVELOPMENTS

II.A. OVERVIEW 10-7
II.B. MANAGEMENT APPROVAL OF PETS 10-7
II.C. STANDARDS FOR PETS 10-9
II.D. PET RULES 10-11

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

III.A. OVERVIEW 10-17
III.B. PET DEPOSITS 10-17
III.C. OTHER CHARGES 10-18

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

IV.A. OVERVIEW 10-19
IV.B. PET DEPOSITS 10-19
IV.C. NON-REFUNDABLE NOMINAL PET FEE 10-20
IV.D. OTHER CHARGES 10-21

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 11
COMMUNITY SERVICE

INTRODUCTION 11-1

PART I: COMMUNITY SERVICE REQUIREMENT

I.A. OVERVIEW 11-1
I.B. REQUIREMENTS 11-2
I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE 11-7
I.D. DOCUMENTATION AND VERIFICATION 11-11
I.E. NONCOMPLIANCE 11-13

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

II.A. OVERVIEW 11-17

EXHIBITS

11-1: COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY 11-19
11-2: DEFINITION OF A PERSON WITH A DISABILITY UNDER SOCIAL SECURITY ACTS 216(i)(l) and Section 1416(excerpt) FOR PURPOSES OF EXEMPTION FROM COMMUNITY SERVICE 11-25
11-3: PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE 11-27
11-4: CSSR WORK-OUT AGREEMENT 11-29

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 12
TRANSFER POLICY

INTRODUCTION 12-1

PART I: EMERGENCY TRANSFERS

I.A. OVERVIEW 12-1
I.B. EMERGENCY TRANSFERS 12-2
I.C. EMERGENCY TRANSFER PROCEDURES 12-3
I.D. COSTS OF TRANSFER 12-3

PART II: PHA REQUIRED TRANSFERS

II.A. OVERVIEW 12-5
II.B. TYPES OF PHA REQUIRED TRANSFERS 12-5
II.C. ADVERSE ACTION 12-8
II.D. COST OF TRANSFER 12-8

PART III: TRANSFERS REQUESTED BY TENANTS

III.A. OVERVIEW 12-9
III.B. TYPES OF RESIDENT REQUESTED TRANSFERS 12-9
III.C. ELIGIBILITY FOR TRANSFER 12-10
III.D. SECURITY DEPOSITS 12-11
III.E. COST OF TRANSFER 12-11
III.F. HANDLING OF REQUESTS 12-12

PART IV: TRANSFER PROCESSING

IV.A. OVERVIEW 12-13
IV.B. TRANSFER LIST 12-13
IV.C. TRANSFER OFFER POLICY 12-14
IV.D. GOOD CAUSE FOR UNIT REFUSAL 12-14
IV.E. DECONCENTRATION 12-15
IV.F. REEXAMINATION POLICIES FOR TRANSFERS 12-15

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 13
LEASE TERMINATIONS

INTRODUCTION 13-1

PART I: TERMINATION BY TENANT

I.A. TENANT CHOOSES TO TERMINATE THE LEASE 13-3

PART II: TERMINATION BY PHA – MANDATORY

II.A. OVERVIEW 13-5
II.B. FAILURE TO PROVIDE CONSENT 13-5
II.C. FAILURE TO DOCUMENT CITIZENSHIP 13-5
II.D. FAILURE TO DISCLOSE AND DOCUMENT SOCIAL SECURITY NUMBERS 13-6
II.E. FAILURE TO ACCEPT THE PHA'S OFFER OF A LEASE REVISION 13-6
II.F. METHAMPHETAMINE CONVICTION 13-7
II.G LIFETIME REGISTERED SEX OFFENDERS 13-7
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS 13-7
II.I. DEATH OF A SOLE FAMILY MEMBER 13-7
II.J. OVER_INCOME FAMILIES [24 CFR 960.507; FR Notice 7/26/18; Notice PIH 2019-11; FR Notice 2/14/23] 13-8

PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS

III.A. OVERVIEW 13-13
III.B. MANDATORY LEASE PROVISIONS 13-14
III.C. OTHER AUTHORIZED REASONS FOR TERMINATION 13-20
III.D. ALTERNATIVES TO TERMINATION OF TENANCY 13-22
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY 13-23
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING 13-27

PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

IV.A. OVERVIEW 13-31
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS 13-31
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY 13-32
IV.D. LEASE TERMINATION NOTICE 13-33
IV.E. EVICTION 13-36
IV.F. NOTIFICATION TO POST OFFICE 13-36
IV.G. RECORD KEEPING 13-36

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

EXHIBITS

13-1: SAMPLE NOTICE FOR OVER-INCOME FAMILIES – INITIAL NOTIFICATION FOR NPHOI FAMILY OPTION 13-37
13-2: SAMPLE NOTICE FOR OVER-INCOME FAMILIES – INITIAL NOTIFICATION FOR TERMINATE ONLY OPTION 13-40
13-3: SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 12 MONTH NOTIFICATION FOR NPHOI FAMILY OPTION 13-43
13.4: SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 12 MONTH NOTIFICATION FOR TERMINATE ONLY OPTION 13-46
13.5: SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 24 MONTH NOTIFICATION FOR NPHOI FAMILY OPTION 13-49
13.6: SAMPLE NOTICE FOR OVER-INCOME FAMILIES – 24 MONTH NOTIFICATION FOR TERMINATION ONLY OPTION 13-52

Chapter 14
GRIEVANCES AND APPEALS

INTRODUCTION 14-1

PART I: INFORMAL HEARINGS FOR PUBLIC HOUSING APPLICANTS

I.A. OVERVIEW 14-1
I.B. INFORMAL HEARING PROCESS 14-2

PART II: INFORMAL HEARINGS WITH REGARD TO NONCITIZENS

II.A. HEARING AND APPEAL PROVISIONS FOR NONCITIZENS 14-7

PART III: GRIEVANCE PROCEDURES FOR PUBLIC HOUSING RESIDENTS

III.A. REQUIREMENTS 14-11
III.B. DEFINITIONS 14-12
III.C. APPLICABILITY 14-13
III.D. INFORMAL SETTLEMENT OF GRIEVANCE 14-14
III.E. PROCEDURES TO OBTAIN A HEARING 14-15
III.F. SELECTION OF HEARING OFFICER 14-17
III.G. REMOTE HEARINGS 14-18
III.H. PROCEDURES GOVERNING THE HEARING 14-21
III.I. DECISION OF THE HEARING OFFICER 14-25

EXHIBITS

14-1: GRIEVANCE PROCEDURE 14-29

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

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 15-3
I.B. DETECTING ERRORS AND PROGRAM ABUSE 15-4
I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE 15-5

PART II: CORRECTIVE MEASURES AND PENALTIES

II.A. UNDER- OR OVERPAYMENT 15-7
II.B. FAMILY-CAUSED ERRORS AND PROGRAM ABUSE 15-8
II.C. PHA-CAUSED ERRORS OR PROGRAM ABUSE 15-10
II.D. CRIMINAL PROSECUTION 15-12
II.E. FRAUD AND PROGRAM ABUSE RECOVERIES 15-12

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

Chapter 16
PROGRAM ADMINISTRATION

INTRODUCTION 16-1

PART I: SETTING UTILITY ALLOWANCES

I.A. OVERVIEW 16-3
I.B UTILITY ALLOWANCES 16-3
I.C. SURCHARGES FOR PHA-FURNISHED UTILITIES 16-5
I.D. NOTICE REQUIREMENTS 16-5
I.E. REASONABLE ACCOMMODATION AND INDIVIDUAL RELIEF 16-6

PART II: ESTABLISHING FLAT RENTS

II.A. OVERVIEW 16-7
II.B. FLAT RENTS 16-7

PART III: FAMILY DEBTS TO THE PHA

III.A. OVERVIEW 16-9
III.B. REPAYMENT POLICY 16-10

PART IV: PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)

IV.A. OVERVIEW 16-13
IV.B. PHAS INDICATORS 16-13
IV.C. PHAS SCORING 16-15

PART V: RECORD KEEPING

V.A. OVERVIEW 16-17
V.B. RECORD RETENTION 16-17
V.C. RECORDS MANAGEMENT 16-18

PART VI: REPORTING REQUIREMENTS FOR CHILDREN WITH ELEVATED BLOOD LEAD LEVEL

VI.A. REPORTING REQUIREMENTS 16-21

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

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

VII.A. OVERVIEW 16-23
VII.B. DEFINITIONS 16-23
VII.C. NOTIFICATION 16-25
VII.D. DOCUMENTATION 16-27
VII.E. CONFIDENTIALITY 16-29

EXHIBITS

16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380 16-31
16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION, FORM HUD-5382 16-37
16-3 EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING 16-39
16-4 EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5383 16-43

Glossary

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use

Table of Contents

© Copyright 2023 Nan McKay & Associates
Unlimited copies may be made for internal use