

Table of Contents

Introduction

HOTMA CHANGES IN THE ACOP

HOTMA 102/104.....	Intro-i
--------------------	---------

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	1-1
I.C. COC MISSION	1-2

PART II: THE PUBLIC HOUSING PROGRAM

II.A. OVERVIEW AND HISTORY OF THE PROGRAM.....	1-4
II.B. PUBLIC HOUSING PROGRAM BASICS	1-4
II.C. PUBLIC HOUSING PARTNERSHIPS	1-4
II.D. APPLICABLE REGULATIONS	1-8

PART III: THE ADMISSIONS AND CONTINUED OCCUPANCY POLICIES

III.A. OVERVIEW AND PURPOSE OF THE POLICY.....	1-9
III.B. CONTENTS OF THE POLICY	1-9
III.C. UPDATING AND REVISING THE POLICY.....	1-10

Table of Contents

Chapter 2 FAIR HOUSING AND EQUAL OPPORTUNITY

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

PART I: NONDISCRIMINATION

I.A. OVERVIEW	2-1
I.B. NONDISCRIMINATION.....	2-2
I.C. DISCRIMINATION COMPLAINTS.....	2-3

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

II.A. OVERVIEW	2-6
II.B. DEFINITION OF REASONABLE ACCOMMODATION	2-6
II.C. REQUEST FOR AN ACCOMMODATION.....	2-8
II.D. VERIFICATION OF DISABILITY	2-8
II.E. APPROVAL/DENIAL OF A REQUESTED ACCOMMODATION.....	2-9
II.F. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS	2-10
II.G. PHYSICAL ACCESSIBILITY	2-10
II.H. DENIAL OR TERMINATION OF ASSISTANCE	2-11

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

III.A. OVERVIEW	2-12
III.B. ORAL INTERPRETATION.....	2-12
III.C. WRITTEN TRANSLATION.....	2-13
III.D. IMPLEMENTATION PLAN	2-13

EXHIBITS

2-1: DEFINITION OF A PERSON WITH A DISABILITY UNDER FEDERAL CIVIL RIGHTS LAWS	2-14
--	------

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	3-4
I.G. FULL-TIME STUDENT	3-5
I.H. ELDERLY AND NEAR-ELDERLY PERSONS, AND ELDERLY FAMILY	3-5
I.I. PERSONS WITH DISABILITIES AND DISABLED FAMILY	3-5
I.J. GUESTS	3-6
I.K. FOSTER CHILDREN AND FOSTER ADULTS	3-6
I.L. ABSENT FAMILY MEMBERS	3-7
I.M. LIVE-IN AIDE	3-8

PART II: BASIC ELIGIBILITY CRITERIA

II.A. INCOME ELIGIBILITY AND TARGETING	3-9
II.B. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	3-10
II.C. SOCIAL SECURITY NUMBERS	3-12
II.D. FAMILY CONSENT TO RELEASE OF INFORMATION	3-12
II.E. EIV SYSTEM SEARCHES	3-14

PART III: DENIAL OF ADMISSION

III.A. OVERVIEW	3-16
III.B. REQUIRED DENIAL OF ADMISSION	3-17
III.C. RESTRICTION ON ASSISTANCE BASED ON ASSETS	3-18
III.D. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION	3-20
III.E. SCREENING	3-26
III.F. CRITERIA FOR DECIDING TO DENY ADMISSION	3-29
III.G. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, STALKING, AND HUMAN TRAFFICKING	3-32
III.G. NOTICE OF ELIGIBILITY OR DENIAL	3-34

EXHIBITS

3-1: DETAILED DEFINITIONS RELATED TO DISABILITIES	3-35
---	------

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	4-4
II.B. ORGANIZATION OF THE WAITING LIST	4-4
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	4-9

PART III: TENANT SELECTION

III.A. OVERVIEW	4-11
III.B. SELECTION METHOD	4-12
III.C. NOTIFICATION OF SELECTION	4-18
III.D. THE APPLICATION INTERVIEW	4-19
III.E. FINAL ELIGIBILITY DETERMINATION	4-21

Table of Contents

Chapter 5
OCCUPANCY STANDARDS AND UNIT OFFERS

PART I: OCCUPANCY STANDARDS

I.A. OVERVIEW 5-1
I.B. DETERMINING UNIT SIZE 5-1
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 5-6
II.D. REFUSALS OF UNIT OFFERS 5-6
II.E. ACCESSIBLE UNITS..... 5-8
II.F. DESIGNATED HOUSING 5-8

Table of Contents

Chapter 6A 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. CALCULATING ANNUAL INCOME	6-6
I.D. EARNED INCOME.....	6-8
I.E. EARNED INCOME DISALLOWANCE.....	6-10
I.F. BUSINESS AND SELF-EMPLOYMENT INCOME.....	6-11
I.G. STUDENT FINANCIAL ASSISTANCE.....	6-13
I.H. PERIODIC PAYMENTS.....	6-18
I.I. NONRECURRING INCOME	6-21
I.J. WELFARE ASSISTANCE	6-22
I.K. STATE PAYMENTS TO ALLOW INDIVIDUALS WITH DISABILITIES TO LIVE AT HOME	6-23
I.L. CIVIL RIGHTS SETTLEMENTS	6-23
I.M. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME.....	6-24

PART II: ASSETS

II.A. OVERVIEW	6-29
II.B. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE	6-29
II.C. ASSET INCLUSIONS AND EXCLUSIONS	6-30
II.D. DETERMINING INCOME FROM ASSETS	6-39

PART III: ADJUSTED INCOME

III.A. INTRODUCTION	6-41
III.B. DEPENDENT DEDUCTION.....	6-43
III.C. ELDERLY OR DISABLED FAMILY DEDUCTION	6-43
III.D. HEALTH AND MEDICAL CARE EXPENSES DEDUCTION.....	6-43
III.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION.....	6-44
III.F. CHILD CARE EXPENSE DEDUCTION.....	6-47
III.G. HARDSHIP EXEMPTIONS	6-49
III.H. PERMISSIVE DEDUCTIONS.....	6-55

Table of Contents

PART IV: CALCULATING RENT

IV.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS	6-55
IV.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT	6-58
IV.C. UTILITY ALLOWANCES	6-60
IV.D. PRORATED RENT FOR MIXED FAMILIES.....	6-62
IV.E. FLAT RENTS AND FAMILY CHOICE IN RENTS	6-72

EXHIBITS

6-1: ANNUAL INCOME FULL DEFINITION	6-65
6-2: TREATMENT OF FAMILY ASSETS	6-70
6-3: THE EFFECT OF WELFARE BENEFIT REDUCTION.....	6-71

Table of Contents
Chapter 6B
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. CALCULATING ANNUAL INCOME	6-6
I.D. EARNED INCOME.....	6-8
I.E. EARNED INCOME DISALLOWANCE.....	6-9
I.F. BUSINESS AND SELF-EMPLOYMENT INCOME.....	6-10
I.G. STUDENT FINANCIAL ASSISTANCE.....	6-12
I.H. PERIODIC PAYMENTS.....	6-17
I.I. NONRECURRING INCOME	6-20
I.J. WELFARE ASSISTANCE	6-21
I.K. STATE PAYMENTS TO ALLOW INDIVIDUALS WITH DISABILITIES TO LIVE AT HOME	6-22
I.L. CIVIL RIGHTS SETTLEMENTS	6-22
I.M. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME.....	6-23

PART II: ASSETS

II.A. OVERVIEW	6-30
II.B. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE	6-30
II.C. ASSET INCLUSIONS AND EXCLUSIONS	6-32
II.D. DETERMINING INCOME FROM ASSETS	6-40

PART III: ADJUSTED INCOME

III.A. INTRODUCTION	6-42
III.B. DEPENDENT DEDUCTION.....	6-44
III.C. ELDERLY OR DISABLED FAMILY DEDUCTION	6-44
III.D. HEALTH AND MEDICAL CARE EXPENSES DEDUCTION.....	6-44
III.E. DISABILITY ASSISTANCE EXPENSES DEDUCTION.....	6-46
III.F. CHILD CARE EXPENSE DEDUCTION.....	6-49
III.G. HARDSHIP EXEMPTIONS	6-51
III.H. PERMISSIVE DEDUCTIONS.....	6-57

PART IV: CALCULATING RENT

IV.A. OVERVIEW OF INCOME-BASED RENT CALCULATIONS.....	6-58
IV.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT	6-60
IV.C. UTILITY ALLOWANCES	6-62
IV.D. PRORATED RENT FOR MIXED FAMILIES.....	6-64
IV.E. FLAT RENTS AND FAMILY CHOICE IN RENTS	6-65

Table of Contents

EXHIBITS

6-1: ANNUAL INCOME FULL DEFINITION 6-67

6-2: TREATMENT OF FAMILY ASSETS 6-73

6-3: THE EFFECT OF WELFARE BENEFIT REDUCTION..... 6-74

Table of Contents

Chapter 7.A. VERIFICATION

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

PART I: GENERAL VERIFICATION REQUIREMENTS

I.A. FAMILY CONSENT TO RELEASE OF INFORMATION	7-1
I.B. OVERVIEW OF VERIFICATION REQUIREMENTS	7-3
I.C. STREAMLINED INCOME DETERMINATIONS	7-5
I.D. UP-FRONT INCOME VERIFICATION (UIV)	7-6
I.E. THIRD-PARTY WRITTEN AND ORAL VERIFICATION	7-8
I.F. SELF-CERTIFICATION.....	7-11

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY.....	7-12
II.B. SOCIAL SECURITY NUMBERS	7-13
II.C. DOCUMENTATION OF AGE	7-15
II.D. FAMILY RELATIONSHIPS	7-15
II.E. VERIFICATION OF STUDENT STATUS	7-16
II.F. DOCUMENTATION OF DISABILITY	7-16
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS.....	7-18
II.H. VERIFICATION OF PREFERENCE STATUS	7-19

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME.....	7-21
III.B. BUSINESS AND SELF EMPLOYMENT INCOME	7-21
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS.....	7-21
III.D. ALIMONY OR CHILD SUPPORT	7-23
III.E. ASSETS AND INCOME FROM ASSETS.....	7-24
III.F. NET INCOME FROM RENTAL PROPERTY	7-25
III.G. RETIREMENT ACCOUNTS	7-25
III.H. INCOME FROM EXCLUDED SOURCES	7-25
III.I. ZERO INCOME FAMILIES.....	7-26

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS	7-25
IV.B. HEALTH AND MEDICAL CARE EXPENSE DEDUCTION	7-28
IV.C. DISABILITY ASSISTANCE EXPENSES	7-29
IV.D. CHILDCARE EXPENSES.....	7-31

EXHIBITS

7-1: SUMMARY OF DOCUMENTATION REQUIREMENTS FOR NONCITIZENS	7-34
---	------

Table of Contents

Chapter 7.B. VERIFICATION UNDER HOTMA 102/104

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	7-5
I.D. VERIFICATION HIERARCHY	7-7
I.E. LEVEL 5 AND 6 VERIFICATIONS: UP-FRONT INCOME VERIFICATION (UIV)	7-8
I.F. LEVEL 4 VERIFICATION	7-11
I.G. LEVEL 3 VERIFICATION: WRITTEN, THIRD-PARTY FORM	7-13
I.H. LEVEL 2: ORAL THIRD-PARTY VERIFICATION	7-13
I.I. LEVEL 1: NON-THIRD-PARTY VERIFICATION TECHNIQUE: SELF-CERTIFICATION	7-14

PART II: VERIFYING FAMILY INFORMATION

II.A. VERIFICATION OF LEGAL IDENTITY	7-16
II.B. SOCIAL SECURITY NUMBERS	7-17
II.C. DOCUMENTATION OF AGE	7-19
II.D. FAMILY RELATIONSHIPS	7-19
II.E. VERIFICATION OF STUDENT STATUS	7-20
II.F. DOCUMENTATION OF DISABILITY	7-20
II.G. CITIZENSHIP OR ELIGIBLE IMMIGRATION STATUS	7-22
II.H. VERIFICATION OF PREFERENCE STATUS	7-23

PART III: VERIFYING INCOME AND ASSETS

III.A. EARNED INCOME	7-25
III.B. BUSINESS AND SELF EMPLOYMENT INCOME	7-25
III.C. PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS	7-27
III.D. ALIMONY OR CHILD SUPPORT	7-28
III.E. NONRECURRING INCOME	7-28
III.F. ASSETS AND INCOME FROM ASSETS	7-29
III.G. NET INCOME FROM RENTAL PROPERTY	7-31
III.H. FEDERAL TAX REFUNDS OR REFUNDABLE TAX CREDITS	7-32
III.I. RETIREMENT ACCOUNTS	7-32
III.J. INCOME FROM EXCLUDED SOURCES	7-32
III.K. ZERO INCOME FAMILIES	7-33
III.L. STUDENT FINANCIAL ASSISTANCE	7-34

Table of Contents

PART IV: VERIFYING MANDATORY DEDUCTIONS

IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS	7-35
IV.B. HEALTH AND MEDICAL CARE EXPENSE DEDUCTION	7-36
IV.C. DISABILITY ASSISTANCE EXPENSES	7-37
IV.D. CHILDCARE EXPENSES.....	7-39

EXHIBITS

7-1: SUMMARY OF DOCUMENTATION REQUIREMENTS FOR NONCITIZENS	7-42
---	------

Table of Contents

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	8-3
I.E. SECURITY DEPOSITS	8-4
I.F. PAYMENTS UNDER THE LEASE	8-5

PART II: INSPECTIONS

II.A. OVERVIEW	8-9
II.B. COC-CONDUCTED INSPECTIONS.....	8-9
II.C. NOTICE OF ENTRY	8-11
II.D. NSPIRE INSPECTIONS	8-13

EXHIBITS

8-1: SMOKE-FREE POLICY	8-16
------------------------------	------

Table of Contents

Chapter 9.A. REEXAMINATIONS

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

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

I.A. OVERVIEW	9-2
I.B. STREAMLINED ANNUAL REEXAMINATIONS.....	9-2
I.C. SCHEDULING ANNUAL REEXAMINATIONS	9-3
I.D. CONDUCTING ANNUAL REEXAMINATIONS	9-4
I.E. EFFECTIVE DATES.....	9-6

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW	9-7
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION.....	9-7
II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”)	9-8

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW	9-10
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION.....	9-10
III.C. CHANGES AFFECTING INCOME OR EXPENSES.....	9-14
III.D. PROCESSING THE INTERIM REEXAMINATION	9-16

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW	9-17
IV.B. CHANGES IN UTILITY ALLOWANCES	9-17
IV.C. NOTIFICATION OF NEW TENANT RENT.....	9-17
IV.D. DISCREPANCIES.....	9-17

Table of Contents

Chapter 9.B. REEXAMINATIONS UNDER HOTMA 102/104

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	9-4
I.D. CALCULATING ANNUAL INCOME AT ANNUAL REEXAMINATION.....	9-5
I.E. OTHER CONSIDERATIONS.....	9-7
I.F. EFFECTIVE DATES.....	9-7

PART II: REEXAMINATIONS FOR FAMILIES PAYING FLAT RENTS

II.A. OVERVIEW	9-9
II.B. FULL REEXAMINATION OF FAMILY INCOME AND COMPOSITION.....	9-9
II.C. REEXAMINATION OF FAMILY COMPOSITION (“ANNUAL UPDATE”)	9-10

PART III: INTERIM REEXAMINATIONS

III.A. OVERVIEW	9-12
III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION.....	9-12
III.C. CHANGES AFFECTING INCOME OR EXPENSES.....	9-16
III.D. EFFECTIVE DATES.....	9-20

PART IV: RECALCULATING TENANT RENT

IV.A. OVERVIEW	9-22
IV.B. CHANGES IN UTILITY ALLOWANCES	9-22
IV.C. NOTIFICATION OF NEW TENANT RENT.....	9-22
IV.D. DISCREPANCIES.....	9-22

PART V: NON-INTERIM REEXAMINATION TRANSACTIONS

EXHIBITS

9-1: CALCULATING INCOME AT ANNUAL REEXAMINATION.....	9-24
--	------

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	10-5

PART II: PET POLICIES FOR ALL DEVELOPMENTS

II.A. OVERVIEW	10-6
II.B. MANAGEMENT APPROVAL OF PETS	10-6
II.C. STANDARDS FOR PETS	10-8
II.D. PET RULES.....	10-10

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

III.A. OVERVIEW	10-16
III.B. PET DEPOSITS.....	10-16
III.C. OTHER CHARGES.....	10-17

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

IV.A. OVERVIEW	10-18
IV.B. PET DEPOSITS.....	10-18
IV.C. OTHER CHARGES.....	10-19

Table of Contents

Chapter 11 COMMUNITY SERVICE

PART I: COMMUNITY SERVICE REQUIREMENT

I.A.	OVERVIEW	11-1
I.B.	REQUIREMENTS.....	11-1
I.C.	DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE	11-7
I.D.	DOCUMENTATION AND VERIFICATION.....	11-9
I.E.	NONCOMPLIANCE.....	11-10

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

II.A.	OVERVIEW	11-13
-------	----------------	-------

EXHIBITS

11-1:	COMMUNITY SERVICE AND SELF-SUFFICIENCY POLICY	11-15
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	11-21
11-3:	PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE.....	11-22
11-4	CSSR WORK-OUT AGREEMENT	11-24

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	12-4
II.B. TYPES OF PHA REQUIRED TRANSFERS	12-4
II.C. ADVERSE ACTION	12-7
II.D. COST OF TRANSFER.....	12-7

PART III: TRANSFERS REQUESTED BY TENANTS

III.A. OVERVIEW	12-8
III.B. TYPES OF RESIDENT REQUESTED TRANSFERS	12-8
III.C. ELIGIBILITY FOR TRANSFER.....	12-9
III.D. SECURITY DEPOSITS	12-10
III.E. COST OF TRANSFER.....	12-11
III.F. HANDLING OF REQUESTS	12-11

PART IV: TRANSFER PROCESSING

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

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 COC – 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 ..	13-4
II.E. FAILURE TO ACCEPT COC OFFER OF A LEASE REVISION	13-4
II.F. METHAMPHETAMINE CONVICTION.....	13-4
II.G. LIFETIME REGISTERED SEX OFFENDERS	13-5
II.H. NONCOMPLIANCE WITH COMMUNITY SERVICE REQUIREMENTS.....	13-5
II.I. DEATH OF A SOLE FAMILY MEMBER	13-5
II.J. OVER_INCOME FAMILIES [24 CFR 960.507; FR Notice 7/26/18; Notice PIH 2019-11; FR Notice 2/14/23].....	13-5

PART III: TERMINATION BY COC – OTHER AUTHORIZED REASONS

III.A. OVERVIEW	13-11
III.B. MANDATORY LEASE PROVISIONS.....	13-11
III.C. OTHER AUTHORIZED REASONS FOR TERMINATION.....	13-18
III.D. ALTERNATIVES TO TERMINATION OF TENANCY	13-21
III.E. CRITERIA FOR DECIDING TO TERMINATE TENANCY	13-22
III.F. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING	13-26

PART IV: NOTIFICATION REQUIREMENTS, EVICTION PROCEDURES AND RECORD KEEPING

IV.A. OVERVIEW	13-30
IV.B. CONDUCTING CRIMINAL RECORDS CHECKS	13-30
IV.C. DISCLOSURE OF CRIMINAL RECORDS TO FAMILY	13-30
IV.D. LEASE TERMINATION NOTICE.....	13-31
IV.E. EVICTION.....	13-34
IV.F. NOTIFICATION TO POST OFFICE	13-35
IV.G. RECORD KEEPING	13-35

Table of Contents

EXHIBITS

13-1:	SAMPLE NOTICE OF OVER-INCOME FAMILIES INITIAL NOTIFICATION FOR NPHOI FAMILY OPTION.....	13-36
13-2:	SAMPLE NOTICE OF OVER-INCOME FAMILIES INITIAL NOTIFICATION FOR TERMINATE ONLY OPTION	13-38
13-3	SAMPLE NOTICE OF OVER-INCOME FAMILIES 12- MONTH NOTIFICATION FOR NOHOI FAMILY OPTION.....	13-40
13-4	SAMPLE NOTICE OF OVER-INCOME FAMILIES 12- MONTH NOTIFICATION FOR TERMINATE ONLY OPTION.....	13-42
13-5	SAMPLE NOTICE OF OVER-INCOME FAMILIES 24- MONTH NOTIFICATION FOR NOHOI FAMILY OPTION	13-44
13-6	SAMPLE NOTICE OF OVER-INCOME FAMILIES 24- MONTH NOTIFICATION FOR TERMINATE ONLY OPTION.....	13-46

Table of Contents

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.....	14-11
III.C. APPLICABILITY	14-12
III.D. INFORMAL SETTLEMENT OF GRIEVANCE.....	14-13
III.E. PROCEDURES TO OBTAIN A HEARING	14-13
III.F. SELECTION OF HEARING OFFICER	14-15
III.G. REMOTE HEARINGS.....	14-15
III.H. PROCEDURES GOVERNING THE HEARING	14-19
III.I. DECISION OF THE HEARING OFFICER.....	14-21
EXHIBITS	
14-1: GRIEVANCE PROCEDURE.....	14-24

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	15-1
I.B. DETECTING ERRORS AND PROGRAM ABUSE	15-2
I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE.....	15-3

PART II: CORRECTIVE MEASURES AND PENALTIES

II.A. UNDER- OR OVERPAYMENT.....	15-5
II.B. FAMILY-CAUSED ERRORS AND PROGRAM ABUSE.....	15-6
II.C. COC-CAUSED ERRORS OR PROGRAM ABUSE	15-7
II.D. CRIMINAL PROSECUTION	15-8
II.E. FRAUD AND PROGRAM ABUSE RECOVERIES.....	15-9

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. SURCHARGES FOR COC-FURNISHED UTILITIES	16-4
I.D. NOTICE REQUIREMENTS	16-4
I.E. REASONABLE ACCOMMODATION AND INDIVIDUAL RELIEF	16-5

PART II: ESTABLISHING FLAT RENTS

II.A. OVERVIEW	16-6
II.B. FLAT 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	16-11
IV.B. PHAS INDICATORS	16-11
IV.C. PHAS SCORING	16-13

PART V: RECORD KEEPING

V.A. OVERVIEW	16-14
V.B. RECORD RETENTION	16-14
V.C. RECORDS MANAGEMENT	16-16

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

VI.A. REPORTING REQUIREMENTS	16-18
------------------------------------	-------

Table of Contents

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

VII.A. OVERVIEW	16-19
VII.B. DEFINITIONS.....	16-19
VII.C. NOTIFICATION	16-21
VII.D. DOCUMENTATION	16-23
VII.E. CONFIDENTIALITY.....	16-25

EXHIBITS

16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380	16-26
16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION, FORM HUD-5382.....	16-31
16-3 EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING	16-33
16-4 EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5383.....	16-36

GLOSSARY

HOTMA 102/104 Appendix to the ACOP