



PHA Annual Plan FY 2024

Jacksonville Housing Authority/FL001

Dwayne Alexander, CPM®, ACoM, ARM®
President & CEO

Tab 1 – HUD-50077-ST-HCV-HP

PHA Annual Plan – form HUD-50075-ST-HCV-HP
Attachment A

Streamlined Annual PHA Plan <i>(High Performer PHAs)</i>	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-HP is to be completed annually by **High Performing PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, HCV-Only PHA, Small 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 of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, and that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 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 exceeds 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: _____ PHA Code: _____</p> <p>PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> High Performer</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): _____</p> <p>PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)</p> <p>Number of Public Housing (PH) Units _____ Number of Housing Choice Vouchers (HCVs) _____</p> <p>Total Combined _____</p> <p>PHA Plan Submission Type: <input type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual 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 of 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 website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width: 25%;">Participating PHAs</th> <th rowspan="2" style="width: 10%;">PHA Code</th> <th rowspan="2" style="width: 25%;">Program(s) in the Consortia</th> <th rowspan="2" style="width: 20%;">Program(s) not in the Consortia</th> <th colspan="2" style="width: 20%;">No. of Units in Each Program</th> </tr> <tr> <th style="width: 10%;">PH</th> <th style="width: 10%;">HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	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:																	
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B.	Annual Plan Elements
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual PHA Plan submission? Y N</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs. <input type="checkbox"/> <input type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. <input type="checkbox"/> <input type="checkbox"/> Financial Resources. <input type="checkbox"/> <input type="checkbox"/> Rent Determination. <input type="checkbox"/> <input type="checkbox"/> Homeownership Programs. <input type="checkbox"/> <input type="checkbox"/> Safety and Crime Prevention. <input type="checkbox"/> <input type="checkbox"/> Pet Policy. <input type="checkbox"/> <input type="checkbox"/> Substantial Deviation. <input type="checkbox"/> <input type="checkbox"/> Significant Amendment/Modification <p>(b) The PHA must submit its Deconcentration Policy for Field Office Review.</p> <p>(c) If the PHA answered yes for any element, describe the revisions for each element below:</p>
B.2	<p>New Activities.</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year? Y N</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Hope VI or Choice Neighborhoods. <input type="checkbox"/> <input type="checkbox"/> Mixed Finance Modernization or Development. <input type="checkbox"/> <input type="checkbox"/> Demolition and/or Disposition. <input type="checkbox"/> <input type="checkbox"/> Conversion of Public Housing to Tenant Based Assistance. <input type="checkbox"/> <input type="checkbox"/> Conversion of Public Housing to Project-Based Assistance under RAD. <input type="checkbox"/> <input type="checkbox"/> Project Based Vouchers. <input type="checkbox"/> <input type="checkbox"/> Units with Approved Vacancies for Modernization. <input type="checkbox"/> <input type="checkbox"/> Other Capital Grant Programs (i.e., Capital Fund Community Facilities Grants or Emergency Safety and Security Grants). <p>(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.</p>
B.3	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in the PHA 5-Year Plan.</p>

B.4.	<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 type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<p>Other Document and/or Certification Requirements.</p>	
C.1	<p>Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan</p> <p><u>Form 50077-ST-HCV-HP</u>, <i>Certification of Compliance with PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.2	<p>Civil Rights Certification.</p> <p><u>Form 50077-ST-HCV-HP</u>, <i>Certification of Compliance with PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.3	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input type="checkbox"/></p> <p>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.</p>
C.4	<p>Certification by State or Local Officials.</p> <p><u>Form HUD 50077-SL</u>, <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.</p>
<p>D Statement of Capital Improvements. Required in all years for all PHAs completing this form that administer public housing and receive funding from the Capital Fund Program (CFP).</p>	
D.1	<p>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.</p>

Instructions for Preparation of Form HUD-50075-HP Annual Plan for High Performing 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.

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.”

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. For years in which the PHA’s 5-Year PHA Plan is also due, this information must be included only to the extent it pertains to the housing needs of families that are on the PHA’s public housing and Section 8 tenant-based assistance waiting lists. ([24 CFR §903.7\(a\)\(1\)](#)) and 24 CFR §903.12(b). 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. For years in which the PHA’s 5-Year PHA Plan is also due, this information must be included only to the extent it pertains to the housing needs of families that are on the PHA’s public housing and Section 8 tenant-based assistance waiting lists. ([24 CFR §903.7\(a\)\(2\)\(ii\)](#)) and 24 CFR §903.12(b).

Deconcentration and Other Policies that Govern Eligibility, Selection and Admissions. 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 maintaining 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\(d\)](#))

Homeownership Programs. A description of any homeownership programs (including project number and unit count) administered by the agency or for which the PHA has applied or will apply for approval. For years in which the PHA’s 5-Year PHA Plan is also due, this information must be included only to the extent that the PHA participates in homeownership programs under section 8(y) of the 1937 Act. ([24 CFR §903.7\(k\)](#)) and 24 CFR §903.12(b).

Safety and Crime Prevention (VAWA). 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\(n\)](#))

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 public housing CFP work items (items not included in the current CFP Annual Statement or CFP 5-Year Action Plan); 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.

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\(b\)](#))

B.2 New Activities. If the PHA intends to undertake any new activities related to these elements or discretionary policies 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. 1) A description of any housing (including project name, number (if known) and unit count) for which the PHA will apply for HOPE VI; and 2) A timetable for the submission of applications or proposals. The application and approval process for Hope VI 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 name, 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 name, 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. 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))

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))

Project-Based Vouchers. Describe any plans to use HCVs for new project-based vouchers. (24 CFR §983.57(b)(1)) 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.

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

B.3 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.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))

C. Other Document and/or Certification Requirements

C.1 Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan. Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 SM-HP.

C.2 Civil Rights Certification. Form HUD-50077 SM-HP, *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))

C.3 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)

C.4 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)

D. Statement of Capital Improvements.

PHAs that receive funding from the Capital Fund Program (CFP) must complete this section. (24 CFR 903.7 (g))

D.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. 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.

Public reporting burden for this information collection is estimated to average 16.64 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.

Attachment A

Jacksonville Housing (JH) continues to meet and exceed industry standards. The authority remains a HUD-designated high-performing agency. JH is proud to continue to serve families by providing safe, clean and affordable housing, and effective social services for residents in the Jacksonville Metropolitan area. JH has been recognized as a leading property management firm and was awarded the prestigious AMO designation for exceptional property management.

JH is aligning operations with customer satisfaction by modernizing through technology. JH has converted the entire agency to an online platform. Families can now apply to JH housing waitlists, submit work order requests, pay rent, report changes, and complete reexaminations online. JH has also transitioned to paperless files, further increasing efficiency.

The HCV program has maintained the status of High Performer and continues to maintain a high lease up rate. The HCV program portfolio continues to grow and now includes: Mainstream Vouchers – 100, with a budget authority of \$740,000. JH was also awarded funding for 10 PBV units at Monaco Arms with a budget authority of \$63,871. Additionally, JH was awarded 196 Emergency Housing Vouchers with a budget authority of \$1.5 million. The HCV program unit total is 9,081. The Section 8 waitlist was opened online through RENTCafé on February 8, 2021, and was closed on May 31, 2023, with over 37,409 people on the waiting list.

Our Public Housing division continues to function effectively and efficiently as a successful property management company. Public Housing has maintained an overall vacancy rate of less than 1%, with an average of 99.5% occupancy. During Fiscal Year 2023 to date, maintenance completed an average of 2,742 work order requests per month, completing more than 24,679 through June 2023. The implementation of new software and mobile devices has allowed our team to streamline how we manage our assets and provide quality services to our residents in accordance with our Agency's strategic goals. With the implementation of our digital platform, our residents have the ability to conduct their business online by way of RENTCafé. Our customer service has been improved through continued employee trainings, workshops, and monthly resident community meetings which provide our residents opportunity to discuss community matters.

The success of the Resident Services Department is centered on providing direct case management, community outreach, supportive services, and economic incentives to increase self-sufficiency among our very low to moderate income families, so they can achieve economic stability, independence, and improve the quality of their lives. During FY2023, the resident services team directly assisted 2,630 JH families and seniors with direct services through service coordination, community resources, referrals, and employment opportunities. The FSS, ROSS, and Senior Services programs provide case management to approximately 1,200 residents annually, and approximately 30—50 FSS participants will graduate from our programs, securing permanent, gainful employment, homeownership, post-secondary education, and/or receive their accrued escrow to aid them on their path toward self-sufficiency. In addition, over 500 children will participate in summer camp, receive back-to-school supplies, and participate in the free lunch program at JH communities. At Victory Pointe and Southwind Villas, the HICKS Prep/Scholarship program engages our youth starting from 7th grade through college prep tutoring and SAT prep for students to receive fully paid scholarships to attend the University of North Florida. The Southwind JobsPlus program was launched in FY21 and has had a positive response from the community. Over 100 Southwind residents are in various stages of the JobsPlus program either enrolled, completing the assessment, or has gained full-time employment. Section 3 initiatives have been promoted by hosting vendor summits, sharing employment opportunities, and resident outreach. Additionally, the Neighborhood Network Center (NNC) at Brentwood provides GED instruction for approximately 60 adults annually (including testing, instruction, and exam prep), and offers Brentwood residents the opportunity to attend 1—2 job fairs annually at the community, with the chance to receive an employment offer immediately after the interview.

Overall, JH Resident Services Department's goal is to provide self-sufficiency and wellness activities for approximately 3,000—5,000 families and seniors annually.

The Capital Fund Program continues to finance improvements and the modernization of our real estate portfolio owned by Jacksonville Housing. The Capital Fund Program is a Five-Year Plan, which was submitted and approved by HUD on 10/21/2020, and allows for modernization and required upgrades of major systems at the properties. This process is continuous and ongoing; during the last year, projects completed include new roof replacements on several properties, upgraded kitchens, plumbing projects, property signage, sidewalk repairs, drainage, paving, tree removal, unit modernizations, HVAC replacements, and elevator maintenance.

Rental Assistance Demonstration (RAD):

Jacksonville Housing has completed conversion of three Public Housing AMPs to four RAD Project Based Voucher (PBV) properties. In addition, the agency continues to analyze viability of additional property conversions.

At Jacksonville Beach, the 127-unit new construction property The Waves was completed in FY2021 and is now fully leased. Eighty-nine (89) existing Public Housing units at Jacksonville Beach underwent extensive rehabilitation and are now managed as Jacksonville Beach Redevelopment.

Centennial Tower is a 14-story high-rise consisting of 208 newly rehabilitated units. The tower was originally built in 1976, and rehabilitation was funded with a 9% Low Income Housing Tax Credit award. The property's grand reopening date was in May 2022, and the property is fully occupied.

Hogan Creek is a 16-story rise senior apartment building consisting of 183 units. The property was originally built in 1975 and also underwent extensive modernization project utilizing a 9% Low Income Housing Tax Credit award. The grand reopening was in September 2022, and the property is fully occupied.

The scope of rehabilitation for both Centennial Tower and Hogan Creek included modernization of dwelling units, refreshed common areas, and updates to aging building systems to maintain them for the foreseeable future.

Tab 2 – Certifications

Letter to Mayor

Certification by State or Local Official of PHA Plans – HUD-50075-SL

Resolution 2022-JHA-23: Approving the Revision to the AOP and Admin Plan

Resolution 2022-JHA-24: Civil Rights Certification – HUD-50077

Capital Fund – Five-Year Action Plan – HUD 50075.2

Resident Advisory Board Members

PH Community Information



1300 Broad Street N
Jacksonville, FL 32202

Phone: 904-630-3810

JaxHA.org   

June 27, 2023

Mayor's Office
City of Jacksonville
City Hall at St. James Building
117 W. Duval St. Suite 400
Jacksonville, FL 32202

Dear Mayor Deegan:

The Jacksonville Housing Authority (JHA) is in the process of submitting its FY2024 Annual PHA Plan to the U.S. Department of Housing and Urban Development (HUD).

Included is the agency plan for JHA, which outlines our efforts to provide affordable housing to the Jacksonville metropolitan area. As required by HUD, our agency plan is based on the local affordable housing needs reflected in the City's Consolidated Plan and JHA's waitlists.

JHA requests your support by signing the included certification. This certification officially states that our agency plan is consistent with the Consolidated Plan, as is required by HUD.

Thank you for your support and assistance in this matter. If additional information is needed, I can be contacted at (904) 630-3803 or dalexander@jaxha.org.

Sincerely,

Dwayne Alexander, CPM
President & CEO

**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 3/31/2024

**Certification by State or Local Official of PHA Plans
Consistency with the Consolidated Plan or State Consolidated Plan**

I, Donna Deegan, the Mayor of the City of Jacksonville, Florida, certify that the Annual PHA Plan for fiscal year 2023 of the Jacksonville Housing Authority is consistent with the Consolidated Plan or State Consolidated Plan including the Analysis of Impediments (AI) to Fair Housing Choice or Assessment of Fair Housing (AFH) as applicable to the City of Jacksonville, Florida, pursuant to 24 CFR Part 91 and 24 CFR §§ 903.7(o)(3) and 903.15.

Provide a description of how the PHA Plan's contents are consistent with the Consolidated Plan or State Consolidated Plan.

The Jacksonville Housing Authority (JHA) has maintained consistency with the City of Jacksonville Consolidated Plan and has achieved the goals outlined below. JHA is a leader in the housing industry and has maintained its HUD designation as a High Performer. JHA retains its Accredited Management Organization (AMO) designation from the Institute of Real Estate Management, and is one of only five Public Housing Authorities nationwide to have achieved this designation. The Consolidated Plan identified major needs of Public Housing: maintenance for aging public housing dwellings, the acquisition of additional affordable housing, the expansion of accessibility for persons with physical and developmental disabilities, and the continuation and expansion of programs targeted to helping our residents achieve self-sufficiency and improve their living conditions. JHA currently serves over 12,000 households, including single individuals, families, elderly, disabled, and special needs. In recent years JHA has: completed construction and lease-up of The Waves of Jacksonville, a new 127-unit development at Jacksonville Beach which created 64 new affordable housing units; completed a \$26 million dollar rehabilitation of Centennial Towers, an elderly designated 208 unit high rise; and completed a \$20 million dollar rehabilitation of the 183 unit elderly designated Hogan Creek. JHA also continues to maintain, improve, and expand its overall property portfolio. JHA has begun purchasing new construction homes throughout Duval County for rent to low-income and workforce families, and will soon begin construction on a 102-unit townhome development on Normandy Boulevard. JHA also provides employment opportunities for low-income households through the Section 3 program, while its Resident Services Department provides opportunities through Neighborhood Network Programs and other grants to assist residents with computer classes, educational opportunities, job fairs, financial planning workshops, and homeownership opportunities. Resident Services partners with HABIJAX in the annual Hicks Scholarship Program, which provides a full four-year college scholarship for tuition at the local University of Northeast Florida campus. JHA continues to work with community partners to promote and encourage success for the population and community JHA services. JHA will continue to strive to maintain and work in unison with the COJ Consolidated Plan.

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: <i>Donna H. Deegan</i>	Title: <i>Mayor of Jacksonville</i>
Signature: <i>Donna H. Deegan</i>	Date: <i>07/12/2023</i>

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. This information is collected to ensure consistency with the consolidated plan or state consolidated plan.

Public reporting burden for this information collection is estimated to average 0.16 hours per year 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.

RESOLUTION NO: 2023-JHA-XX

RESOLUTION APPROVING THE REVISION TO THE
ADMISSIONS AND OCCUPANCY POLICY FOR PUBLIC HOUSING AND
THE ADMINISTRATIVE PLAN FOR SECTION 8
FOR THE JACKSONVILLE HOUSING AUTHORITY

WHEREAS, the Jacksonville Housing Authority has solicited public comments on the Section 8 Administrative Plan and the Admissions and Occupancy Policy for FY24;

WHEREAS, a Public Hearing was held at 5:00 pm on July 5, 2023, at the Brentwood auditorium located at 3465 Village Center Drive, Jacksonville, FL 32206, at which time said comments were received from resident association leaders, Jacksonville Area Legal Aid representatives, and public housing residents;

NOW THEREFORE BE IT RESOLVED by the Board of Commissioners of the Jacksonville Housing Authority that said Administrative Plan for Section 8 and Admissions and Occupancy Policy for Public Housing be formally revised and accepted. The revised policies shall be effective on October 1, 2024.

Adopted:

Christopher Walker, Chair

Date

RESOLUTION NO: 2023-JHA-XX

RESOLUTION APPROVING SUBMISSION OF THE FY24 ANNUAL PLAN
FOR THE JACKSONVILLE HOUSING AUTHORITY

WHEREAS, Jacksonville Housing Authority is preparing its Annual Plan for Fiscal Year 2024; and

WHEREAS, Form “Certifications of Compliance with PHA Plan and Related Regulations” (HUD-50077-ST-HCV-HP) is a mandatory component of the Annual Plan, and requires signature by both the President & CEO and the Chairperson of this Board; and

WHEREAS, A draft of said Annual Plan has been provided for review by this Board;

NOW THEREFORE BE IT RESOLVED by the Board of Commissioners of the Jacksonville Housing Authority that said Annual Plan for Fiscal Year 2024, attached hereto as Exhibit A, be approved.

Adopted:

Christopher Walker, Chair

Date

**Certifications of Compliance with
PHA Plan 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 3/31/2024

**PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations
including PHA Plan Elements that Have Changed**

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairperson or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the ___ 5-Year and/or X Annual PHA Plan, hereinafter referred to as "the Plan", of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) for the PHA fiscal year beginning 10/1/2022, 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 (24 CFR § 91.2).
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 (AI) to Fair Housing Choice, or Assessment of Fair Housing (AFH) when applicable, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan (24 CFR §§ 91.2, 91.225, 91.325, and 91.425).
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 provides assurance as part of this certification that:
 - (i) The Resident Advisory Board had an opportunity to review and comment on the changes to the policies and programs before implementation by the PHA;
 - (ii) The changes were duly approved by the PHA Board of Directors (or similar governing body); and
 - (iii) The revised policies and programs are available for review and inspection, at the principal office of the PHA during normal business hours.
5. 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.
6. 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 (42 U.S.C. 2000d-2000d-4), the Fair Housing Act (42 U.S.C. 3601-19), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), title II of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), and other applicable civil rights requirements and that it will affirmatively further fair housing in the administration of the program. In addition, if it administers a Housing Choice Voucher Program, the PHA certifies that it will administer the program in conformity with the Fair Housing Act, title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, title II of the Americans with Disabilities Act, and other applicable civil rights requirements, and that it will affirmatively further fair housing in the administration of the program.
7. The PHA will affirmatively further fair housing, which means that it will take meaningful actions to further the goals identified in the Assessment of Fair Housing (AFH) conducted in accordance with the requirements of 24 CFR § 5.150 through 5.180, that it will take no action that is materially inconsistent with its obligation to affirmatively further fair housing, and that it will address fair housing issues and contributing factors in its programs, in accordance with 24 CFR § 903.7(o)(3). The PHA will fulfill the requirements at 24 CFR § 903.7(o) and 24 CFR § 903.15(d). Until such time as the PHA is required to submit an AFH, the PHA will fulfill the requirements at 24 CFR § 903.7(o) promulgated prior to August 17, 2015, which means that it examines its programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintains records reflecting these analyses and actions.
8. For PHA Plans that include 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 2011-65);

- 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; and
 - 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 903.7(o)(1).
9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
 10. In accordance with 24 CFR § 5.105(a)(2), HUD’s Equal Access Rule, the PHA will not make a determination of eligibility for housing based on sexual orientation, gender identify, or marital status and will make no inquiries concerning the gender identification or sexual orientation of an applicant for or occupant of HUD-assisted housing.
 11. 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.
 12. 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.
 13. 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.
 14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
 15. 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.
 16. 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.
 17. The PHA will keep records in accordance with 2 CFR 200.333 and facilitate an effective audit to determine compliance with program requirements.
 18. 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.
 19. The PHA will comply with the policies, guidelines, and requirements of 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Financial Assistance, including but not limited to submitting the assurances required under 24 CFR §§ 1.5, 3.115, 8.50, and 107.25 by submitting an SF-424, including the required assurances in SF-424B or D, as applicable.
 20. 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.
 21. 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).

Jacksonville Housing Authority
 PHA Name

FL001
 PHA Number/HA Code

X Annual PHA Plan for Fiscal Year 2024
 _____ 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 Executive Director Dwayne Alexander		Name Board Chairman Christopher Walker	
Signature	Date	Signature	Date

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. This information is collected to ensure compliance with PHA Plan, Civil Rights, and related laws and regulations including PHA plan elements that have changed.

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Energy and Performance Information Center (EPIC)

Five Year Action Plan								
Plan	Type	Created Date	Last Modified	Report Year	Status	Submitted On	Approved By	Approved On
5-Year Action Plan for 2020-2024 Rev. 1 (0/1)	Rolling	10/21/2020	10/21/2020	2020-2024	Approved	10/21/2020	EPIC SYSTEM	10/21/2020
5-Year Action Plan for 2020-2024 (0/1)	Rolling	10/13/2020	10/21/2020	2020-2024	Approved	10/19/2020	EPIC SYSTEM	10/19/2020
5-Year Action Plan for 2019-2023 Rev. 1 (0/1)	Rolling	06/08/2020	10/13/2020	2019-2023	Approved	10/13/2020	EPIC SYSTEM	10/13/2020
5-Year Action Plan for 2019-2023 (0/1)	Rolling	07/12/2019	07/21/2021	2019-2023	Submitted	07/21/2021	NA	NA
5-Year Action Plan for 2018-2022	Rolling	06/26/2018	07/12/2019	2018-2022	Approved			
5-Year Action Plan for 2017-2021 Rev. 1 (0/1)	Rolling	05/21/2018	06/26/2018	2017-2021	Approved			
5-Year Action Plan for 2017-2021 (0/1)	Rolling	07/20/2017	05/21/2018	2017-2021	Approved			

Capital Fund Program - Five-Year Action Plan

Status: Approved

Approval Date: 10/21/2020

Approved By: EPIC SYSTEM

Part I: Summary						
PHA Name : Jacksonville Housing Authority			Locality (City/County & State)			
PHA Number: FL001			<input type="checkbox"/> Original 5-Year Plan		<input checked="" type="checkbox"/> Revised 5-Year Plan (Revision No:)	
A.	Development Number and Name	Work Statement for Year 1 2020	Work Statement for Year 2 2021	Work Statement for Year 3 2022	Work Statement for Year 4 2023	Work Statement for Year 5 2024
	BLODGETT HOMES (FL001000032)	\$231,030.00	\$220,149.00	\$616,427.00	\$333,424.00	\$394,500.00
	BRENTWOOD LAKE (FL001000048)	\$725,816.00	\$324,677.00	\$423,677.00	\$402,114.00	\$707,060.00
	CARRINGTON PLACE APARTMENTS (FL001000050)	\$126,584.00	\$287,250.00	\$333,700.00	\$327,083.00	\$394,500.00
	CENTENNIAL TOWNHOUSE (FL001000018)	\$753,245.00	\$386,325.00	\$295,200.00	\$302,492.00	\$394,500.00
	COLONIAL VILLAGE (FL001000046)	\$99,124.00	\$326,805.00	\$350,805.00	\$309,821.00	\$394,500.00
	FAIRWAY OAKS (FL001000012)	\$275,799.00	\$290,335.00	\$364,835.00	\$327,437.00	\$394,500.00
	FOREST, ANDERS & SCATTERED SITES (FL001000015)	\$577,128.00	\$226,913.00	\$370,913.00	\$358,269.00	\$394,500.00
	OAKS AT DURKEEVILLE (FL001000036)	\$271,167.00	\$580,198.00	\$440,198.00	\$417,565.00	\$394,500.00
	RIVIERA APARTMENTS (FL001000047)	\$421,179.00	\$216,670.00	\$370,670.00	\$338,875.00	\$394,500.00
	SCATTERED SITES (FL001000027)	\$219,373.00	\$315,127.00	\$391,927.00	\$366,673.00	\$394,500.00

Capital Fund Program - Five-Year Action Plan

Status: Approved

Approval Date: 10/21/2020

Approved By: EPIC SYSTEM

Part I: Summary						
PHA Name : Jacksonville Housing Authority		Locality (City/County & State)				
PHA Number: FL001		<input type="checkbox"/> Original 5-Year Plan		<input checked="" type="checkbox"/> Revised 5-Year Plan (Revision No:)		
A.	Development Number and Name	Work Statement for Year 1 2020	Work Statement for Year 2 2021	Work Statement for Year 3 2022	Work Statement for Year 4 2023	Work Statement for Year 5 2024
	SOUTHWIND VILLAS (FL001000013)	\$891,681.00	\$703,155.00	\$406,461.00	\$296,663.00	\$394,500.00
	TWIN TOWERS (FL001000010)	\$1,061,998.00	\$1,438,067.00	\$899,595.00	\$1,512,101.00	\$586,500.00
	VICTORY POINT (FL001000014)	\$147,545.00	\$317,389.00	\$368,652.00	\$340,543.00	\$394,500.00



RMC Officer List FY2023-24

Name	Position	Address	Phone Number	Payee Code	Site
Barbara Sanchez	President	761 Village Ctr Dr. #231 32206	(904) 333-7905	Sanche 03	Brentwood
Rosa Bonilla	V. President	761 Village Ctr. Dr. #326 32206	(254)462-7768	Rbonilla	Brentwood
Mashawnda Mack	President	1250 N Jefferson St #6801 32206	(904) 440-9878	Mack01	Blodgett
Abdella Bowlson	Vice-President	1250 N Jefferson St #7101 32209	(904) 639-5717	Bowlso01	Blodgett
Genesis Fuller	President	230 E 1 st St., #1011 32206		Fuller02	Centennial Towers
Sharon Hudson	Vice President	230 E 1 st St., #710 32206		Hudsons01	Centennial Towers
Reginald Jackson	Secretary	230 E 1 st St., #1208 32206		Jacksonr 01	Centennial Towers
Robert Mack	Treasurer	230 E 1 st St., #1115 32206		Mackrobert 01	Centennial Towers
Tonesia Curtis	President	1207 Broad Street N. 32202	(904) 545-4297 Nesiiia989@gmail.com	Curtis 02	Centennial TH W
Sarah Wilson-Kraft	Secretary	1205 Broad St., N. 32202		Kraft 01	Centennial TH W
Margaret Johnson	President	9504 103rd St. # 6 32210	(904) 899-2064	Johns02	Colonial
Marla Jackson	President	1646 Brook Forest Dr., 32208	(904) 314-8487 marlajackson@gmail.com		Fairway Oaks
Thelma White	V. President	1637 Golf Forest Dr., 32208	(904) 802-2750 Thelmawhite1244@gmail.com	Whitet01	Fairway Oaks
Ariel Jackson	Secretary	1422 West 27 th St., 32208	(786) 538-9021 Jacksonarie108@gmail.com	Jacksona 01	Fairway Oaks
Robert Harmon	Treasurer	1320 N Broad St., #812 32202		Harmon01	Hogan
Laurie Lewis	Secretary	1320 N Broad St., #209 32202	(904) 908-7796 Laurielewis308@gmail.com	Llewis01	Hogan
Doris Sharp	President	1320 N Broad St., #1005 32202		Sharp01	Hogan
Kimberly Kelly	V. President	1320 N Broad St., #1008	Kimberlykelly0302@gmail.com	Kellyk01	Hogan
Deidra Edmonds	President	1122 West 7 th St., Apt. #6 32209	(904) 487-0147 Deidreedmonds983@gmail.com	Edmondsd01	Oaks at Durkeeville
Josephine Golden	Vice President	1605 N. Myrtle Ave. #26, 32209	(904) 887-1937	Golden01	Oaks at Durkeeville
Rosa McGill	Treasurer	1102 W 7 th St., #3 32209	(904) 229-7543	Mcgillr01	Oaks at Durkeeville

Robie Mixon	Secretary			Mixon 01	Oaks at Durkeeville
Harriet Brock	Commissioner of Jacksonville Housing Authority	7107 Irving Scott Drive 32209	(404) 552-8355	Brock01	RAB
Carol Jones	President	1700 Blanding Blvd., #61, 32210	(904) 729-8539 Caroljames931@gmail.com	Jonesc01	Riviera
Iana Clark	V. President	1700 Blanding Blvd., #40, 32210	(904) 610-4403 llannclarke33@gmail.com	Clarkeo01	Riviera
William Freeman	Secretary	1700 Blanding Blvd., #65, 32210	(904) 418-0114 Willfree357@gmail.com	Freemanw01	Riviera
Britney Stanley	Treasurer	1700 Blanding Blvd., #5, 32210	(843) 712-3629	Stanleyb 01	Riviera
Katrina Moore	President	1774 East 23 rd St., 32206	(904) 438-9726 moorek11@yahoo.com	Moorek01	Scattered Sites
Portia White	Secretary	1738 W 14 th St., 32209			Scattered Sites
Shirley Kohn	V. President	8711 Newton Rd., #243 32216	(904) 551-0359	Kohn	Southwind
Drucilla Smith	President	8711 Newton Rd apt 201 32216	(904) 900-1967 (904) 527-8839	smith01	Southwind
Patricia Balkcom	Vice President	617 W. 44 th St., #116 32208	(904) 383-5204	Balk01	Twin Towers
Lavern Cummings	President	621 W. 44 th St., #68 32208	(904) 888-1485	Cumm01	Twin Towers
Felecia Brown	Secretary	617 W. 44 th Street #142 32208	(904) 300-7204	Edward04	Twin Towers
Donald Hampton	Treasurer	621 W 44 th St., #76 32208	(904)719-2663	Hampton 01	Twin Towers
Carmen Fernandez	Treasurer	6750 Ramona Blvd #56 32205		Fernan03	Victory Pointe
Monique Francois	Vice President	6750 Ramona Blvd., #124, 32205		Frank monique	Victory Pointe
Mary Griffin	President	6750 Ramona Blvd # 41 32205	(904) 994-0758	griff38	Victory Pointe
Beverly True	Secretary	6750 Ramona Blvd #16 32205	(904) 250-5149	Truebe02	Victory Pointe

<p>(36 Officers) (3 RAB Officers)</p>	<p><u>Resident Advisory Board Member (RAB)</u> Barbara Sanchez –President Sarah Wilson-Kraft – V. President Harriet Brock – Treasurer</p>	<p>11 Communities Updated 07-17-2023</p>
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Property Name (AMP)	Address	Phone Number(s)	Units	Year Built	Manager	Foreman
					Asst. Manager	Housing Asst.
Anders Park (15) Anders SS	10770 Anders Blvd. Jacksonville, FL 32246	727-7691 (Fax) 723-6151	84	1977	Ashley Guider	Marco Mejia-Solis
			19			Courtney Glenn
Baldwin (46)	Center, Rosewood, May, and MLK 32234	771-4321 (Fax) 772-1352	18	1961	Cherrelle O'Neal	none
						Diana Leon
Blodgett Villas (32)	1301 Davis St. Jacksonville, FL 32209	630-0350 (Fax) 630-0845	158	1992	Jasmine Smith	Kevin Monroe
						Shanniece Flowers-Daniels
Brentwood Lake (48)	761 Village Center Drive Jacksonville, FL 32206	353-1338 (Fax) 353-8963	226	2006	Dorian Wilkes	Ben Frazier
			102			Deshe Israel-Gordon
Carrington Place (50)	11815 Alden Rd Jacksonville, FL 32246	232-8313 / 8314 (fax) 232-8315	142	1986	Kim Green	Erin Abbott
Centennial Th East Centennial Th West (18)	900-1000 Liberty St. 32206 1261-1 Broad St. 32202	630-0589 (Fax) 630-4678	40	1977	Annazette Taylor	Anthony Snow
			50			Iris Arline
Centennial Tower (RAD PBV)	230 E. 1st St. Jacksonville, FL 32206	630-0342 (Fax) 630-4680	208	1976	Alyce Deckler	Cyril Thompson
						Janice Morissey
Colonial Village (46)	9500 103 rd St Jacksonville, FL 32210	771-4321 (Fax) 772-1352	101	1985	Cherrelle O'Neal	none
						Diana Leon
The Oaks at Durkeeville (36)	1605 N. Myrtle Ave., #10 Jacksonville, FL 32209	632-4532 (Fax) 632-4534	208	1999	Chad Moore	Sam Walker
						Racine King
Forest Meadows East (15)	1935 Forest Blvd. Jacksonville, FL 32246	727-7691 (Fax) 723-6151	63	1981	Ashley Guider	Marco Mejia-Solis
						Courtney Glenn
Forest Meadows West (15)	4890 Richard St. Jacksonville, FL 32207	727-7691 (Fax) 723-6151	30	1981	Ashley Guider	Marco Mejia-Solis
			69			Courtney Glenn
**Fairway Oaks (12) Fairway SS	5570 Golfbrook Dr. Jacksonville, FL 32208	713-0116 (Fax) 713-0117	4	2000	Terry Andrews	Jermaine Goodwine
						Shcara Jones
Gregory West	7844 Gregory Drive Jacksonville, FL 32210	777-5581	162	1992		
Hogan Creek (RAD PBV)	1320 Broad St. Jacksonville, FL 32202	366-3437 (Fax) 630-3831	183	1975	Annazette Taylor	Anthony Snow
						Chanice Gordon
The Waves of Jacksonville / Jax Beach Redevelopment (RAD PBV)	123 S. 8th St. Jacksonville Beach, FL 32250	249-4444 (Fax) 247-6335	127 / 89	2021 / 1962	Eveada Finklea	Frankney Joseph
						Jennifer Mahoney
Southwind Villas (13)	8711 Newton Rd. Jacksonville, FL 32216	641-4533 (Fax) 565-2653	250	1972	Sabrina Belizaire	
						Tarsha Hagan
Victory Pointe (014)	6750 Ramona Blvd. Jacksonville, FL 32205	786-6633 (Fax) 693-4907	200	1973	Cathy Missick	David Millis
						Roshell Hoover
Scattered Sites (27)	1085 Golfair Blvd Jacksonville, FL 32206	366-3422 (Fax) 766-4420	252	1983	Michelle Coleman	Robert Weaver
						Kimberlie Curry
Lindsey Terrace (45)	6455 Argyle Forest Blvd. Jacksonville, FL 32244	777-1918 (Fax) 777-6474	84	2000	Joi Jones-McNair	Kamaria Hampton
Twin Towers (10)	617-621 W. 44th St. Jacksonville, FL 32208	768-3515 (Fax) 766-4417	201	1970	Markita Clemons	Jermaine Goodwine
						Sheintara Williams
Riviera Apts. (47)	1700 Blanding Blvd. Jacksonville, FL 32205	387-2933 (Fax) 387-6566	139	1968	Brendale Fields	Takila Mann

7/17/23 ta/OCD

Tab 3 – Elements

Significant Amendment or Modification (*none*)

Deconcentration Policy

Annual Plan Public Notice

Annual Plan Public Hearing Agenda

Annual Plan Meeting Minutes

Annual Plan Public Hearing sign-in sheets

Jacksonville Area Legal Aid (JALA) – comments & responses

Changes to Admissions & Occupancy Plan and Administrative Plan



Jacksonville Housing Authority Deconcentration Policy

This Deconcentration Policy complies with 24 CFR § 903.2 Subpart A

The Jacksonville Housing Authority (JHA) has established eligibility guidelines that will bring higher income tenants into lower income developments and lower income tenants into higher income developments. JHA will gather data and analyze, at least annually, tenant characteristics of its public housing stock, including information regarding tenant incomes, to assist in the deconcentration efforts.

The following measures have been utilized to achieve deconcentration of poverty in the public housing communities:

- The JHA has an established working preference based on a 2 to 1 formula.
- JHA has implemented a site-based waiting list for the Baldwin Apartment Community to promote deconcentration.
- JHA contracts with Lindsey Terrace Apartments a privately owned tax credit complex for 84 units for public housing individuals and families.
- JHA has purchased communities outside Jacksonville's Urban Core in its deconcentration efforts. Such as:
 - Anders, Forest East & West Apartments, 32216
 - Baldwin Apartments, 32234
 - Carrington Place, 32246
 - Colonial Village, 32210
 - Southwind Villas, 32216
 - Victory Pointe Apartments, 32205
- JHA purchased Gregory West Apartments, 162 units, an affordable community that is market rent located in the 32210 area.
- JHA has completed the new construction RAD PBV/LIHTC property The Waves, and has completed rehabilitation of Jacksonville Beach Redevelopment, Centennial Towers, and Hogan Creek. The agency continues to analyze the viability of conversions of other properties. Properties being considered include Oaks at Durkeeville, Carrington Place, Centennial Townhomes East / West, and Fairway Oaks.

Various incentives may be used at different times but will always be provided in a consistent and nondiscriminatory manner. The JHA will work towards deconcentration goals; however, if there are insufficient families on the waiting list or transfer list, under no circumstances will a unit remain vacant longer than necessary.



Step 1: Determine the average income of all families residing in covered developments

Average income of all families in JHA developments \$ 14,815.60

Step 2: Determine the average income of all families residing in each covered

Average of Total Annual		
AMP	Income	Community Name
FL001000010	12,718.19	Twin Towers
FL001000012	18,856.00	Fairway Oaks
FL001000013	12,941.68	Southwind Villas
FL001000014	15,084.06	Victory Pointe
FL001000015	15,097.63	Anders, Anders Scattered Sites, Forest East, and Forest West
FL001000018	17,734.72	Centennial Townhouses East & West
FL001000027	14,282.17	Scattered Sites
FL001000032	15,859.45	Blodgett Villas
FL001000036	17,077.84	The Oaks at Durkeeville
FL001000045	10,884.68	Lindsey Terrace
FL001000046	15,701.18	Colonial Village & Baldwin
FL001000047	15,352.37	Riviera North and South
FL001000048	12,812.13	Brentwood Park
FL001000050	17,033.91	Carrington Place

Step 3: Determine whether each covered development falls above, within, or below

85%	\$	12,593.26
115%	\$	17,037.94

Average of Total Annual		
AMP	Income	Above, Within, Below
FL001000010	\$ 12,718.19	within
FL001000012	\$ 18,856.00	above
FL001000013	\$ 12,941.68	within
FL001000014	\$ 15,084.06	within
FL001000015	\$ 15,097.63	within
FL001000018	\$ 17,734.72	above
FL001000027	\$ 14,282.17	within
FL001000032	\$ 15,859.45	within
FL001000036	\$ 17,077.84	above
FL001000045	\$ 10,884.68	below
FL001000046	\$ 15,701.18	within
FL001000047	\$ 15,352.37	within
FL001000048	\$ 12,812.13	within
FL001000050	\$ 17,033.91	within



Jacksonville Housing Authority

Building A Better Future For Jacksonville

PUBLIC NOTICE

The Jacksonville Housing Authority is developing its PHA Annual Plan for FY2024 in compliance with the Department of Housing and Urban Development (HUD) requirements.

The Administrative Plan and Admissions and Continued Occupancy Plan amendments are available to the public for review online at www.jaxha.org and at the Administration office located at 1300 Broad Street N, Jacksonville, Florida 32202. The hours of operation are 8:00 a.m. to 5:00 pm. On the website, click on “News” and then “7/5/2023 – July 5 PHA Annual Plan Public Hearing.”

Public comments are welcomed during the comment period from May 19 until July 4, 2023. Any comments concerning the changes to the PHA Annual Plan must be made in writing. Comments to the Administrative Plan may be emailed to ldarby@jaxha.org. Comments to the Continued Occupancy Plan or general comments may be emailed to vdunn@jaxha.org. All comments may also be submitted to the main office at 1300 Broad Street N, Jacksonville, Florida 32202. **All comments are due by 5:00 p.m. on July 4, 2023.** All public comments are included in the PHA Annual Plan submission.

In addition, a public hearing will be held at **5:00 PM on Wednesday, July 5, 2023**, in the Brentwood auditorium located at 3465 Village Center Drive, Jacksonville, Florida 32206. All are respectfully invited to attend.

“If a person decides to appeal any decision made by the Jacksonville Housing Authority or any committee thereof with respect to any matter considered at this meeting or hearing, he or she will need a record of these proceedings, and that, for such purposes, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.” Florida Statutes 286.0105.

POSTED: 5/19/2023

Por favor, póngase en contacto con la oficina si usted necesita este documento traducido o si necesita un intérprete. Este servicio se ofrece sin costo alguno en relación con los negocios de la agencia.



1300 Broad Street N
Jacksonville, FL 32202

Phone: 904-630-3810

JaxHA.org   

Summary of Admissions & Continued Occupancy (ACOP) Changes

The ACOP has been reorganized into 16 Chapters including Exhibits to ensure JHA staff are applying the policy the same across all properties: Those chapters are:

Chapter 1: Overview of the Program and Plan

Chapter 2: Fair Housing and Equal Opportunity

Chapter 3: Eligibility

Chapter 4: Applications, Waiting List and Tenant Selection

Chapter 5: Occupancy Standards and Unit Offers

Chapter 6: Income and Rent Determination

Chapter 7: Verification

Chapter 8: Leasing and Inspections

Chapter 9: Reexaminations

Chapter 10: Pets

Chapter 11: Community Service

Chapter 12: Transfer Policy

Chapter 13: Lease Terminations

Chapter 14: Grievances and Appeals

Chapter 15: Program Integrity

Chapter 16: Program Administration

Glossary

Chapter 2 Highlights

City of Jacksonville's statutes were added to include Marital Status and Sexual Orientation for the Non-Discrimination (Chapter 2)

Chapter 3 Highlights

During the initial eligibility determination process, JHA will no longer use evictions from market-rate/conventional housing as a reason to determine an applicant ineligible. The only evictions that will be used will be from federally funded assisted housing, evictions from public housing, and terminations from the Housing Choice Voucher program.

Chapter 4 Highlights

Email has been added as a method to contact families to update wait list status.

The wait list preferences will be aggregated, currently preferences are equally weighted. Aggregating the preferences will allow those with the greatest need or targeted populations to reach the top of the waiting list faster.

Chapter 5 Highlights

The head of household will be automatically allocated a separate bedroom.

Chapter 6 Highlights

No significant changes.

Chapter 7 Highlights

Steps for verification during the annual and interim recertification are clearly outlined.

Chapter 8 Highlights

If only minors are present during an inspection, the inspection will be rescheduled.

Notices of lease violations will be issued to residents who purposely disable/disengage the unit's smoke detectors. Only one warning will be given. A second incidence will result in lease termination.

Chapter 9 Highlights

Reexamination notifications will be sent via email.

Chapter 10 Highlights

Pets must be registered with JHA 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. Common household pets are defined. The following listing are species that are NOT considered common household pets: Reptiles, insects, arachnids, wild animals or feral animals, pot-bellied pigs, animals used for commercial breeding.

The following animals are not permitted: Any animal whose adult weight exceeds 25lbs. Dogs of the pit bull, rottweiler, chow or boxer breeds, ferrets are other animals whose natural protective mechanisms pose a risk to small children or serious bites or lacerations. Any animal not permitted under state or local law or code.

Chapter 11 Highlights

No significant changes

Chapter 12 Highlights

Eligibility for Transfers; except where reasonable accommodation is being requested, the JHA will only consider transfer requests from residents that meet the following requirements:

1. Have not engaged in criminal activity that threatens the health and safety of residents and staff.
2. Owes no back rent or other charges or has a pattern of late payment.
3. Have no housekeeping lease violations or history of damaging property.
4. Can get utilities turned on in the name of the head of household.

A resident with housekeeping standards violations will not be transferred until the resident passes a follow-up housekeeping inspection.

Chapter 13 Highlights

Repeated late payment of the rent or other charges will be considered a lease violation.

Over-Income families: At annual or interim reexamination, if the family's adjusted income exceeds the applicable over-income limit, the JHA 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 JHA 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 JHA'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 JHA 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 JHA will notify the family in writing of the new rent amount. The new rent amount will be effective 30 days after the JHA'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 JHA policy.

Chapter 14 Highlights

Requests for informal hearings can be made in writing or electronically.

JHA can conduct Remote Informal Hearings-Notice PIH 2020-32

Chapter 15 Highlights

No significant changes

Chapter 16 Highlights

If a family receives 3 delinquency notices for unexcused late payments in a 12-month period, the repayment agreement will be considered in default, and the JHA will terminate tenancy in accordance with the policies in Chapter 13.

Jacksonville Area Legal Aid, Inc.

A Wealth of Justice for Those Who Have Neither

☐ 222 San Marco Avenue
St. Augustine, FL 32084
(904) 827-9921
FAX: (904) 827-9978
Toll Free: 1-877-827-9921

✓ 126 W. Adams Street
Jacksonville, FL 32202-3849
(904) 356-8371
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☐ 825 N. Orange Avenue, Rm 308
Green Cove Springs, FL 32043
(904) 284-8410
FAX: (904) 284-8485
Toll Free: 1-866-284-8410

April 11, 2023

Vanessa L. Dunn, MPA
Chief Operating Officer
Jacksonville Housing Authority
1300 N Broad Street
Jacksonville, FL 32202

RE: Proposed ACOP – JALA Comments

Dear Ms. Dunn:

Please accept the following as JALA's comments to JHA's proposed ACOP. While we understand that additional changes may have been, or may be, made before the ACOP is offered for public comment, we wanted to provide JHA with an opportunity to review our comments prior to the release of the ACOP for public comment. As in the past, we hope JHA will consider our comments.

The proposed ACOP contains many improvements. Among those, we applaud JHA's decision to shorten the lookback period from 5 years to 3 years when reviewing family past performance in meeting financial obligations, including rent. In addition, we concur with JHA's decision to limit mid-lease rent increases following changes in family income. These policies will likely contribute positively to the financial stability of low-income families served by JHA through its public housing program.

General Concerns

There are a lot of changes. Indeed, the ACOP has increased 5 times in size. Some changes will require amendments to the lease after an opportunity for resident notice and comment. Some of the policy changes should not be made without a higher level of tenant participation (e.g., grievance procedures). We are further concerned that tenants will not be given sufficient time to adapt to all the changes, especially if there is no grace period following implementation.

Recently HUD reinstated the Discriminatory Effects Rule. We ask JHA to give further consideration to how some of its policies may not align with HUD's recent restoration of the Discriminatory Effects Rule. We ask JHA to review whether each of its policies (especially those relating to admission and lease termination) will have a discriminatory effect on a protected class. A policy that has a discriminatory effect on a protected class is unlawful if it is not necessary to achieve a substantial,

legitimate, nondiscriminatory interest or if a less discriminatory alternative could also serve that interest.

We also want to make clear that the lack of an objection to a particular policy is not an endorsement of the policy. Further, to the extent we have suggested a revision, we reserve the right to later object to any adopted language, e.g., where a policy is not applied appropriately, or applied in a manner not anticipated. We further request that JHA alert us when the revised draft is offered for public comment.

Specific Concerns

a. Chapter 2, 2-I.B. NONDISCRIMINATION, Discrimination Complaints

If an applicant or tenant family believes that any family member has been discriminated against by the PHA, the family should advise the PHA. The PHA should make every reasonable attempt to determine whether the applicant or tenant family's assertions have merit and take any warranted corrective action. In all cases, the PHA may advise the family to file a fair housing complaint if the family feels they have been discriminated against under the Fair Housing Act.

Concern: This provision is misleading and may cause JHA staff to improperly insist families submit complaints to JHA before filing a discrimination complaint against JHA, resulting in an imposition of an improper exhaustion requirement. This provision should be revised to make it clear that the family can take their fair housing complaint straight to HUD or other enforcement agency and/or take other legal action to enforce the Fair Housing Act (FHA).

b. Chapter 2, 2-II.D. VERIFICATION OF DISABILITY

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA 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, the PHA will follow the verification policies provided in Chapter 7.

Concern: This provision is too narrow and impermissibly more restrictive than the FHA. Even when a disability is not obvious or otherwise known to JHA, JHA is not required to verify a person's disability or the need for the requested accommodation. JHA can say "we believe you." We suggest changing the word "must" to "may."

c. Chapter 2, 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]

If the JHA 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 the JHA's decision through an informal hearing (if applicable) or the grievance process

(see Chapter 14)...The notice will inform the family of the right to appeal the PHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

Concern: This provision could improperly characterize rights under the FHA and needs to be more precise. JHA's policies and the notice to the family should make clear that participation in the grievance process is not a waiver of a family's right to file a complaint with HUD or take other legal action to enforce the FHA, and that there is no obligation to participate in the grievance process.

d. Chapter 2, 2-III.A. OVERVIEW

The PHA 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).

Concern: JHA should include in its policy a list of the LEP language groups who will be served, as well as the methods by which communication will be made.

e. Chapter 2, 2-III.C. WRITTEN TRANSLATION

The JHA 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

Concern: JHA should include in its policy a list of the vital documents that will be translated. JHA's policy should include, but should not be limited to, initial certification and recertification related notices, notices of lease violation and termination.

f. Chapter 3, 3-I.A. OVERVIEW

The PHA has the discretion to determine if any other group of persons qualifies as a family.

Concern: JHA should include in its policy a definition of family that includes those groups protected against familial status discrimination under the FHA, including pregnant persons, families in the process of securing legal custody of a minor child (including adoptive or foster parents), and families with children who have written permission of the parent or legal guardian. This may also include families and family members of various sexual orientations and gender identities.

g. Chapter 3, 3-I.J. Guests

The head of household is responsible for the conduct of visitors and guests, inside the unit as well as anywhere on or near PHA premises.

Suggestion: JHA’s policy should define “near” the premises so that the policy is applied evenly across properties.

h. Chapter 3, 3-I.J. GUESTS

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

Concern: This provision is overly restrictive and unreasonably interferes with a family’s right to have guests. We suggest the following alternative language: Former residents who have been evicted within the past twenty-four (24) months are not permitted as overnight guests within the same project, although providing lodging to a former resident who has been evicted within the past twenty-four (24) months shall not be grounds for violation unless JHA can demonstrate knowledge of such eviction by the tenant.

i. Chapter 3, 3-I.J. GUESTS

Guests who represent the public housing unit address as their residence address or address of record for receipt of benefits or any other purposes will be considered unauthorized occupants.

Concern: This provision is unreasonably restrictive. Guests may take action without knowledge or permission of families. Families should not be penalized for the actions of third parties for whom they may have no control over. We suggest the following alternative language: Guests who represent the public housing unit address as their residence address or address of record for receipt of benefits or any other purposes will be considered unauthorized occupants, if JHA can demonstrate knowledge of the guest’s action on the part of the tenant.

j. Chapter 3, 3-I.M. LIVE-IN AIDE

A family’s request for a live-in aide may be made either orally or in writing. ... For continued approval, the family may be required to submit a new, written request—subject to JHA verification—at each annual reexamination.

Concern: This provision violates the FHA for multiple reasons. JHA cannot require families to submit a written request for reasonable accommodation (RA) at any time. A decision to grant an RA must be made on an individualized basis; to the extent JHA wants to modify or terminate an RA that has been previously granted, its decision must be made on an individualized basis and must be for a specific reason allowable under the FHA. If JHA is going to modify or terminate an RA, it must engage in interactive process. JHA can’t force a family to prove that it continues to have a need for an RA unless a change in condition is legitimately believed to have occurred.

k. Chapter 3, 3-III.C. OTHER PERMITTED REASONS FOR DENIAL OF ADMISSION, Previous Behavior [960.203(c) and (d) and PH Occ GB, p. 48]

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

Concern: Families seek out public housing because they have insufficient income to rent market rate units. JHA should not deny applicants based on their inability to pay rent for units that weren't federally subsidized.

I. Chapter 3, 3-III.D. SCREENING, Resources Used to Check Applicant Suitability [PH Occ GB, pp. 47-56]

If an applicant has no rental payment history the JHA will 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.

Concern: JHA's policy is too broad. JHA should include the criteria to be used to determine what constitutes a poor credit report, the weight to give the credit report, as well as the age and types of debts to be considered. For purposes of this section only final judgments in non-payment eviction cases that reflect an amount owed for rent should be considered.

With respect to court records, we renew our January 2022 request that JHA stop using "name-only matching" in its public housing admissions process. This request was made following the Consumer Financial Protection Bureau's Advisory Opinion affirming the inherent deficiencies of its use to screen rental applicants. JHA should not deny an application for public housing unless it has sufficient evidence that the applicant does not qualify, and that the disqualifying information actually belongs to the applicant.

m. Chapter 3, 3-III.E. CRITERIA FOR DECIDING TO DENY ADMISSION

While a record or records of arrest will not be used as the sole basis for denial, an arrest may, however, trigger an investigation to determine whether the applicant engaged in disqualifying criminal activity. As part of its investigation, the JHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. The JHA may also consider:

- Any statements made by witnesses, or the applicant not included in the police report
- Whether criminal charges were filed
- Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal
- Any other evidence relevant to determining whether the applicant engaged in disqualifying activity

Concern: Though this provision includes some of the information included in HUD PIH2015-19 (<https://www.hud.gov/sites/documents/PIH2015-19.PDF>), JHA's policy of using police reports associated with arrests and/or cases that did not result in conviction, is overly broad. The policy should be analyzed to see not only if it has a discriminatory effect, but also to evaluate whether the policy as written is necessary to achieve a legitimate, non-discriminatory interest. Relying on unconfirmed information in a police report for an arrest (and not a conviction) to deny an applicant admission to public housing is problematic. We ask JHA to review this policy for potential fair housing implications. Additional guidance can be found at:

https://www.hud.gov/sites/documents/HUD_OGCGUIDAPPFHASTANDCR.PDF , and <https://www.hud.gov/sites/dfiles/FHEO/documents/Implementation%20of%20OGC%20Guidance%20on%20Application%20of%20FHA%20Standards%20to%20the%20Use%20of%20Criminal%20Records%20-%20June%2010%202022.pdf>.

n. Chapter 3, 3-III.E. CRITERIA FOR DECIDING TO DENY ADMISSION, Removal of a Family Member's Name from the Application

JHA 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 that the family member will not be permitted to visit or to stay as a guest in the public housing unit.

Concern: This provision is overly restrictive and unreasonably interferes with a family's right to have guests and visitors. 24 CFR 966.4(d)(1) provides that the "lease shall provide that the tenant shall have 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." JHA can't unreasonably limit a tenant's right to have visitors or guests. Nor can it preemptively ban a visitor or guest just because they do not qualify to become a household member.

o. Chapter 3, 3-III.F. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

JHA 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.

Concern: We have the same concern as above. This provision is overly restrictive and unreasonably interferes with a family's right to have guests and visitors. 24 CFR 966.4(d)(1) provides that the "lease shall provide that the tenant shall have 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." JHA can't unreasonably limit a tenant's right to have visitors or guests. Nor can it preemptively ban a visitor or guest just because they do not qualify to become a household member.

p. Chapter 4, 4-III.D. THE APPLICATION INTERVIEW

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)].

Concern: This provision is too narrow. Persons with disabilities may be able to attend an interview but may need a reasonable accommodation to participate in the interview. JHA should clarify this policy to include all aspects of the application and interview process.

q. Chapter 4, 4-III.D. THE APPLICATION INTERVIEW

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Concern: JHA's policy does not address what assistance JHA itself may provide through a reasonable accommodation to assist the family with the application and interview process.

r. Chapter 7, 7-I.B. OVERVIEW OF VERIFICATION REQUIREMENTS, Requirements for Acceptable Documents

Any documents used for verification must be the original (not photocopies) and generally must be dated within 60 days of the JHA request. The documents must not be damaged, altered or in any way illegible.

Suggestion: We suggest the following alternative language, especially in light of JHA's expanded use of technology to communicate with families: Any documents used for verification should be the original (not photocopies) and generally must be dated within 60 days of the JHA request. The documents must not be damaged, altered or in any way illegible. Documents should generally be accepted unless there is a reason to doubt the authenticity of the document.

s. Chapter 7, 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.

Concern: JHA should include in its policy a definition of family that includes those groups protected against familial status discrimination under the FHA, including pregnant persons, families in the process of securing legal custody of a minor child (including adoptive or foster parents), and families with children who have written permission of the parent or legal guardian. This may also include families and family members of various sexual orientations and gender identities.

t. Chapter 8, 8-I.B. LEASE ORIENTATION

After unit acceptance but prior to occupancy, a JHA representative will conduct a lease orientation with the family. The head of household or spouse is required to attend.

Concern: As in the section covering application interviews, JHA should address whether a person can attend to assist, and should add language that JHA will provide assistance as an RA for family members that can't attend, or can attend, but need assistance to participate.

u. Chapter 8, 8-I.C. EXECUTION OF LEASE

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 PHA unit to another.

Concern: JHA's policy does not address when, if ever, JHA will provide language assistance or provide the lease, a vital document, in another language to persons with LEP. We ask JHA to clarify its policy with respect to the lease.

v. Chapter 8, 8-I.E. SECURITY DEPOSITS

The security deposit must be paid in full at the time of admission. Repayment agreements will be allowed for elderly/disabled admissions.

Suggestion: In the past JHA has given all families the option to enter into a payment plan for the security deposit so as to provide easier access to housing for low-income families. We ask that JHA continue to provide this option to all families

w. Chapter 8, 8-II.D. INSPECTION RESULTS, Non-emergency Repairs

Suggestion: JALA hears from many families who live in all types of housing that despite making a request for repair, a landlord will claim to have no record of the request. We receive this report about JHA as well. We ask JHA to consider a system of giving a family a centralized reference or ticket number at the time the repair request is made so that the family can more easily follow-up on the request.

x. Chapter 9, 9-I.D. CONDUCTING ANNUAL REEXAMINATIONS

The terms of the public housing lease require the family to furnish information regarding income and family composition as may be necessary for the redetermination of rent, eligibility, and the appropriateness of the housing unit [24 CFR 966.4(c)(2)].

Concern: As mentioned earlier, JHA should clarify and elaborate on its policies (here or elsewhere) for when it will provide assistance to persons with LEP, what assistance it can provide, as well as its ability to provide reasonable accommodations for persons with disabilities.

y. Chapter 9, 9-I.E. EFFECTIVE DATES

In general, a decrease in the tenant rent that results from an annual reexamination will take effect on the family’s anniversary date. If the JHA chooses to schedule an annual reexamination for completion prior to the family’s anniversary date for administrative purposes, the effective date will be determined by the JHA. If the family causes a delay in processing the annual reexamination, decreases in the tenant rent will be applied prospectively, from the first day of the month following completion of the reexamination processing.

Concern: We suggest setting a timeframe for completion to avoid unreasonable delays in processing once the family provides all necessary information. We suggest adding the following language to the last sentence: “which should be completed no later than 10 business days after the family delay is cured.”

z. Chapter 10, 10-I.B. APPROVAL OF ASSISTANCE ANIMALS [Notice FHEO 2020-01]

Service Animals

Notice FHEO 2020-01 states that PHAs should initially follow the Department of Justice (DOJ) analysis to assessing whether an animal is a service animal under the Americans with Disabilities Act (ADA). Under the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained, or untrained, are not service animals for the purposes of this definition.

Concern: We suggest that JHA also reference the FHA in this section since it is the FHA that “requires housing providers to modify or make exceptions to policies governing animals when it may be necessary to permit persons with disabilities to utilize animals” (Notice FHEO 2020-01).

aa. Chapter 12, 12-III.B. TYPES OF RESIDENT REQUESTED TRANSFERS

The types of requests for transfers that the JHA 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 if the family qualifies for the unit according to the JHA’s occupancy standards, and transfers to a location closer to employment. No other transfer requests will be considered by the JHA.

Suggestion: We suggest the addition of transfer to a location closer to a school to which a household member is enrolled.

bb. Chapter 13, 13-III.B. MANDATORY LEASE PROVISIONS [24 CFR 966.4(l)(5)], Drug Crime On or Off the Premises [24 CFR 966.4(l)(5)(i)(B)]

JHA Policy

The JHA 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.

The JHA 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.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate the lease, the JHA 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, the JHA may, on a case-by-case basis, choose not to terminate the lease.

Concern: As mentioned earlier, though this provision includes some of the information included in HUD PIH2015-19 (<https://www.hud.gov/sites/documents/PIH2015-19.PDF>), JHA's policy of using police reports associated with arrests and/or cases that did not result in conviction, is overly broad and should be analyzed to see not only if it has a discriminatory effect, but also to evaluate whether the policy as written is necessary to achieve a legitimate, non-discriminatory interest. Relying on unconfirmed information in a police report for an arrest (and not a conviction) to terminate a tenant's tenancy is problematic. We ask JHA to review this policy for potential fair housing implications. Additional guidance can be found at:

https://www.hud.gov/sites/documents/HUD_OGCGUIDAPPFHASTANDCR.PDF , and <https://www.hud.gov/sites/dfiles/FHEO/documents/Implementation%20of%20OGC%20Guidance%20on%20Application%20of%20FHA%20Standards%20to%20the%20Use%20of%20Criminal%20Records%20-%20June%2010%202022.pdf>.

cc. Chapter 13, 13-III.C. OTHER AUTHORIZED REASONS FOR TERMINATION [24 CFR 966.4(l)(2) and (5)(ii)(B)]

Failure to promptly inform the JHA of the birth, adoption, or court-awarded custody of a child. In such a case, promptly means within 10 business days of the event.

Concern: Though a family may be obligated to promptly inform JHA that a child has been added to the household, termination of the lease for this basis is not listed in 24 CFR 966.4(l)(2). JHA should consider less harsh options other than termination when the addition of a child by birth, adoption, or court-awarded custody is not reported timely.

dd. Chapter 13:, 13-III.D. ALTERNATIVES TO TERMINATION OF TENANCY, Exclusion of Culpable Household Member [24 CFR 966.4(l)(5)(vii)(C)]

JHA Policy

The JHA will consider requiring the tenant to exclude a household member 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 JHA request.

Concern: This provision is overly restrictive and unreasonably interferes with a family's right to have guests and visitors. We suggest the following alternative language: Former residents who have been excluded within the past twenty-four (24) months are not permitted as overnight guests or visitors in the assisted unit."

ee. Chapter 13, Consideration of Circumstances [24 CFR 966.4(l)(5)(vii)(B)]

While a record or records of arrest will not be used as the sole basis for termination, an arrest may, however, trigger an investigation to determine whether the participant engaged in disqualifying criminal activity. As part of its investigation, the PHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. The PHA may also consider:

Any statements made by witnesses, or the participant not included in the police report

Whether criminal charges were filed

Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal

Any other evidence relevant to determining whether the participant engaged in disqualifying activity

Evidence of criminal conduct will be considered if it indicates a demonstrable risk to safety and/or property.

Concern: As mentioned earlier, though this provision includes some of the information included in HUD PIH2015-19 (<https://www.hud.gov/sites/documents/PIH2015-19.PDF>), JHA's policy of using police reports associated with arrests and/or cases that did not result in conviction, is overly broad and should be analyzed to see not only if it has a discriminatory effect, but also to evaluate whether the policy as written is necessary to achieve a legitimate, non-discriminatory interest. Relying on unconfirmed information in a police report for an arrest (and not a conviction) to terminate a tenant's tenancy is problematic. We ask JHA to review this policy for potential fair housing implications. Additional guidance can be found at:

https://www.hud.gov/sites/documents/HUD_OGCGUIDAPPFHASTANDCR.PDF , and

<https://www.hud.gov/sites/dfiles/FHEO/documents/Implementation%20of%20OGC%20Guidance%20on%20Application%20of%20FHA%20Standards%20to%20the%20Use%20of%20Criminal%20Records%20-%20June%2010%202022.pdf>.

ff. Chapter 13, 13-IV.D. LEASE TERMINATION NOTICE [24 CFR 966.4(l)(3)]

JHA Policy

The JHA will give written notice of 14 calendar days for nonpayment of rent. For all other lease terminations, the JHA will give 30 days' written notice or, if state or local law allows less than 30 days, such shorter notice will be given.

Concern: JHA cannot terminate any tenancy by giving notice of less than 10 days, i.e., the time given to request a grievance, even where state law allows for less time. We suggest the following addition at the end of the last sentence: "but in all cases no less than 10 days' notice shall be given."

gg. Chapter 13, 13-IV.D. LEASE TERMINATION NOTICE [24 CFR 966.4(l)(3)]

If the JHA offers remote hearings, the notice will also state that the resident may request a remote hearing. If the JHA will require that the hearing be conducted remotely, at the time the notice is sent to the resident informing them of the right to request a hearing, the resident will be notified that the hearing will be conducted remotely. The resident will be informed of the processes involved in a remote hearing and that the JHA will provide technical assistance, if needed, before the hearing.

Concern: As mentioned earlier, JHA should clarify and elaborate on its policies (here or elsewhere) for when it will provide assistance to persons with LEP including but not limited to translation of vital documents, as well as its ability to provide reasonable accommodations for persons with disabilities.

hh. Chapter 14, Conducting an Informal Hearing [PH Occ GB, p. 58]

The person conducting the informal hearing will make a recommendation to the JHA, but the JHA is responsible for making the final decision as to whether admission should be granted or denied.

Concern: JHA's policy misstates the Public Housing Occupancy Guidebook which states the following: "If the hearing decision overturns the denial, processing for admission should resume." JHA's proposed policy is not consistent with the Guidebook, thus we suggest this section be revised.

ii. Chapter 14, 14-III.C. APPLICABILITY [24 CFR 966.51]

JHA Policy

The JHA is in a HUD-declared due process state. Therefore, the JHA will not offer grievance hearings for lease terminations involving criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises of other residents or employees of the JHA, for violent or drug-related criminal activity on or off the premises, or for any criminal activity that resulted in felony conviction of a household member.

Concern: This error was raised during the initial review of the changes, and we expect that JHA will correct this error. Florida is not a HUD-declared due process state. Therefore, JHA must expand its access to grievance hearing.

jj. Chapter 14, 14-III.F. SELECTION OF HEARING OFFICER [24 CFR 966.53(e)]

JHA Policy

JHA grievance hearings will be conducted by a single hearing officer and not a panel.

The JHA 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 JHA 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.

Concern: This appears to be a change from JHA's current process of using an impartial third-party hearing officer. If JHA is proposing to make changes to its grievance policy, it must comply with 24 CFR 966.52, including consideration of feedback from residents and tenant organizations. As written this policy is very broad and would allow JHA to appoint almost any employee to be a hearing officer, surely giving tenants and their advocates no expectation of fairness or impartiality in the process. We are extremely concerned about this change.

kk. Chapter 14, 14-III.G. REMOTE HEARINGS [Notice PIH 2020-32]

JHA Policy

If the hearing will be conducted remotely, the JHA will compile a hearing packet, consisting of all documents the JHA intends to produce at the hearing. The JHA will mail and/or email copies of the hearing packet to the tenant, the tenant's representatives, if any, and the hearing officer at least three days before the scheduled remote hearing. The original hearing packet will be in the possession of the JHA representative and retained by the JHA.

If the hearing is to be conducted remotely, the JHA will require the resident to provide any documents directly relevant to the hearing at least three days before the scheduled hearing through the mail, via email, or text. The JHA will scan and email copies of these documents to the hearing officer and the JHA representative the same day they are received.

Documents will be shared electronically whenever possible.

Concern: Since the hearing officer's decision is to be solely and exclusively based on the facts submitted at the hearing (24 CFR 966.56(b)(5)), JHA should not provide any materials to the hearing officer until the time for the hearing. Restricting a family's ability to submit evidence by requiring early submission of documents is an unreasonable restriction on a family's ability to participate in a hearing to contest JHA's actions and denies families access to minimal procedural due process requirements. In addition, JHA has no right to discovery before the hearing; this is a right that belongs solely to the family (24 CFR 966.56(b)(1)). If HUD wanted JHA to have the right to discovery, it would have included that right in the regulations.

II. Chapter 14, 14-III.I. DECISION OF THE HEARING OFFICER [24 CFR 966.57], Final Decision [24 CFR 966.57(b)]

JHA Policy

When the JHA considers the decision of the hearing officer to be invalid due to the reasons stated above, it will present the matter to the JHA 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.

Concern: We suggest the addition of the following after the first sentence to ensure proper notice to the complainant: "JHA will notify the complainant of its decision to present the matter to the Board within 10 business days of the date of the hearing officer's decision. The family shall have the right to attend the presentation of the matter to the Board."

Thank you for the opportunity to review and comment the proposed ACOP. We welcome the opportunity to speak with you further to discuss the above comments.

Sincerely,



Mary E. DeVries
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C.c.

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July 4, 2023

Vanessa L. Dunn, MPA
Chief Operating Officer
Jacksonville Housing Authority
1300 Broad Street
Jacksonville, FL 32202

RE: Admissions and Continued Occupancy Plan Amendments
Jacksonville Area Legal Aid, Inc. (JALA) Comments

Via Email: vdunn@jaxha.org

Please accept the following as JALA's public comments to the Jacksonville Housing Authority (JHA) Admissions and Continued Occupancy Plan (ACOP) amendments.

General Concerns

There are a lot of changes. Indeed, the ACOP has increased 5 times in size. Some changes will require amendments to the lease after an opportunity for resident notice and comment. Some of the policy changes should not be made without a higher level of tenant participation (e.g., grievance procedures). We are further concerned that tenants will not be given sufficient time to adapt to all the changes, especially if there is no grace period following implementation.

Recently HUD reinstated the Discriminatory Effects Rule. We ask JHA to give further consideration to how some of its policies may not align with HUD's recent restoration of the Discriminatory Effects Rule. We ask JHA to review whether each of its policies (especially those relating to admission and lease termination) will have a discriminatory effect on a protected class. A policy that has a discriminatory effect on a protected class is unlawful if it is not necessary to achieve a substantial, legitimate, nondiscriminatory interest or if a less discriminatory alternative could also serve that interest.

We also want to make clear that the lack of an objection to a particular policy is not an endorsement of the policy. Further, to the extent we have suggested a revision, we reserve the right to later object to any adopted language, e.g., where a policy is not applied appropriately, or applied in a manner not anticipated.

Specific Concerns

a. Chapter 2, 2-I.B. NONDISCRIMINATION, Discrimination Complaints

If an applicant or tenant family believes that any family member has been discriminated against by the PHA, the family should advise the PHA. The PHA should make every reasonable attempt to determine whether the applicant or tenant family's assertions have merit and take any warranted corrective action. In all cases, the PHA may advise the family to file a fair housing complaint if the family feels they have been discriminated against under the Fair Housing Act.

Concern: This provision is misleading and may cause JHA staff to improperly insist families submit complaints to JHA before filing a discrimination complaint against JHA, resulting in an imposition of an improper exhaustion requirement. This provision should be revised to make it clear that the family can take their fair housing complaint straight to HUD or other enforcement agency and/or take other legal action to enforce the FHA.

b. Chapter 2, 2-II.D. VERIFICATION OF DISABILITY

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to the PHA, the PHA 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, the PHA will follow the verification policies provided in Chapter 7.

Concern: This provision is too narrow and impermissibly more restrictive than the Fair Housing Act (FHA). Even when a disability is not obvious or otherwise known to JHA, JHA is not required to verify a person's disability or the need for the requested accommodation. JHA can say "we believe you." We suggest changing the word "must" to "may."

c. Chapter 2, 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]

If the JHA 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 the JHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14)...The notice will inform the family of the right to appeal the PHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

Concern: This provision could improperly characterize rights under the FHA and needs to be more precise. JHA's policies and the notice to the family should make clear that participation in the grievance process is not a waiver of a family's right to file a complaint with HUD or take other legal action to enforce the FHA, and that there is no obligation to participate in the grievance process.

d. Chapter 2, 2-III.A. OVERVIEW

The PHA 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).

Concern: JHA should include in its policy a list of the LEP language groups who will be served, as well as the methods by which communication will be made.

e. Chapter 2, 2-III.C. WRITTEN TRANSLATION

The JHA 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

Concern: JHA should include in its policy a list of the vital documents that will be translated. JHA's policy should include, but should not be limited to, initial certification and recertification related notices, notices of lease violation and termination.

f. Chapter 3, 3-I.J. Guests

The head of household is responsible for the conduct of visitors and guests, inside the unit as well as anywhere on or near PHA premises.

Suggestion: JHA's policy should define "near" the premises so that the policy is applied evenly across properties.

g. Chapter 3, 3-I.J. GUESTS

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

Concern: This provision is overly restrictive and unreasonably interferes with a family's right to have guests. We suggest the following alternative language: Former residents who have been evicted within the past twenty-four (24) months are not permitted as overnight guests within the same project, although providing lodging to a former resident who has been evicted within the past twenty-four (24) months shall not be grounds for violation unless JHA can demonstrate knowledge of such eviction by the tenant.

h. Chapter 3, 3-I.J. GUESTS

Guests who represent the public housing unit address as their residence address or address of record for receipt of benefits or any other purposes will be considered unauthorized occupants.

Concern: This provision is unreasonably restrictive. Guests may take action without knowledge or permission of families. Families should not be penalized for the actions of third parties for whom they may have no control over. We suggest the following alternative language: Guests who represent the public housing unit address as their residence address or address of record for receipt of benefits or any other purposes will be considered unauthorized occupants, if JHA can demonstrate knowledge of the guest's action on the part of the tenant.

i. Chapter 3, 3-I.M. LIVE-IN AIDE

A family’s request for a live-in aide may be made either orally or in writing. ... For continued approval, the family may be required to submit a new, written request—subject to JHA verification—at each annual reexamination.

Concern: This provision violates the FHA for multiple reasons. The FHA does not allow a housing provider to require a person with a disability who needs a reasonable accommodation (RA) to provide proof of their ongoing need. A housing provider may only require additional proof if it legitimately believes that the person with a disability no longer needs the RA. If JHA is going to modify or terminate an RA, it must engage in interactive process. JHA cannot force a family to prove that it continues to have a need for an RA unless a change in condition is legitimately believed to have occurred.

j. Chapter 3, 3-III.D. SCREENING, Resources Used to Check Applicant Suitability [PH Occ GB, pp. 47-56]

If an applicant has no rental payment history the JHA will 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.

Concern: JHA’s policy is too broad. JHA should include the criteria to be used to determine what constitutes a poor credit report, the weight to give the credit report, as well as the age and types of debts to be considered. For purposes of this section only final judgments in non-payment eviction cases that reflect an amount owed for rent should be considered.

With respect to court records, we renew our January 2022 request that JHA stop using “name-only matching” in its public housing admissions process. This request was made following the Consumer Financial Protection Bureau’s Advisory Opinion affirming the inherent deficiencies of its use to screen rental applicants. JHA should not deny an application for public housing unless it has sufficient evidence that the applicant does not qualify, and that the disqualifying information actually belongs to the applicant.

k. Chapter 3, 3-III.E. CRITERIA FOR DECIDING TO DENY ADMISSION

While a record or records of arrest will not be used as the sole basis for denial, an arrest may, however, trigger an investigation to determine whether the applicant engaged in disqualifying criminal activity. As part of its investigation, the JHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. The JHA may also consider:

Any statements made by witnesses, or the applicant not included in the police report

Whether criminal charges were filed

Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal

Any other evidence relevant to determining whether the applicant engaged in disqualifying activity

Concern: Though this provision includes some of the information included in HUD PIH2015-19 (<https://www.hud.gov/sites/documents/PIH2015-19.PDF>), JHA’s policy of using police reports associated with arrests and/or cases that did not result in conviction, is overly broad and should be analyzed to see

not only if it has a discriminatory effect, but also to evaluate whether the policy as written is necessary to achieve a legitimate, non-discriminatory interest. Relying on unconfirmed information in a police report for an arrest (and not a conviction) to deny an applicant admission to public housing is problematic. We ask JHA to review this policy for potential fair housing implications. Additional guidance can be found at: https://www.hud.gov/sites/documents/HUD_OGCGUIDAPPFHASTANDCR.PDF , and <https://www.hud.gov/sites/dfiles/FHEO/documents/Implementation%20of%20OGC%20Guidance%20on%20Application%20of%20FHA%20Standards%20to%20the%20Use%20of%20Criminal%20Records%20-%20June%202010%202022.pdf>.

l. Chapter 3, 3-III.E. CRITERIA FOR DECIDING TO DENY ADMISSION, Removal of a Family Member's Name from the Application

JHA 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 that the family member will not be permitted to visit or to stay as a guest in the public housing unit.

Concern: This provision is overly restrictive and unreasonably interferes with a family's right to have guests and visitors. 24 CFR 966.4(d)(1) provides that the "lease shall provide that the tenant shall have 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." 42 USCA 1437d(1)(2) states that public housing agencies shall utilize leases which "do not contain unreasonable terms and conditions." JHA cannot unreasonably limit a tenant's right to have visitors or guests. Nor can it preemptively ban a visitor or guest just because they do not qualify to become a household member. *See Wellston Housing Authority v. Murphy*, 131 S.W.3d 378 (2004) (holding that a public housing agency could not terminate a tenant's lease on the basis of her guest's criminal record).

m. Chapter 3, 3-III.F. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

JHA 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.

Concern: We have the same concern as above. This provision is overly restrictive and unreasonably interferes with a family's right to have guests and visitors. 24 CFR 966.4(d)(1) provides that the "lease shall provide that the tenant shall have 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.” JHA can’t unreasonably limit a tenant’s right to have visitors or guests. Nor can it preemptively ban a visitor or guest just because they do not qualify to become a household member.

n. Chapter 4, 4-III.D. THE APPLICATION INTERVIEW

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)].

Concern: This provision is too narrow. Persons with disabilities may be able to attend an interview but may need a reasonable accommodation to participate in the interview. JHA should clarify this policy to include all aspects of the application and interview process.

o. Chapter 4, 4-III.D. THE APPLICATION INTERVIEW

An advocate, interpreter, or other assistant may assist the family with the application and the interview process.

Concern: JHA's policy does not address what assistance JHA itself may provide through a reasonable accommodation to assist the family with the application and interview process.

Suggestion: We suggest JHA add language acknowledging that it may be required under certain circumstances to provide an interpreter or to provide assistance through a reasonable accommodation.

p. Chapter 7, 7-I.B. OVERVIEW OF VERIFICATION REQUIREMENTS, Requirements for Acceptable Documents

Any documents used for verification must be the original (not photocopies) and generally must be dated within 60 days of the JHA request. The documents must not be damaged, altered or in any way illegible.

Suggestion: We suggest the following alternative language, especially in light of JHA’s expanded use of technology to communicate with families: Any documents used for verification should be the original (not photocopies) and generally must be dated within 60 days of the JHA request. The documents must not be damaged, altered or in any way illegible. Documents should generally be accepted unless there is a reason to doubt the authenticity of the document.

q. Chapter 8, 8-I.B. LEASE ORIENTATION

After unit acceptance but prior to occupancy, a JHA representative will conduct a lease orientation with the family. The head of household or spouse is required to attend.

Concern: As in the section covering application interviews, JHA’s should address whether a person can attend to assist, that JHA will provide assistance as an RA for family members that can’t attend, or can attend, but need assistance to participate.

r. Chapter 8, 8-I.C. EXECUTION OF LEASE

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 PHA unit to another.

Concern: JHA’s policy does not address when, if ever, JHA will provide language assistance or provide the lease, a vital document, in another language to persons with LEP. We ask JHA to clarify its policy with respect to the lease.

s. Chapter 8, 8-II.D. INSPECTION RESULTS, Non-emergency Repairs

Suggestion: JALA hears from many families who live in all types of housing who report that despite making a request for repair, a landlord will claim to have no record of the request. We receive this report about JHA as well. We ask JHA to consider a system of giving a family a centralized reference or ticket number at the time the repair request is made so that the family can more easily follow-up on the request.

t. Chapter 9, 9-I.D. CONDUCTING ANNUAL REEXAMINATIONS

The terms of the public housing lease require the family to furnish information regarding income and family composition as may be necessary for the redetermination of rent, eligibility, and the appropriateness of the housing unit [24 CFR 966.4(c)(2)].

Concern: As mentioned earlier, JHA should clarify and elaborate on its policies (here or elsewhere) for when it will provide assistance to persons with LEP, what assistance it can provide, as well as its ability to provide reasonable accommodations for persons with disabilities.

u. Chapter 9, 9-I.E. EFFECTIVE DATES

In general, a decrease in the tenant rent that results from an annual reexamination will take effect on the family’s anniversary date. If the JHA chooses to schedule an annual reexamination for completion prior to the family’s anniversary date for administrative purposes, the effective date will be determined by the JHA. If the family causes a delay in processing the annual reexamination, decreases in the tenant rent will be applied prospectively, from the first day of the month following completion of the reexamination processing.

Concern: We suggest setting a timeframe for completion to avoid unreasonable delays in processing once the family provides all necessary information. We suggest adding the following language to the last sentence: “which should be completed no later than 10 business days after the family delay is cured.”

v. Chapter 10, 10-I.B. APPROVAL OF ASSISTANCE ANIMALS [Notice FHEO 2020-01]

Service Animals

Notice FHEO 2020-01 states that PHAs should initially follow the Department of Justice (DOJ) analysis to assessing whether an animal is a service animal under the Americans with Disabilities Act (ADA). Under the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained, or untrained, are not service animals for the purposes of this definition.

Concern: We suggest that JHA also reference the FHA in this section since it is the FHA that “requires housing providers to modify or make exceptions to policies governing animals when it may be necessary to permit persons with disabilities to utilize animals” (Notice FHEO 2020-01).

w. Chapter 13, 13-III.B. MANDATORY LEASE PROVISIONS [24 CFR 966.4(l)(5)], Drug Crime On or Off the Premises [24 CFR 966.4(l)(5)(i)(B)]

JHA Policy

The JHA 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.

The JHA 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.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate the lease, the JHA 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, the JHA may, on a case-by-case basis, choose not to terminate the lease.

Concern: As mentioned earlier, though this provision includes some of the information included in HUD PIH2015-19 (<https://www.hud.gov/sites/documents/PIH2015-19.PDF>), JHA’s policy of using police reports associated with arrests and/or cases that did not result in conviction, is overly broad and should be analyzed to see not only if it has a discriminatory effect, but also to evaluate whether the policy as written is necessary to achieve a legitimate, non-discriminatory interest. Relying on unconfirmed information in a police report for an arrest (and not a conviction) to terminate a tenant’s tenancy is problematic. We ask JHA to review this policy for potential fair housing implications. Additional guidance can be found at: https://www.hud.gov/sites/documents/HUD_OGCGUIDAPPFHASTANDCR.PDF , and <https://www.hud.gov/sites/dfiles/FHEO/documents/Implementation%20of%20OGC%20Guidance%20on%20Application%20of%20FHA%20Standards%20to%20the%20Use%20of%20Criminal%20Records%20-%20June%2010%202022.pdf>.

x. Chapter 13, 13-III.C. OTHER AUTHORIZED REASONS FOR TERMINATION [24 CFR 966.4(l)(2) and (5)(ii)(B)]

Failure to promptly inform the JHA of the birth, adoption, or court-awarded custody of a child. In such a case, promptly means within 10 business days of the event.

Concern: Though a family may be obligated to promptly inform JHA that a child has been added to the household, termination of the lease for this basis is not listed in 24 CFR 966.4(l)(2). JHA should consider less harsh options other than termination when the addition of a child by birth, adoption, or court-awarded custody is not reported timely.

y. Chapter 13, 13-III.D. ALTERNATIVES TO TERMINATION OF TENANCY, Exclusion of Culpable Household Member [24 CFR 966.4(l)(5)(vii)(C)]

JHA Policy

The JHA will consider requiring the tenant to exclude a household member 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 JHA request.

Concern: As mentioned earlier, this provision is overly restrictive and unreasonably interferes with a family's right to have guests and visitors. 24 CFR 966.4(d)(1) provides that the "lease shall provide that the tenant shall have 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."

42 USCA 1437d(1)(2) states that public housing agencies shall utilize leases which "do not contain unreasonable terms and conditions." JHA cannot unreasonably limit a tenant's right to have visitors or guests. Nor can it preemptively ban a visitor or guest just because they do not qualify to become a household member. To the extent JHA's restriction is permanent and has no reasonable time limit, it is unreasonable. We suggest limiting the exclusion to 24 months.

z. Chapter 13, Consideration of Circumstances [24 CFR 966.4(l)(5)(vii)(B)]

While a record or records of arrest will not be used as the sole basis for termination, an arrest may, however, trigger an investigation to determine whether the participant engaged in disqualifying criminal activity. As part of its investigation, the PHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. The PHA may also consider:

Any statements made by witnesses, or the participant not included in the police report

Whether criminal charges were filed

Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal

Any other evidence relevant to determining whether the participant engaged in disqualifying activity

Evidence of criminal conduct will be considered if it indicates a demonstrable risk to safety and/or property.

Concern: As mentioned earlier, though this provision includes some of the information included in HUD PIH2015-19 (<https://www.hud.gov/sites/documents/PIH2015-19.PDF>), JHA's policy of using police reports associated with arrests and/or cases that did not result in conviction, is overly broad and should be analyzed to see not only if it has a discriminatory effect, but also to evaluate whether the policy as written is necessary to achieve a legitimate, non-discriminatory interest. Relying on unconfirmed information in a police report for an arrest (and not a conviction) to terminate a tenant's tenancy is problematic. We ask JHA to review this policy for potential fair housing implications. Additional guidance can be found at: https://www.hud.gov/sites/documents/HUD_OGCGUIDAPPFHASTANDCR.PDF , and <https://www.hud.gov/sites/dfiles/FHEO/documents/Implementation%20of%20OGC%20Guidance%20on%20Application%20of%20FHA%20Standards%20to%20the%20Use%20of%20Criminal%20Records%20-%20June%202010%202022.pdf>.

aa. Chapter 13, 13-IV.D. LEASE TERMINATION NOTICE [24 CFR 966.4(l)(3)]

JHA Policy

The JHA will give written notice of 14 calendar days for nonpayment of rent. For all other lease terminations, the JHA will give 30 days' written notice or, if state or local law allows less than 30 days, such shorter notice will be given.

Concern: JHA cannot terminate any tenancy by giving notice of less than 10 days, i.e., the time given to request a grievance, even where state law allows for less time. We suggest the following addition at the end of the last sentence: "but in all cases no less than 10 days' notice shall be given."

bb. Chapter 13, 13-IV.D. LEASE TERMINATION NOTICE [24 CFR 966.4(l)(3)]

If the JHA offers remote hearings, the notice will also state that the resident may request a remote hearing. If the JHA will require that the hearing be conducted remotely, at the time the notice is sent to the resident informing them of the right to request a hearing, the resident will be notified that the hearing will be conducted remotely. The resident will be informed of the processes involved in a remote hearing and that the JHA will provide technical assistance, if needed, before the hearing.

Concern: As mentioned earlier, JHA should clarify and elaborate on its policies (here or elsewhere) for when it will provide assistance to persons with LEP including but not limited to translation of vital documents, as well as its ability to provide reasonable accommodations for persons with disabilities.

cc. Chapter 14, Conducting an Informal Hearing [PH Occ GB, p. 58]

The person conducting the informal hearing will make a recommendation to the JHA, but the JHA is responsible for making the final decision as to whether admission should be granted or denied.

Concern: JHA's policy misstates the Public Housing Occupancy Guidebook. It states the following: If the hearing decision overturns the denial, processing for admission should resume. JHA's proposed policy is not consistent with the Guidebook, thus we suggest this section be revised.

dd. Chapter 14, 14-III.F. SELECTION OF HEARING OFFICER [24 CFR 966.53(e)]

JHA Policy

JHA grievance hearings will be conducted by a single hearing officer and not a panel.

The JHA 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 JHA 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.

Concern: This appears to be a change from the current process in that JHA has been using an impartial third-party hearing officer. If JHA is proposing to make changes to its grievance policy, it must comply with 24 CFR 966.52, including consideration of feedback from residents and tenant organizations. As written this policy is very broad and would allow JHA to appoint almost any employee to be a hearing officer, surely giving tenants and their advocates no expectation of fairness or impartiality in the process. We are extremely concerned about this change.

ee. Chapter 14, 14-III.G. REMOTE HEARINGS [Notice PIH 2020-32]

JHA Policy

If the hearing will be conducted remotely, the JHA will compile a hearing packet, consisting of all documents the JHA intends to produce at the hearing. The JHA will mail and/or email copies of the hearing packet to the tenant, the tenant's representatives, if any, and the hearing officer at least three days before the scheduled remote hearing. The original hearing packet will be in the possession of the JHA representative and retained by the JHA.

If the hearing is to be conducted remotely, the JHA will require the resident to provide any documents directly relevant to the hearing at least three days before the scheduled hearing through the mail, via email, or text. The JHA will scan and email copies of these documents to the hearing officer and the JHA representative the same day they are received.

Documents will be shared electronically whenever possible.

Concern: Since the hearing officer's decision is to be solely and exclusively based on the facts submitted at the hearing (24 CFR 966.56(b)(5)), JHA should not provide any materials to the hearing officer until the time for the hearing. Restricting a family's ability to submit evidence by requiring early submission of documents is an unreasonable restriction on a family's ability to participate in a hearing to contest JHA's actions and denies families access to minimal procedural due process requirements. In addition, JHA has no right to discovery before the hearing; this is a right that belongs solely to the family (24 CFR 966.56(b)(1)). If HUD wanted JHA to have the right to discovery, it would have included that right in the regulations.

ff. Chapter 14, 14-III.I. DECISION OF THE HEARING OFFICER [24 CFR 966.57], Final Decision [24 CFR 966.57(b)]

JHA Policy

When the JHA considers the decision of the hearing officer to be invalid due to the reasons stated above, it will present the matter to the JHA 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.

Concern: We suggest the addition of the following after the first sentence to ensure proper notice to the complainant: "JHA will notify the complainant of its decision to present the matter to the Board within 10 business days of the date of the hearing officer's decision. The family shall have the right to attend the presentation of the matter to the Board."

Conclusion

Based on the concerns stated above, Jacksonville Area Legal Aid, Inc. does not support adoption of the Admissions and Continued Occupancy Plan Amendments and we request an opportunity to meet with Jacksonville Housing Authority to discuss and resolve these concerns prior to the adoption of the proposed amendments.



Jacksonville Housing Housing Choice Voucher Administrative Plan FY2023/24 REVISION HIGHLIGHTS

CHAPTER 1 STATEMENT OF POLICIES AND OBJECTIVES

- Owner Outreach – we added www.affordablehousing.com as a resource to list available units.
- We added that we will do an advertisement on www.jaxha.org/rent-cafe for opening/closing of the waiting list.

CHAPTER 2 APPLYING FOR ADMISSIONS & WL MANAGEMENT

CHAPTER 3 ELIGIBILITY FOR ADMISSIONS

- procedural change when requesting a reasonable accommodation –
- Advisement of accessing the RentCafe applicant portal to complete an application and update pre-applications.
- Attendance requirement for eligibility interviews; JH may offer alternate methods.

CHAPTER 4 FAIR HOUSING AND EQUAL OPPORTUNITY

CHAPTER 5 BRIEFINGS AND VOUCHER ISSUANCE

Subsidy Standards: We changed the “two heartbeats” per room; Jacksonville Housing will assign one bedroom for the Head of Household and one bedroom for every two persons within the household.

CHAPTER 6 INCOME AND SUBSIDY DETERMINATIONS

- We removed “max utility” as a source of income

CHAPTER 7 VERIFICATIONS

- We removed the verification requirement to supply six months’ worth of banking statements

CHAPTER 8 HQS INSPECTIONS & RENT REASONABLENESS

We addressed the rent increase protocol:



Rent increases must be approved by the participant/tenant should the tenant rent portion increase as a result of the rent increase. The unit must be in good HQS standings and have a pass rating.

CHAPTER 9 GENERAL LEASING POLICIES

- We added that the leasing term can be from 12 to 15 months
- Newly participating owners need to attend a meeting to review the HAP contract, tenancy addendum, provisions under VAWA, and program requirements

CHAPTER 10 MOVING WITH CONTINUED ASSISTANCE AND PORTABILITY

CHAPTER 11 ANNUAL REEXAMINATION

- We added the dual recertification process – both manual and electronic processes through RentCafe Resident Portal

CHAPTER 12 TERMINATION OF ASSISTANCE AND TENANCY

CHAPTER 13 OWNERS

CHAPTER 14 PROGRAM INTEGRITY

CHAPTER 15 SPECIAL HOUSING TYPES

CHAPTER 16 PROGRAM ADMINISTRATION

CHAPTER 17 PROJECT-BASED VOUCHERS



CHAPTER 18 PBV-RAD

CHAPTER 19 SPECIAL PURPOSE VOUCHERS

HOTMA Addendum

The rule was officially published in the Federal Register on February 14, 2023. PHAs have until January 1, 2024, to implement the broader income and asset changes in Sections 102 and 104.

Section 102 – Income Reviews:

- Fewer Interim Reexaminations: HOTMA creates a 10% adjusted income increase/decrease threshold for conducting Interim Reexaminations, and in most cases requires that increases in earned income are not processed until the next Annual Reexamination, allowing families to keep more of their earnings before receiving a rent increase. The new requirements should lead to fewer Interim Reexaminations overall, alleviating the burden for both participants and PHAs.

- Streamlined Verifications: Several provisions will streamline the verification process for housing providers.

- Adults Only Need to Sign Consent Form Once
- Review of EIV Not Required at Interim Reexamination
- Increased Standard Deduction for Elderly/Disabled Households
- Additional Income Exclusions
- Threshold for Claiming Medical/Disability Expenses Increased
- Higher Threshold for Imputing Asset Income
- Hardship Relief

Section 104 – Assets Limits:

- Asset Limitation
- Exclusion of Retirement and Educational Savings Accounts

Jacksonville Housing Authority
 FY2024 Annual Plan Public Hearing
 July 5, 2023

Printed Name	Signature	Organization or Property
TODD AUBUCHON		JH-OCDA
Harriet Brock		RAB
Barbara Wilson		
ASMEY SAUER		PH
DARRANCE WALKER		JHA
Cherrelle O'Neal		JHA
DAMEE MURPHY		JHA member
Sabrina Belizaire		Southwind-
Michelle Coleman		S.S
Markita Jones		Twin Towers/Fishery
Alyce Deckler		Centennial Towers
Chad Moore		JHA
Brendale Fields		JHA
Kim Green		JHA
SHARON BASS		JHA
ROSIE BONILLA		
Annazette Taylor		Nogah Creek
JASMINE SMITH		JHA/Budget
Cathy Missou		Victory Pointe



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Minutes For “The PUBLIC HEARING”

The Jacksonville Housing Authority’s Annual Plan

Brentwood Community Center 3465 Village Center Dr.

Wednesday July 5, 2023, 5:00-6:00 PM

Welcome and Opening Comment- Harriet Brock, Moderator/JHA Board of Commissioner

Introduction of Staff- Vanessa Dunn, Chief Operating Officer; Cathy Ponder-Hunt, HCV Director; Todd Aubuchon, Operations Compliance Department Manager

Vanessa Dunn- comments to the Plans were received from JALA as well as JH staff during the 45-day public posting.

Questions: Will people be held accountable if they were NOT aware of HCV? Ms. Dunn stated NO

What is HCV? Ms. Dunn stated Housing Choice Voucher

What is the purpose of this meeting?

Todd Aubuchon- Every year we update the policies so everyone is aware of the rules and policies. The draft policies are posted online, as well as this meeting, so that everyone has the opportunity to comment and make suggestions.

Housing Choice Voucher – Cathy Ponder-Hunt

- Revisions to the Administrative Plan
- Chap 1- Statement of policies and objectives- We added www.affordablehousing.com as a resource to the list of available units
- Chap 2- Applying for admissions & WL Management- The applicant’s cumulative points will determine the preference status and position on the waiting list preferences will be added and points will be given if you are disabled
- Chap 3- Eligibility for Admissions- Attendance requirements for eligibility interviews. Jacksonville Housing may offer alternate methods. Advisement of accessing the RENTCafé applicant portal to complete an application and update pre-application



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- Chap 4- Fair Housing and Equal Opportunities- Jacksonville Housing will not consider any convictions more than three years old provided there has been no more recent criminal activity
- Chap 5- Briefings and Voucher Issuance- Subsidy Standards: HCV is relaxing the existing “two heartbeats per room”, Jacksonville Housing will assign one bedroom for the Head of Household and one bedroom per two people thereafter
- Chap 6- Income and Subsidy Determinations- Removed max utility as a source of income
- Chap 7- Verifications- Removed the verification requirement to supply six (6) months’ worth of bank statements
- Chap 8- Housing Inspections/Rent Increase- Rent increases must be approved by the participant or the tenant; the unit must be in good standing and pass inspection
 - Director Hunt stated JH holds landlord meetings monthly on the third Thursday
- Chap 9- General Leasing Policies- Newly participating owners need to attend a meeting to review the HAP Contract
- Chap 10- Moving with Continued Assistance
- Chap 11- Annual Re-Examination- The ability to complete the recertification process both manually and through RENTCafé was added; The HCV waiting list is now closed
- **Cathy Ponder Hunt- Any Comments or questions about proposed changes-**
Question: I was not aware that RENTCafé was still available
Cathy Ponder Hunt: Please speak to your property manager
- Cathy Ponder Hunt: Under HOTMA, thresholds to process increases or decreases in income have changed. These are the highlights For HCV.

Public Housing- Vanessa Dunn - (Chief Operating Officer)

- Chap 1- History- no changes in Chap 1, Overview of the Program
- Chap 2- Fair Housing and Equal Opportunity – Plan incorporating City of Jacksonville Marital and Sexual Orientation protections from the Non-Discrimination Policy
- Chap 3- Eligibility – No longer using evictions from the market rate to determine eligibility



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- Chap 4- Applications, waiting list and Tenant Selection, emails need to be updated
- Chap 5- Occupancy Standards and Unit Offers- Head of household will be automatically allocated his or her own bedroom
- Chap 6- Income and Rent Determination- NO CHANGES
- Chap 7- Verification- Steps for verification during the annual and interim recertifications
- Chap 8- Leasing and Inspections- If there are only minor(s) present during inspection, the inspection will be rescheduled
- Chap 9- Reexaminations- Notifications will be sent through via email
- Chap 10- Pets- Pets must be registered with JH, registration includes documentation signed by a licensed veterinarian or state / local authority that the pet has received all inoculations required by the state
The following listing are NOT considered common household pets:
 - Reptiles
 - Arachnids
 - Insects
 - Wild Animals
 - Pot-bellied pigs
 - Rottweilers and dogs that weigh over 25 pounds
 - These policies do not apply to service or emotional support animals
- Chap- 11- Community Service- No Changes
- Chap 12- Transfer Policy- JHA will only consider transfer requests from residents that meet requirements: Have not engaged in criminal activity, Do not owe back rent or other charges, do not have housekeeping lease violations, as well as the head of the household must be able to get utilities turned on in his or her name
- Chap 13- Lease Terminations- Lease violations – overcome residents can remain in unit after becoming overcome, but will pay a higher rent amount
- Chap 14- Grievance and Appeals- Requests for informal hearings can be made in writing or electronically
- Chap 15- Program Integrity- No Changes
- Chap 16- Program Administration- If a family receives (3) delinquency notices for unexcused late payments within a 12-month period the repayment agreement will be considered in default
- **Vanessa Dunn- Any Comments or questions about proposed changes-**
Questions: How many people are on the waiting list?



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Ms. Vanessa Dunn stated- there are over 30 thousand people on the waiting list
Question: If the grandbaby moved out and she needed to come back with her kids is that possible?

Ms. Vanessa Dunn stated- Yes, as long as the unit does not become overcrowded
May you share the comments that have been given?

Ms. Vanessa Dunn stated-Yes, if you would like to see the shared comments,
please provide me with your email

Ms. Vanessa Dunn- Are there any more questions, comments, or concerns?

Thank you all for coming out I truly appreciate you all

We are adjourned!



Tab 4 – AOP

Admissions and Continued Occupancy Plan effective October 1, 2023
Utility Allowances & Flat Rents effective October 1, 2023

Admissions and Continued Occupancy Plan



Effective

JACKSONVILLE HOUSING | 1300 BROAD ST. N. JACKSONVILLE, FL 32202

Admissions and Continued Occupancy Policy (ACOP)

JACKSONVILLE HOUSING AUTHORITY

Approved by the JHA Board of Commissioners:

Submitted to HUD:

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Chapter 1

OVERVIEW OF THE PROGRAM AND PLAN

INTRODUCTION

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

This chapter contains information about the PHA 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: The Public Housing Agency (PHA). This part includes a description of the PHA, 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: THE PHA

1-I.A. OVERVIEW

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

1-I.B. ORGANIZATION AND STRUCTURE OF THE PHA

Public housing is funded by the federal government and administered by the **Jacksonville Housing Authority** for the jurisdiction of **City of Jacksonville / County of Duval**

PHAs are governed by a board of officials that are generally called “commissioners.” Although some PHAs may use a different title for their officials, this document will hitherto refer to the “board of commissioners” or the “board” when discussing the board of governing officials.

Commissioners are appointed in accordance with state housing law and generally serve in the same capacity as the directors of a corporation. The board of commissioners establishes policies under which the PHA conducts business and ensures that those policies are followed by PHA staff. The board is responsible for preserving and expanding the agency’s resources and assuring the agency’s continued viability and success.

Formal actions of the PHA are taken through written resolutions, adopted by the board, and entered into the official records of the PHA.

The principal staff member of the PHA is the executive director (ED), who is selected and hired by the board. The ED oversees the day-to-day operations of the PHA and is directly responsible for carrying out the policies established by the commissioners. The ED’s duties include hiring, training, and supervising the PHA’s staff, as well as budgeting and financial planning for the agency. Additionally, the ED is charged with ensuring compliance with federal and state laws, and program mandates. In some PHAs, the ED is known by another title, such as chief executive officer or president.

1-I.C. PHA 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.

JHA Policy

The mission of Jacksonville Housing is to provide safe, clean, affordable housing and effective social services to low-and moderate-income families and individuals. Our dedicated team of employees and board members, in partnership with our residents, will utilize accepted business principles and all available resources to improve the quality of life for all participants. We encourage employment, self-sufficiency, and where possible, assist in the transition to other housing alternatives.

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

As a public service agency, the PHA is committed to providing excellent service to all public housing applicants, residents, and the public. To provide superior service, the PHA 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 deconcentration 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 services 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 the PHA'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 the PHA's support systems and commitment to our employees and their development.

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

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

The job of the PHA pursuant to HUD regulations is to provide decent, safe, and sanitary housing, in good repair, to low-income families at an affordable rent. The PHA screens applicants for public housing and, if they are determined to be eligible for the program, the PHA makes an offer of a housing unit. If the applicant accepts the offer, the PHA and the applicant will enter into a written lease agreement. At this point, the applicant becomes a tenant in 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 the PHA 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 the PHA owns the public housing development, the PHA is the landlord. The PHA must comply with all the legal and management responsibilities of a landlord in addition to administering the program in accordance with HUD regulations and PHA policy.

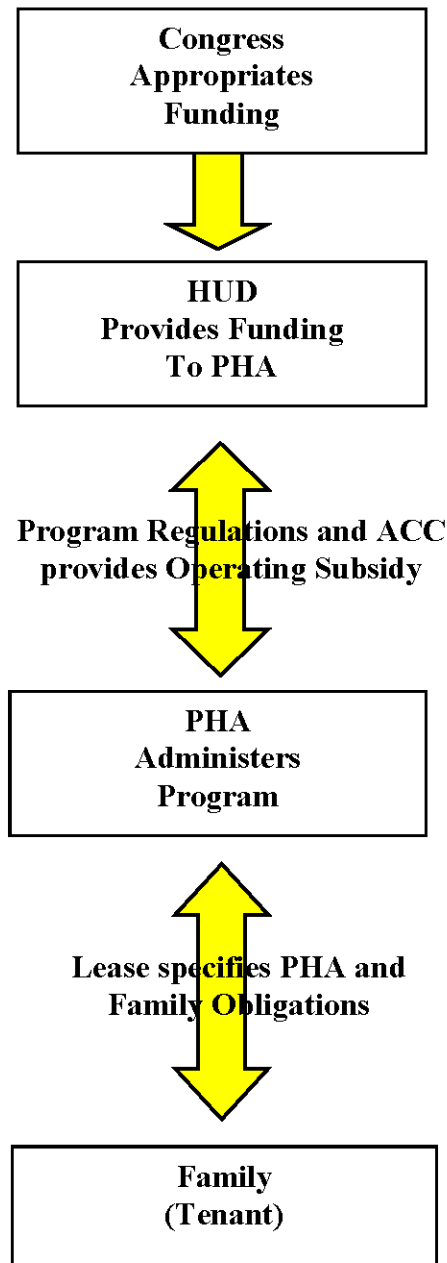
1-II.C. PUBLIC HOUSING PARTNERSHIPS

To administer the public housing program, the PHA must enter an Annual Contributions Contract (ACC) with HUD. The PHA also enters a contractual relationship with the tenant through the public housing lease. These contracts define and describe the roles and responsibilities of each party.

In addition to the ACC, the PHA and family must also comply with federal regulations and other HUD publications and directives. For the program to work and be successful, all parties involved – HUD, the PHA, and the tenant – play an important role.

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 PHAs.
- Allocate capital funding to PHAs.
- Provide technical assistance to PHAs on interpreting and applying program requirements.
- Monitor PHA compliance with program requirements and PHA performance in program administration.

What does the PHA do?

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

- Ensure compliance with all non-discrimination, equal opportunity, and fair housing laws, and ensure that the program is accessible to persons with disabilities.
- Establish local policies and procedures for operating the program.
- Accept applications from interested applicant families and determine whether they are income eligible for the program.
- Maintain waiting list and select families for admission.
- Screen applicant families for suitability as renters
- Maintain housing units by making any necessary repairs in a timely manner.
- Make unit offers 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 the PHA has adequate financial resources to maintain its housing stock.
- Perform regular reexaminations of family income and composition in accordance with HUD requirements.
- 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 HUD regulations and requirements, the Annual Contributions Contract, HUD-approved applications for funding, the PHA'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 and PHA house rules, as applicable.
- Provide the PHA with complete and accurate information, determined by the PHA to be necessary for administration of the program.
- Cooperate in attending all appointments scheduled by the PHA.
- Allow the PHA to inspect the unit at reasonable times and after reasonable 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 or violent criminal activity
- Notify the PHA 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.
- Promptly notify the PHA of any changes in family composition
- Not commit fraud, bribery, or any other corrupt or criminal act in connection with any housing programs
- Take care of the housing unit and report maintenance problems to the PHA promptly

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

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

The ACOP is the PHA'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 the PHA'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. The PHA 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 the PHA's written policy. At a minimum, the ACOP plan should cover PHA policies on these subjects:

- The organization of the waiting list and how families are selected and offered available units, including any PHA admission preferences, procedures for removing applicant names from the waiting list, and procedures for closing and reopening the PHA 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 deconcentration of poverty and income-mixing of public housing developments (Chapter 4)
- Grievance procedures (Chapter 14)
- Policies concerning payment by a family to the PHA of amounts the family owes the PHA (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 PHAs that emphasizes the importance of consistency in operation and decision-making. The ACOP supports that goal by clearly setting forth the PHA's operating policies.

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

HUD makes a distinction between mandatory policies and non-mandatory policies:

- Mandatory policies: those driven by legislation, regulations, current handbooks, current PIH notices, and legal opinions from the Office of General Counsel
- Optional, non-binding guidance includes guidebooks, FAQs, PIH notices that have expired, and recommendations from individual HUD staff.

HUD expects PHAs to develop policies and procedures that are consistent with mandatory policies and to make clear the optional policies the PHA has adopted. The ACOP is comprised of mandatory policies and optional PHA policy. HUD's new direction emphasizes the need for a clearly written and comprehensive ACOP to guide staff in the clear and consistent application of policy.

HUD suggestions, recommendations, written issuances, and guidance are consistent with mandatory federal policy. Therefore, using HUD guidance in the preparation of PHA policy, even though it is not mandatory, provides a PHA with a "safe harbor." If a PHA 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 PHAs 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

The PHA 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 the PHA, the pertinent sections included in the Agency Plan, and a copy provided to HUD.

JHA Policy

The JHA will review and update the ACOP as needed to reflect changes in regulations, JHA 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 PHAs 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 procedures. The responsibility to further nondiscrimination pertains to all areas of the PHA's public housing operations.

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

Part I: Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA 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 the PHA to ensure meaningful access to the public housing program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

PART I: NONDISCRIMINATION

2-I.A. OVERVIEW

Federal laws require PHAs 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 based on race, color, religion, sex, national origin, age, familial status, and disability. In addition, HUD regulations provide for additional protections regarding sexual orientation, gender identity, and marital status. The PHA 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 Orders 11063 and 13988
- 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 Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the *Federal Register* February 3, 2012, and further clarified in Notice PIH 2014-20
- The Violence against Women Act of 2013 (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.

JHA Policy

statuses:

- A. Race
- B. Color
- C. National Origin
- D. Sex/Gender
- E. Disability

Discrimination extends to include the disability of:

- a) That buyer or renter
- b) A person residing in or intending to reside in that dwelling after its sold, rented, or made available; or

- c) Any person associated with a buyer or renter.

Discrimination includes:

- a) Refusal to permit, at the expense of the person with a disability, reasonable modifications of existing premises occupied by such person if such modifications may be necessary to afford such person full enjoyment of the premises; or
- b) Refusal to make reasonable accommodations in rules, policies, practices, or services, when such accommodations may be necessary to afford such person equal opportunity to use and enjoy a dwelling.

F. Familial Status

Applies to any person who is pregnant or is in the process of securing legal custody of any individual who has not attained the age of 18 years.

G. Religion

H. Marital Status

I. Sexual Orientation

2-I.B. NONDISCRIMINATION

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

The PHA shall not discriminate because of race, color, sex, religion, familial status, age, disability, or national origin (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.

The PHA will not discriminate based on marital status, gender identity, or sexual orientation [FR Notice 02/03/12; Executive Order 13988].

JHA Policy

JHA identifies the following protected classes in accordance with the City of Jacksonville Fair Housing Laws:

City of Jacksonville Human Rights Ordinances and Fair Housing laws prohibit discrimination and unfair action in housing and public accommodations based on a person’s race, color, religion, sex, sexual orientation, gender identity, national origin, age, discrimination, marital status, or familial status.

The JHA will not use any of these factors to:

- Deny any family the opportunity to apply for housing, nor deny 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

The PHA must take steps to ensure that families are fully aware of all applicable civil rights laws. As part of the public housing orientation process, the PHA 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 the PHA, the family should advise the PHA. The PHA should make every reasonable attempt to determine whether the applicant or tenant family's assertions have merit and take any warranted corrective action.

In all cases, the PHA may advise the family to file a fair housing complaint if the family feels they have been discriminated against under the Fair Housing Act.

Upon receipt of a housing discrimination complaint, the PHA is required to:

- Provide written notice of the complaint to those alleged and inform the complainant that such notice was made.
- Investigate the allegations and provide the complainant and those alleged with findings and either a proposed corrective action or an explanation of why corrective action is not warranted.
- Keep records of all complaints, investigations, notices, and corrective actions [Notice PIH 2014-20]

JHA Policy

Applicants or tenant families who believe that they have been subject to unlawful discrimination may notify the JHA either orally or in writing.

Within 10 business days of receiving the complaint, the JHA will provide a written notice to those alleged to have violated the rule. The JHA will also send a written notice to the complainant informing them that notice was sent to those alleged to have violated the rule, as well as information on how to complete and submit a housing discrimination complaint form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

The JHA will attempt to remedy discrimination complaints made against the JHA and will investigate all allegations of discrimination.

Within 10 business days following the conclusion of the JHA's investigation, the JHA will provide the complainant and those alleged to have violated the rule with findings and either a proposed corrective action plan or an explanation of why corrective action is not warranted.

The JHA will keep a record of all complaints, investigations, notices, and corrective actions. (See Chapter 16.)

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.

The PHA must ensure that persons with disabilities have full access to the PHA'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].

The PHA 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)].

JHA Policy

The JHA will ask all applicants and resident families if they require any type of accommodations, in writing, on the intake application, reexamination documents, and notices of adverse action by the JHA, by including the following language:

“If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the housing authority.”

A specific position and phone number will be provided as the contact person for requests for accommodation for persons with disabilities.

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 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 requests for accommodations will be considered reasonable if they do not create an "undue financial and administrative burden" for the PHA 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), the PHA 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.
- Providing “large print” forms
- 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 PHA-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 PHA staff.
- Displaying posters and other housing information in locations throughout the PHA'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 the PHA 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 the PHA's programs and services.

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

JHA Policy

The JHA will encourage the family to make its request in writing using a reasonable accommodation request form. However, the JHA will consider the accommodation any time the family indicates that accommodation is needed whether 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 reasonable accommodation is much broader than the HUD definition of disability which is used for waiting list preferences and income allowances.

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

If a person's disability is obvious or otherwise known to the PHA, 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 the PHA, the PHA 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, the PHA 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 knows 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].
- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA may not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.
- If 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]

The PHA must approve a request for 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 accommodation.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and administrative burden on the PHA, or fundamentally alter the nature of the PHA's operations.

Requests for accommodation 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 overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

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

JHA Policy

After a request for accommodation is presented, the JHA will respond, in writing, within 10 business days.

If the JHA 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 the JHA's decision through an informal hearing (if applicable) or the grievance process (see Chapter 14).

If the JHA 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 the JHA's operations), the JHA will discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the public housing program and without imposing an undue financial and administrative burden.

If the JHA believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, the JHA will notify the family, in writing, of its determination within 10 business days from the date of the most recent discussion or communication with the family. The notice will inform the family of the right to appeal the PHA'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 the PHA to take reasonable steps to ensure that persons with disabilities related to hearing and vision have reasonable access to the PHA's programs and services [24 CFR 8.6].

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

JHA Policy

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

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. 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

The PHA 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

The PHA'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 the PHA's responsibilities about physical accessibility.
- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment, and transition plans.

The design, construction, or alteration of PHA facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Notice PIH 2010-26 contains specific information on calculating the percentages of units for meeting UFAS requirements.

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

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

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

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 based on national origin. This part incorporates the Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

The PHA 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, the PHA 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 the PHA and costs. Balancing these four factors will ensure meaningful access by LEP persons to critical services while not imposing undue burdens on the PHA.

2-III.B. ORAL INTERPRETATION

The PHA will offer competent interpretation services free of charge, upon request, to the LEP person.

JHA Policy

The JHA will utilize a language line for telephone interpreter services.

When exercising the option to conduct remote hearings, however, the JHA will coordinate with a remote interpretation service which, when available, uses video conferencing technology rather than voice-only interpretation.

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 the JHA. The JHA, at its discretion, may choose to use the language services even when LEP persons desire to use an interpreter of their choosing. The interpreter may be a family member or friend. If the interpreter chosen by the family is a minor, the JHA will not rely on the minor to serve as the interpreter.

The JHA 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 and possible, according to its language assistance plan (LAP), the JHA will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

2-III.C. WRITTEN TRANSLATION

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

JHA Policy

To comply with written-translation obligations, the JHA will take the following steps:

The JHA 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 fifty persons in a language group that reaches the 5 percent trigger, the JHA may not translate vital written materials.

2-III.D. IMPLEMENTATION PLAN

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

If the PHA 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 the PHA's public housing program and services.

JHA Policy

If it is determined that the JHA serves very few LEP persons, and the JHA has very limited resources, the JHA will not develop a written LEP plan, but will consider alternative ways to articulate in a reasonable manner a plan for providing meaningful access. Entities having significant contact with LEP persons, such as schools, grassroots and faith-based organizations, community groups, and groups working with new immigrants will be contacted for input into the process.

If the JHA determines it is appropriate to develop a written LEP plan, the following five steps will be taken: (1) Identifying LEP individuals who need language assistance; (2) identifying language assistance measures; (3) training staff; (4) providing notice to LEP persons; and (5) monitoring and updating the LEP plan.

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; genito-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 live 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 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 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

The PHA 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 the PHA 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 the PHA.
 - Have income at or below HUD-specified income limits.
 - Qualify based on citizenship or the eligible immigrant status of family members.
 - Provide social security number information for household members as required.
 - Consent to the PHA's collection and use of family information as provided for in PHA-provided consent forms.
 - Not currently receiving a duplicative subsidy.
- The PHA must determine that the current or past behavior of household members does not include activities that are prohibited by HUD or the PHA.

This chapter contains three parts:

Part I: Definitions of Family and Household Members. This part contains HUD and PHA 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 the PHA 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 explains HUD's eligibility rules.

3-I.B. FAMILY AND HOUSEHOLD [24 CFR 5.105(a)(2), 24 CFR 5.403, FR Notice 02/03/12, and Notice PIH 2014-20]

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 of 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 single person; or a 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, a displaced family, or the remaining member of a tenant family. The PHA has the discretion to determine if any other group of persons qualifies as a family.

Gender Identity means actual or perceived gender characteristics.

Sexual orientation means homosexuality, heterosexuality, or bisexuality.

JHA Policy

A family also includes two or more individuals who are not related by blood, marriage, adoption, or other operation of law, but who either can demonstrate that they have lived together previously or certify that everyone's income and other resources will be available to meet the needs of the family.

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.

Household

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

3-I.C. FAMILY BREAKUP AND REMAINING MEMBER OF TENANT FAMILY

Family Breakup

Except under the following conditions, the PHA has discretion to determine which members of an assisted family continue to receive assistance if the family breaks up:

- If the family breakup results from an occurrence of domestic violence, dating violence, sexual assault, or stalking, the PHA must ensure that the victim retains assistance. (For documentation requirements and policies related to domestic violence, dating violence, sexual assault, and stalking, see section 16-VII.D of this plan.)
- If a court determines the disposition of property between members of the assisted family, the PHA is bound by the court's determination of which family members continue to receive assistance.

JHA 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 submit 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 retain occupancy of the unit.

If a court determines the disposition of property between members of an applicant or resident family, the PHA 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, sexual assault, or stalking, including a family member who was forced to leave a public housing unit as a result of such actual or threatened abuse, 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 6-I.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 its responsibilities under the program, alone or in conjunction with a cohead or spouse.

JHA 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 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, COHEAD, AND OTHER ADULT

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

Spouse means the marriage partner of the head of household.

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

JHA Policy

Minors who are emancipated under state law may be designated as coheads.

Other adult means a family member, other than the head, spouse, or cohead, 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, cohead, 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

JHA 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 50 percent or more of the time.

When more than one applicant or assisted family (regardless of program) is 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, the JHA will make the determination based on available documents such as court orders, an IRS income tax return showing which family has claimed the child for income tax purposes, school records, or other credible documentation.

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 determine if attendance is 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 cohead, 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, cohead, or sole member is an elderly person. Identifying elderly families is important because these families qualify for the elderly family allowance and the medical allowance 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 cohead is a person with disabilities. The technical definitions of individuals with handicaps and persons with disabilities are provided in Exhibit 3-1 at the end of this chapter. These definitions are used for several purposes including ensuring that persons with disabilities are not discriminated against based upon disability.

As discussed in Chapter 2, the PHA must make all aspects of the public housing program accessible to persons with disabilities and consider requests for reasonable accommodations when a person's disability limits their full access to the unit, the program, or the PHA's services.

Disabled Family

A *disabled family* is one in which the head, spouse, or cohead is a person with disabilities. Identifying disabled families is important because these families qualify for the disabled family allowance and the medical allowance 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 the PHA from denying admission or acting under the lease for reasons related to alcohol and drug abuse in accordance with the policies found in Part III of this chapter and 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 the proximity of PHA premises that would disturb neighbors rights to the peaceful enjoyment of their unit [24 CFR 966.4(f)].

JHA Policy

A resident family must notify the JHA when overnight guests will be staying in the unit for more than three days. A guest can remain in the unit no longer than fourteen consecutive days or a total of 30 cumulative calendar 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 twenty consecutive days). An exception will not be made unless the family can identify and provide documentation of the residence to which the guest will return.

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.

Former residents who have been evicted within the last twenty-four (24) months for the non-payment of rent are not permitted as overnight guests. Former residents that were evicted for violent criminal activity or drug-related criminal activity are not allowed as overnight guests.

Guests who represent the public housing unit address as their residence address or address of record for receipt of benefits or any other purposes will be considered unauthorized occupants. In addition, guests who remain in the unit beyond the allowable time limit will be considered to be unauthorized occupants, and their presence constitutes a 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].

JHA 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 short-term or long-term foster care arrangement with the custodial agency.

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

3-I.L. ABSENT FAMILY MEMBERS

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

Definitions of Temporarily and Permanently Absent

JHA Policy

An individual who is or is expected to be absent from the public housing unit for 180 consecutive days or less is considered temporarily absent and continues to be considered a family member. An individual who is or is expected to be absent from the public housing 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

JHA 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 the PHA 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 [24 CFR 5.403]

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

JHA Policy

If a child has been placed in foster care, the JHA 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 Cohead

JHA Policy

An employed head, spouse, or cohead 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

JHA 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, the JHA will request verification from a responsible medical professional and will use this determination. If the responsible medical professional cannot provide a determination, the person 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

JHA Policy

The family must request JHA approval for the return of any adult family members that the JHA has determined to be permanently absent. The individual is subject to the eligibility and screening requirements discussed 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 person(s), (2) is not obligated for the support of the person(s), and (3) would not be living in the unit except to provide the necessary supportive services [24 CFR 5.403].

The PHA must approve a live-in aide if needed as reasonable accommodation for a person with disabilities in accordance with 24 CFR 8.

A live-in aide is considered a household member but not a family member. The income of the live-in aide is not counted in determining the annual income of the family [24 CFR 5.609(c)(5)]. Relatives may be approved as live-in aides if they meet all 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.

JHA Policy

A family's request for a live-in aide may be made either orally or in writing. The JHA will verify the need for a live-in aide, if necessary, with a reliable, knowledgeable professional as provided by the family, such as a doctor, social worker, or case worker. For continued approval, the family may be required to submit a new, written request—subject to JHA verification—at each annual reexamination.

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.

The JHA has the discretion not to approve a particular person as a live-in aide, and may withdraw such approval, if [24 CFR 966.4(d)(3)(i)]:

The person commits fraud, bribery or any other corrupt or criminal act in connection with any federal housing program.

The person has a history of drug-related criminal activity or violent criminal activity; or

The person currently owes rent or other amounts to the JHA or to another PHA in connection with Section 8 or public housing assistance under the 1937 Act.

Within 10 business days of receiving a request for a live-in aide, including all required documentation related to the request, the JHA will notify the family of its decision in writing.

PART II: BASIC ELIGIBILITY CRITERIA

3-II.A. INCOME ELIGIBILITY AND TARGETING

Income Limits

HUD is required by law to establish income limits that determine the income 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 the median incomes for families of different sizes in a particular area or county.

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 the federal poverty level or 30 percent of the median income for the area, whichever number is higher.

HUD determines area median income, with adjustments for smaller and larger families. 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 from the PHA waiting list to the public housing program during a PHA fiscal year must be *extremely low-income* families. This is called the “basic targeting requirement.”

If admissions of extremely low-income families to the PHA’s housing choice voucher program during a PHA fiscal year exceed the 75 percent minimum targeting requirement for that program, such excess shall be credited against the PHA’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 the PHA fiscal year
- Ten percent of waiting list admission to the PHA’s housing choice voucher program during the PHA 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 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 the PHA'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, cohead, 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 the PHA to request additional documentation of their status, such as a passport.

JHA Policy

Family members who declare citizenship or national status will not be required to provide additional documentation unless the JHA receives information indicating that an individual's declaration may not be accurate.

Eligible Noncitizens

In addition to providing a signed declaration, those declaring eligible noncitizen status must sign a verification consent form and cooperate with PHA 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 noncontending family members listing, signed by the head, spouse, or cohead (regardless of citizenship status), indicating their ineligible immigration status. The PHA 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 if 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 grievance hearing procedures.

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

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

JHA Policy

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

When a JHA 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 a grievance hearing with the JHA. The grievance hearing with the JHA 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 grievance hearing process.

Grievance 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 the PHA 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, the PHA 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.

JHA Policy

The JHA 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 six has been added to an applicant family within the six 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 cohead, regardless of age, to sign form HUD-9886, Authorization for the Release of Information Privacy Act Notice, the form HUD-52675, Debts Owed to Public Housing Agencies and Terminations, 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.

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

3-II.E. EIV SYSTEM SEARCHES [Notice PIH 2018-18; EIV FAQs; EIV System Training 9/30/20]

Existing Tenant Search

Prior to admission to the program, the PHA must search for all household members using the EIV Existing Tenant Search module. The PHA must review the reports for any SSA matches involving another PHA or a multifamily entity and follow up on any issues identified. The PHA must provide the family with a copy of the Existing Tenant Search results if requested. At no time may any family member receive duplicative assistance.

If the tenant is a new admission to the PHA, and a match is identified at a multifamily property, the PHA must report the program admission date to the multifamily property and document the notification in the tenant file. The family must provide documentation of move-out from the assisted unit, as applicable.

JHA Policy

The JHA will contact the PHA, or owner identified in the report to confirm that the family has moved out of the unit and obtain documentation of current tenancy status, including a form HUD-50058 or 50059, as applicable, showing an end of participation. The JHA will only approve assistance contingent upon the move-out from the currently occupied assisted unit.

Debts Owed to PHAs and Terminations

All adult household members must sign the form HUD-52675, Debts Owed to Public Housing and Terminations. Prior to admission to the program, the PHA must search for each adult family member in the Debts Owed to PHAs and Terminations module.

If a current or former tenant disputes the information in the module, the tenant should contact the PHA directly in writing to dispute the information and provide any documentation that supports the dispute. If the PHA determines that the disputed information is incorrect, the PHA will update or delete the record from EIV. Former tenants may dispute debt and termination information for a period of up to three years from the end of participation date in the program.

JHA Policy

The JHA will require each adult household member to sign the form HUD-52675 once at the eligibility determination. Any new members added to the household after admission will be required to sign the form HUD-52675 prior to being added to the household.

The JHA will search the Debts Owed to PHAs and Terminations module as part of the eligibility determination for new households and as part of the screening process for any household members added after the household is admitted to the program. If any information on debts or terminations is returned by the search, the JHA will determine if this information warrants a denial in accordance with the policies in Part III of this chapter.

Income and IVT Reports

For each new admission, the PHA is required to review the EIV Income and IVT Reports to confirm and validate family reported income within 120 days of the IMS/PIC submission date of the new admission. The PHA must print and maintain copies of the EIV Income and IVT reports in the tenant file and resolve any discrepancies with the family within 60 days of the EIV Income or IVT report dates.

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 the PHA to deny admission based on certain types of current or past behaviors of family members as discussed in this part. The PHA's authority in this area is limited by the Violence against Women Act of 2013 (VAWA), which expressly prohibits the denial of admission to an otherwise qualified applicant on the basis or as a direct result of the fact that the applicant is or has been the victim of domestic violence, dating violence, sexual assault, or stalking [24 CFR 5.2005(b)].

While the regulations state that the PHA must prohibit admission for certain types of criminal activity and give the PHA the option to deny for other types of previous criminal history, more recent HUD rules and OGC guidance must also be taken into consideration when determining whether a particular individual's criminal history merits denial of admission.

When considering any denial of admission, PHAs may not use arrest records as the basis for the denial. Further, HUD does not require the adoption of "One Strike" policies and reminds PHAs of their obligation to safeguard the due process rights of applicants and tenants [Notice PIH 2015-19].

HUD's Office of General Counsel issued a memo on April 4, 2016, regarding the application of Fair Housing Act standards to the use of criminal records. This memo states that a PHA violates the Fair Housing Act when their policy or practice has an unjustified discriminatory effect, even when the PHA had no intention to discriminate. Where a policy or practice that restricts admission based on criminal history has a disparate impact on a particular race, national origin, or other protected class, that policy or practice is in violation of the Fair Housing Act if it is not necessary to serve a substantial, legitimate, nondiscriminatory interest of the PHA, or if that interest could be served by another practice that has a less discriminatory effect [OGC Memo 4/4/16].

PHAs who impose blanket prohibitions on any person with any conviction record, no matter when the conviction occurred, what the underlying conduct entailed, or what the convicted person has done since then will be unable to show that such policy or practice is necessary to achieve a substantial, legitimate, nondiscriminatory interest. Even a PHA with a more tailored policy or practice that excludes individuals with only certain types of convictions must still prove that its policy is necessary. To do this, the PHA must show that its policy accurately distinguishes between criminal conduct that indicates a demonstrable risk to resident safety and property and criminal conduct that does not.

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, sexual assault, or stalking.
- Notice of eligibility or denial

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

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

HUD requires the PHA to deny assistance in the following cases:

- Any member of the household has been evicted from federally assisted housing in the last three years for drug-related criminal activity. HUD permits but does not require the PHA to admit an otherwise-eligible family if the household member has completed a PHA-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).

JHA Policy

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

- The PHA 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)].

JHA Policy

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

- The PHA 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.

JHA Policy

In determining reasonable cause, the JHA 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. A record or records of arrest will not be used as the sole basis for the denial or proof that the applicant engaged in disqualifying criminal activity. The JHA 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 on the premises of federally assisted housing.
- Any household member is subject to a lifetime registration requirement under a state lifetime sex offender registration program.

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

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

Criminal Activity [24 CFR 960.203(c)]

The PHA is responsible for screening family behavior and suitability for tenancy. In doing so, the PHA 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.

JHA Policy

If any household member is currently engaged in or has engaged in any of the following criminal activities, within the past three 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 JHA 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 three years. A conviction for such activity will be given more weight than an arrest or an eviction. A record or records of arrest will not be used as the sole basis for the denial or proof that the applicant engaged in disqualifying criminal activity.

In making its decision to deny assistance, the JHA will consider the factors discussed in Sections 3-III.E and 3-III.F. Upon consideration of such factors, the JHA 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 the PHA 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, the PHA 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, the PHA 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, sexual assault, or stalking.

JHA Policy

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

Has a pattern of unsuitable past performance in meeting financial obligations, including rent within the past three years in federally subsidized housing programs.

Has a pattern of disturbance of neighbors, destruction of property, or living or housekeeping habits at prior residences within the past three years which may adversely affect the health, safety, or welfare of other tenants

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 in the last three years.

Has engaged in or threatened violent or abusive behavior toward JHA personnel.

Abusive or violent behavior towards JHA 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, the PHA will consider the factors discussed in Sections 3-III.E and 3-III.F. Upon consideration of such factors, the PHA may, on a case-by-case basis, decide not to deny admission.

The PHA 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

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

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

JHA Policy

The JHA will perform criminal background checks through state law enforcement, specifically the Florida Department of Law Enforcement (FDLE) for all adult household members.

If the results of the criminal background check indicate there may have been past criminal activity, but the results are inconclusive, the JHA will request a fingerprint card and will request information from the National Crime Information Center (NCIC).

PHAs are 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)].

JHA Policy

The JHA will use the Dru Sjodin National Sex Offender database to screen applicants for admission.

Additionally, PHAs must ask whether the applicant, or any member of the applicant's household, is subject to a lifetime registered sex offender registration requirement in any state [Notice PIH 2012-28].

If the PHA proposes to deny admission based on a criminal record or on lifetime sex offender registration information, the PHA 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 PHAs to request and obtain information from drug abuse treatment facilities concerning applicants. Specifically, the PHA 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 cohead regardless of age, one or more consent forms signed by such household members that requests any drug abuse treatment facility to inform the PHA 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 the PHA has made a final decision to either approve or deny the admission of such person.

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

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

Policy A: The PHA 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 cohead regardless of age.

Policy B: The PHA 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 sole 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 the PHA 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).

JHA Policy

The JHA will obtain information from drug abuse treatment facilities to determine whether any applicant family's household members are currently engaging in illegal drug activity only when the JHA has determined that the family will be denied admission based on a family member's drug-related criminal activity, and the family claims that the culpable family member has successfully completed a supervised drug or alcohol rehabilitation program.

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

The PHA is responsible for the screening and selection of families to occupy public housing units. The PHA 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.

JHA Policy

The JHA 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]

PHAs have a variety of resources available to them for determination of the suitability of applicants. Generally, PHAs should reject applicants who have recent behavior that would warrant lease termination for a public housing resident.

JHA Policy

To determine the suitability of applicants the JHA will examine applicant history for the past three years. Such background checks will include:

Past Performance in Meeting Financial Obligations, Especially Rent

PHA and landlord references for the past three 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, overdue 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.)

Applicants with no rental payment history will also be asked to provide the JHA 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. The applicant will also be required to complete a checklist documenting their ability to meet financial obligations.

If previous property owners or the utility company do not respond to requests from the JHA, 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 three 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 three 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. A record or records of arrest will not be used as the sole basis for the denial or proof that the applicant engaged in disqualifying activity.

A personal reference 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. In these cases, the applicant will also be required to complete a checklist documenting their ability to care for the unit and to avoid disturbing neighbors.

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

Evidence

JHA Policy

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

In the event the PHA 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 consider factors which might indicate a reasonable probability of favorable future conduct.

JHA Policy

The JHA will consider the following facts and circumstances prior to making its decision:

The seriousness of the case, especially with respect to how it would affect other residents' safety or property

The effects that denial of admission may have on other members of the family who were not involved in the action or failure to act

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, sexual assault, or stalking

The length of time since the violation occurred, including the age of the individual at the time of the conduct, as well as the family's recent history and the likelihood of favorable conduct in the future

While a record or records of arrest will not be used as the sole basis for denial, an arrest may, however, trigger an investigation to determine whether the applicant engaged in disqualifying criminal activity. As part of its investigation, the JHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. The JHA may also consider:

Any statements made by witnesses, or the applicant not included in the police report

Whether criminal charges were filed

Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal

Any other evidence relevant to determining whether the applicant engaged in disqualifying activity

Evidence of criminal conduct will be considered if it indicates a demonstrable risk to safety and/or property

Evidence of the applicant family's participation in or willingness to participate in social service 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

The JHA 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.

Removal of a Family Member's Name from the Application

Should the PHA's screening process reveal that an applicant's household includes an individual subject to state lifetime registered sex offender registration, the PHA must offer the family the opportunity to remove the ineligible family member from the household. If the family is unwilling to remove that individual from the household, the PHA must deny admission to the family [Notice PIH 2012-28].

For other criminal activity, the PHA may permit the family to exclude culpable family members as a condition of eligibility. [24 CFR 960.203(c)(3)(i)].

JHA 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 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 JHA request.

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

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

JHA Policy

If the family indicates that the behavior of a family member with a disability is the reason for the proposed denial of admission, the JHA will determine whether the behavior is related to the disability. If so, upon the family's request, the JHA will determine whether alternative measures are appropriate as reasonable accommodation. The JHA will only consider accommodations that can 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, SEXUAL ASSAULT, OR STALKING

The Violence against Women Act of 2013 (VAWA) and the HUD regulation at 24 CFR 5.2005(b) prohibit PHAs from denying admission to an otherwise qualified applicant on the basis or as a direct result of the fact that the applicant is or has been a victim of domestic violence, dating violence, sexual assault, 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 VAWA Notice of Occupancy Rights (form HUD-5380) and a domestic violence certification form (HUD-5382) at the time the applicant is denied.

JHA Policy

The JHA acknowledges that a victim of domestic violence, dating violence, sexual assault, or stalking may have an unfavorable history (e.g., a poor credit history, poor rental history, a record of previous damage to an apartment, a prior arrest record) due to adverse factors that would warrant denial under the JHA's policies.

While the JHA is not required to identify whether adverse factors that resulted in the applicant's denial are a result of domestic violence, dating violence, sexual assault, or stalking, the applicant may inform the JHA that their status as a victim is directly related to the grounds for the denial. The JHA will request that the applicant provide enough information to the JHA to allow the JHA to make an objectively reasonable determination, based on all circumstances, whether the adverse factor is a direct result of their status as a victim.

The JHA 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, a notice of VAWA rights, and a copy of the form HUD-5382. The JHA will request in writing that an applicant wishing to claim this protection notify the JHA within 14 business days.

Documentation

Victim Documentation [24 CFR 5.2007]

JHA Policy

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

Perpetrator Documentation

JHA 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

The PHA 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 the PHA 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)].

JHA Policy

If, based on a criminal record or sex offender registration information an applicant family appears to be ineligible, the JHA 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 the JHA to dispute the information within that 10-day period, the JHA 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, sexual assault, 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.

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 an impairment; or is regarded as having such an 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 because 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 the PHA with the information needed to determine the family's eligibility. HUD requires the PHA to place all eligible families that apply for public housing on a waiting list. When a unit becomes available, the PHA must select families from the waiting list in accordance with HUD requirements and PHA policies as stated in its Admissions and Continued Occupancy Policy (ACOP) and its annual plan.

The PHA 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 the PHA to receive preferential treatment.

HUD regulations require that the PHA 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 the PHA will be in compliance with all relevant fair housing requirements, as described in Chapter 2.

This chapter describes HUD and PHA policies for accepting applications, managing the waiting list and selecting families from the waiting list. The PHAs policies for assigning unit size and making unit offers are contained in Chapter 5. Together, Chapters 4 and 5 of the ACOP comprise the PHA'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 the PHA will manage the applications it receives.

Part II: Managing the Waiting List. This part presents the policies that govern how the PHA'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 the PHA will use to keep the waiting list current.

Part III: Tenant Selection. This part describes the policies that guide the PHA in selecting families from the waiting list as units become available. It also specifies how in-person interviews will be used to ensure that the PHA 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 the PHA'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 the PHA's obligation to ensure the accessibility of the application process.

4-I.B. APPLYING FOR ASSISTANCE

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 the PHA to determine the format and content of its applications, as well how such applications will be made available to interested families and how applications will be accepted by the PHA. However, the PHA must include Form HUD-92006, Supplement to Application for Federally Assisted Housing, as part of the PHA's application [Notice PIH 2009-36].

JHA Policy

Depending upon the length of time between the date of application and the availability of housing, the JHA may use a one- or two-step application process.

A one-step process will be used when it is expected that a family will be selected from the waiting list within 60 days of the date of application. At application, the family must provide all the information necessary to establish family eligibility and the amount of rent the family will pay.

A two-step process will be used when it is expected that a family will not be selected from the waiting list for at least 60 days from the date of application. Under the two-step application process, the JHA 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 the information necessary to establish family eligibility and the amount of rent the family will pay when selected from the waiting list.

Families may apply for assistance online and application forms may be obtained from the JHA's office during normal business hours. Families may also request – by telephone or by mail – that an application form be sent to the family via first class mail.

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

4-I.C. ACCESSIBILITY OF THE APPLICATION PROCESS

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

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

The PHA must provide reasonable accommodation as needed for persons with disabilities to make the application process fully accessible. The facility where applications are accepted and the application process must be fully accessible, or the PHA must provide an alternate approach that provides equal access to the program. Chapter 2 provides a full discussion of the PHA'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 the PHA's policies related to ensuring access to people with limited English proficiency (LEP).

4-I.D. PLACEMENT ON THE WAITING LIST

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

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

Ineligible for Placement on the Waiting List

JHA Policy

If the JHA determines from the information provided by a family that renders them ineligible, the family will not be placed on the waiting list. When a family is determined to be ineligible, the JHA will send written notification of the ineligibility determination within 10 business days of receipt of the 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

JHA Policy

The JHA will send written notification of the preliminary eligibility determination within 10 business days of receiving a completed application. If applicable, the notice will also indicate the waiting list preference(s) for which the family appears to qualify.

Applicants will be placed on the waiting list according to JHA preference(s) and the date and time their complete application is received by the JHA.

The JHA will assign families on the waiting list according to the bedroom size for which a family qualifies as established in its occupancy standards (see Chapter 5). Families may request to be placed on the waiting list for a unit size smaller than designated by the occupancy guidelines (if the unit is not overcrowded according to JHA standards and local codes). However, in these cases, the family must agree not to request a transfer for two years after admission, unless they have a change in family size or composition.

Placement on the waiting list does not indicate that the family is, in fact, eligible for admission. When the family is selected from the waiting list, the JHA will verify any preference(s) claimed and determine eligibility and suitability for admission to the program.

PART II: MANAGING THE WAITING LIST

4-II.A. OVERVIEW

The PHA must have policies regarding the type of waiting list it will utilize as well as how the waiting list will be organized and managed. This includes policies on notifying the public on the opening and closing of the waiting list to new applicants, updating family information, purging the list of families that are no longer interested in or eligible for public housing, and conducting outreach to ensure enough applicants.

In addition, HUD imposes requirements on how the PHA 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

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

JHA 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 (only if JHA offers site-based waiting lists)

The PHA may adopt one community-wide waiting list or site-based waiting lists. The PHA 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)].

JHA Policy

The JHA will maintain one single community-wide waiting list for its developments, except for Baldwin that maintains a site-based waiting list. Within the list, the JHA will designate subparts to easily identify who should be offered the next available unit (i.e., mixed populations, general occupancy, unit size, and accessible units).

The JHA will establish and maintain site-based waiting lists for RAD Project-Based Voucher properties.

HUD requires that public housing applicants 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 the PHA 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 PHAs maintain a single merged waiting list for their public housing, Section 8, and other subsidized housing programs [24 CFR 982.205(a)(1)].

JHA Policy

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

4-II.C. OPENING AND CLOSING THE WAITING LIST

Closing the Waiting List

The PHA is permitted to close the waiting list, in whole or in part, if it has an adequate pool of families to fully lease units in all its developments. The PHA 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].

JHA Policy

The JHA 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 the JHA has preferences or other criteria that require a specific category of family, the JHA 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. The PHA should publish a notice announcing the opening of the waiting list in local newspapers of general circulation, minority media, and other suitable media outlets. Such notice must comply with HUD fair housing requirements. The PHA should specify who may apply, and where and when applications will be received.

JHA Policy

The JHA 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.

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

www.jaxha.org

Jacksonville Daily Record

Florida Times-Union

The Florida Star

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

The PHA should conduct outreach as necessary to ensure that the PHA has enough applicants on the waiting list to fill anticipated vacancies and to assure that the PHA is affirmatively furthering fair housing and complying with the Fair Housing Act.

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

PHA 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

PHA 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

JHA Policy

The JHA will monitor the characteristics of the population being served and the characteristics of the population in the JHA'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

JHA Policy

While the family is on the waiting list, the family must inform the JHA, 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.

Changes in an applicant's circumstances while on the waiting list may affect the family's qualification for a particular bedroom size or entitlement to a preference. 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 the PHA to establish policies that describe the circumstances under which applicants will be removed from the waiting list [24 CFR 960.202(a)(2)(iv)].

Purging the Waiting List

The decision to remove 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 the PHA's request for information or updates because of the family member's disability, the PHA 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.

JHA 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 JHA will send an update request via first class mail and/or email if available 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 JHA 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 JHA not later than 15 business days from the date of the JHA 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 JHA 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 JHA may reinstate the family if the lack of response was due to JHA error, or to circumstances beyond the family's control.

Removal from the Waiting List

JHA Policy

The JHA will remove an applicant from the waiting list upon request by the applicant family. In such cases no informal hearing is required.

If the JHA 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 a family is removed from the waiting list because the JHA has determined the family is not eligible for admission, a notice will be sent to the family's address of record as well as to any alternate address provided on the initial application. 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 the JHA's decision (see Chapter 14) [24 CFR 960.208(a)].

PART III: TENANT SELECTION

4-III.A. OVERVIEW

The PHA must establish tenant selection policies for families being admitted to public housing [24 CFR 960.201(a)]. The PHA must not require any specific income or racial quotas for any developments [24 CFR 903.2(d)]. The PHA 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 the PHA 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.

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

JHA Policy

When an applicant or resident family requests a copy of the JHA's tenant selection policies, the JHA will provide one copy to them free of charge. All electronic copies will be free. Additional paper copies to the same household will be charged .15 per one-sided page and .20 for each two-sided copy.

4-III.B. SELECTION METHOD

PHAs must describe the method for selecting applicant families from the waiting list, including the system of admission preferences that the PHA will use.

Local Preferences [24 CFR 960.206]

PHAs are 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 the PHA to establish other local preferences, at its discretion. Any local preferences established must be consistent with the PHA 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)].

JHA Policy

The JHA will use the following local preferences:

To bring higher income families into public housing, the JHA will establish a preference for “working” families, where the head, spouse, cohead, or sole member is employed at least 20 hours per week. As required by HUD, families where the head and spouse, or sole member is a person aged 62 or older, or is a person with disabilities, will also be given the benefit of the working preference [24 CFR 960.206(b)(2)].

The JHA will offer a preference to families that include victims of domestic violence, dating violence, sexual assault, or stalking who has either been referred by a partnering service agency or consortia or who is seeking an emergency transfer under VAWA from the PHA’s housing choice voucher program or other covered housing program operated by the PHA.

The JHA will work with the following partnering service agencies:

Trinity Rescue Mission, Women’s Center of Jacksonville, The J. Wayne and Delores Barr Weaver S.A.F.E Center, Florida Women’s Center, Inc., The Clara White Mission, The Hubbard House

The applicant must certify that the abuser will not reside with the applicant unless the JHA gives prior written approval.

The JHA will provide a preference for applicants displaced due involuntary displacement. An applicant is or will be involuntarily displaced if the applicant has vacated or will have to vacate the unit where the applicant lives because of one or more of the following:

1. *Displacement by disaster.* An applicant’s unit is uninhabitable because of a disaster, such as fire, flood, or hurricane.
2. *Displacement by government action.* An activity carried on by an agency of the United States or by any State or local governmental body or agency in connection with code enforcement or public improvement or development program.
3. *Displacement by action of housing owner.* (i) Action by a housing owner forces the applicant to vacate its unit.

(ii) An applicant does not qualify as involuntarily displaced because action by a housing owner forces the applicant to vacate its unit unless:

- A. The applicant cannot control or prevent the owner's action.
- B. The owner action occurs although the applicant met all previously imposed conditions of occupancy; and
- C. The action taken by the owner is other than a rent increase.

Veteran families will be given a preference on the waiting list. JHA defines veteran Head of Household that was honorably discharged or who is currently on active duty with the following branches of service: Air Force, Army, Coast Guard, Marines, Navy, and National Guard (if deployed during war). This definition includes the spouse of a veteran who is currently on active duty, or the widow(er) of a veteran who was killed in action.

Documentation from the Department of Defense or Veteran's Affairs will be required confirming veteran status.

JHA Policy

JHA offers a residency preference for residents of Duval County. Applicants claiming this preference will be required to submit documentation to confirm residency. The residency preference will not have the purpose of effect of delaying or otherwise denying admission to the program based on the race, color, ethnic origin, gender, religion, disability, or age of any member of an applicant family.

Local preferences will be aggregated using a system in which each preference will receive an allocation of points. The more preference points an applicant has, the higher the applicant's place on the waiting list.

The preference for victims of domestic violence, dating violence, sexual assault, or stalking seeking an emergency transfer will be equal to one point.

The preference for working families will be equal to one point.

Applicants qualifying for both preferences will thus be assigned a total of two points. Among applicants who qualify for two preferences, date and time of application will be used to determine placement on the waiting list, which will equal one point.

All preferences offered by the JHA will be assigned one point.

Income Targeting Requirement [24 CFR 960.202(b)]

HUD requires that extremely low-income (ELI) families make up at least 40 percent of the families admitted to public housing during the PHA's fiscal year. ELI families are those with annual incomes at or below the federal poverty level or 30 percent of the area median income, whichever number is higher [*Federal Register* notice 6/25/14]. To ensure this requirement is met, the PHA may skip non-ELI families on the waiting list to select an ELI family.

If a PHA also operates a housing choice voucher (HCV) program, admissions of extremely low-income families to the PHA's HCV program during a PHA fiscal year that exceed the 75 percent minimum target requirement for the voucher program, shall be credited against the PHA'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 the PHA fiscal year; (2) ten percent of waiting list admissions to the PHA's housing choice voucher program during the PHA fiscal year; or (3) the number of qualifying low-income families who commence occupancy during the fiscal year of PHA 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.

JHA Policy

The JHA 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 the PHA 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, cohead, or sole member is a person who is at least 62 years of age. Disabled family means a family whose head, spouse, cohead, or sole member is a person with disabilities [24 CFR 5.403]. The PHA must give elderly and disabled families equal preference in selecting these families for admission to mixed population developments. The PHA 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, the PHA 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. The PHA 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]

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

Among the designated developments, the PHA 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, the PHA 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 cohead 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, the PHA 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)].

JHA Policy

The JHA does not have designated elderly/disabled public housing.

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

The PHA's admission policy must be designed to provide for deconcentration 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 the PHA's deconcentration policies must be included in its annual plan [24 CFR 903.7(b)].

The PHA's deconcentration policy must comply with its obligation to meet the income targeting requirement [24 CFR 903.2(c)(5)].

Developments subject to the deconcentration requirement are referred to as 'covered developments' and include general occupancy (family) public housing developments. The following developments are not subject to deconcentration and income mixing requirements: developments operated by a PHA with fewer than 100 public housing units; mixed population or developments designated specifically for elderly or disabled families; developments operated by a PHA 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 deconcentrate poverty and provide for income mixing in covered developments, the PHA must comply with the following steps:

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

JHA Policy

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

Step 2. The PHA 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, the PHA has the option of adjusting its income analysis for unit size in accordance with procedures prescribed by HUD.

JHA Policy

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

Step 3. The PHA 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 (federal poverty level or 30 percent of median income, whichever number is higher).

Step 4. The PHA with covered developments having average incomes outside the EIR must then determine whether 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, the PHA must include in its admission policy its specific policy to provide for deconcentration of poverty and income mixing.

Depending on local circumstances the PHA's deconcentration 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 to further the goals of deconcentration.
- Providing other strategies permitted by statute and determined by the PHA in consultation with the residents and the community through the annual plan process to be responsive to local needs and PHA strategic objectives

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

If, at annual review, the average incomes at all general occupancy developments are within the EIR, the PHA will follow the deconcentration requirement, and no further action is required.

JHA Policy

For developments outside the EIR the JHA will take the following actions to provide for deconcentration of poverty and income mixing:

At the beginning of each housing authority fiscal year, the housing authority will establish a goal for housing 40% of its new admissions with families whose incomes are at or below the area median income. The annual goal will be calculated by taking 40% of the total number of move-ins from the housing authority fiscal year.

Order of Selection [24 CFR 960.206(e)]

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

JHA Policy

Families will be selected from the waiting list based on preference. Among applicants with the same preference, families will be selected on a first-come, first-served basis according to the date and time their complete application is received by the JHA.

When selecting applicants from the waiting list, the JHA will match the characteristics of the available unit (unit size, accessibility features, unit type) to the applicants on the waiting lists. The JHA 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 deconcentration or income mixing, and income targeting will also be considered in accordance with HUD requirements and PHA policy.

4-III.C. NOTIFICATION OF SELECTION

When the family has been selected from the waiting list, the PHA must notify the family [24 CFR 960.208].

JHA Policy

The JHA will notify the family by first class mail, and email if available when it is selected from the waiting list.

The notice will inform the family of the following:

Date, time, and location of the scheduled application interview, including any 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.

Documents that must be provided at the interview to document eligibility for a preference, if applicable

Other documents and information that should be brought to the interview.

If a notification letter is returned to the PHA with no forwarding address, the family will be removed from the waiting list without further notice. Such failure to act on the part of the applicant prevents the PHA from making an eligibility determination; therefore, no informal hearing will be offered.

4-III.D. THE APPLICATION INTERVIEW

HUD recommends that the PHA 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)].

JHA Policy

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

The head of household and the spouse/cohead will be strongly encouraged to attend the interview together. However, either the head of household or the spouse/cohead 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 the JHA.

The interview will be conducted only if the head of household or spouse/cohead 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 JHA will allow the family to retain its place on the waiting list for ***thirty days***. If not, all household members have disclosed their SSNs at the next time a unit becomes available, the JHA will offer a unit to the next eligible applicant family on the waiting list.

If the family is claiming a waiting list preference, the family must provide documentation to verify their eligibility for a preference (see Chapter 7). If the family is verified as eligible for the preference, the JHA will proceed with the interview. If the JHA determines the family is not eligible for the preference, the interview will not proceed, and the family will be placed back on the waiting list according to the date and time of their application.

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, the JHA 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, the JHA will provide translation services in accordance with the JHA's LEP plan.

If the family is unable to attend a scheduled interview, the family should contact the JHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend a scheduled interview, the JHA will send another notification letter with a new interview appointment time. Applicants who fail to attend two scheduled interviews without JHA approval will have their applications made inactive based on the family's failure to supply information needed to determine eligibility. The second appointment letter will state that failure to appear for the appointment without a request to reschedule will be interpreted to mean that the family is no longer interested, and their application will be made inactive. Such failure to act on the part of the applicant prevents the JHA from making an eligibility determination, therefore the JHA will **not** offer an informal hearing.

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

The PHA must verify all information provided by the family (see Chapter 7). Based on verified information related to the eligibility requirements, including PHA suitability standards, the PHA 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)].

JHA Policy

The JHA will notify a family in writing 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.

The JHA will expedite the administrative process for determining eligibility to the extent possible for applicants who are admitted to the public housing program as a result of an emergency transfer from another JHA program.

The PHA 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)].

JHA Policy

If the JHA determines that the family is ineligible, the JHA 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 the 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 the PHA can move to deny the application. See Section 3-III.G for the PHA's policy regarding such circumstances.

The PHA must provide the family a notice of VAWA rights (form HUD-5380) as well as the HUD VAWA self-certification form (form HUD-5382) in accordance with the Violence against Women Act of 2013, and as outlined in 16-VII.C, at the time the applicant is provided assistance or at the time the applicant is denied assistance. This notice must be provided in both of the following instances: (1) when a family begins receiving assistance (lease execution); or (2) when a family is notified of its ineligibility.

Chapter 5

OCCUPANCY STANDARDS AND UNIT OFFERS

INTRODUCTION

The PHA 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. The PHA's waiting list and selection policies are contained in Chapter 4. Together, Chapters 4 and 5 of the ACOP comprise the PHA's Tenant Selection and Assignment Plan (TSAP).

Policies in this chapter are organized in two parts.

Part I: Occupancy Standards. This part contains the PHA's standards for determining the appropriate unit size for families of different sizes, compositions, and types.

Part II: Unit Offers. This part contains the PHA'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 the PHA 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 underutilization or from excessive wear and tear due to overcrowding. Part I of this chapter explains the occupancy standards. These standards describe the methodology and factors the PHA 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, the PHA 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. PHAs are permitted to develop appropriate occupancy standards if the standards do not have the effect of discriminating against families with children [PH Occ GB, p. 62].

Although the PHA does determine the size of unit the family qualifies for under the occupancy standards, the PHA does not determine who shares a bedroom/sleeping room.

The PHA's occupancy standards for determining unit size must be applied in a manner consistent with fair housing requirements.

JHA Policy

The JHA will use the same occupancy standards for each of its developments.

The JHA's occupancy standards are as follows:

The JHA will assign one bedroom for each two persons within the household, except in the following circumstances:

The head of household will be designated a bedroom, the household composition will be used to allocate remaining bedrooms.

Persons of different generations (*a generation is defined as twenty years*) will not be required to share a bedroom, except:

An unborn child will not be counted as a person in determining unit size.

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.

Children related to a household member by birth, adoption, or court awarded custody will be considered when determining unit size.

Foster children will be considered when determining unit size. The family may add foster children to the household if it does not overcrowd the unit based on the JHA's occupancy standards.

Children away at school, but for whom the unit is considered the primary residence, and children temporarily placed outside the home, will be considered when determining unit size.

Children of different genders will be allocated a separate bedroom.

Children in the process of being adopted will be considered when determining unit size.

Children who will live in the unit less than 50 percent of the time will not be considered when determining unit size.

The JHA will reference the following standards in determining the appropriate unit bedroom size for a family:

BEDROOM SIZE	MINIMUM NUMBER OF PERSONS	MAXIMUM NUMBER OF PERSONS
0	1	1
1	1	2
2	2	4
3	3	6
4	4	8
5	5	10

5-I.C. EXCEPTIONS TO OCCUPANCY STANDARDS

Types of Exceptions

JHA Policy

The JHA will consider granting exceptions to the occupancy standards at the family's request if the JHA 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 5-I. B) and the family does not want to transfer to a larger size unit.

When evaluating exception requests the JHA will consider the size and configuration of the unit. In no case will the JHA 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 if 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, the JHA 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

JHA 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, the JHA will encourage the resident to make the request in writing using a reasonable accommodation request form. However, the JHA will consider the exception request any time the resident indicates that accommodation is needed whether 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.

The JHA will notify the family of its decision within 10 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

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

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

JHA Policy

The JHA 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

JHA Policy

The JHA has adopted a "two-to-three offer plan" for offering units to applicants. Under this plan, the JHA will determine how many locations within its jurisdiction have available units of suitable size and type in the appropriate type of project. The number of unit offers will be based on the distribution of vacancies. If a suitable unit is available in:

Three (3) or more locations: The applicant will be offered a unit in the location with the highest number of vacancies. If the offer is rejected, the applicant will be offered a suitable unit in the location with the second highest number of vacancies. If that unit is rejected, a final offer will be made in the location with the third highest number of vacancies. The offers will be made in sequence and the applicant must refuse an offer before another is made.

Two (2) locations: The applicant will be offered a suitable unit in the location with the higher number of vacancies. If the offer is rejected, a final offer will be made at the other location. The offers will be made in sequence and the applicant must refuse the first offer before a second offer is made.

One (1) location: The applicant will be offered a suitable unit in that location. If the offer is rejected, the applicant will be offered the next suitable unit that becomes available, whether it is at the same location as the first offer or at another location. The second unit offer will be the final offer, unless there is good cause for refusing the offer.

If more than one unit of the appropriate type and size is available, the first unit to be offered will be the first unit that is ready for occupancy.

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

JHA 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 written notice.

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)].

JHA 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:

The family demonstrates to the JHA’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 JHA’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, sexual assault, 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.

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.

The JHA will require documentation of good cause for unit refusals.

Unit Refusal without Good Cause

JHA Policy

When an applicant rejects the final unit offer without good cause, the JHA will remove the applicant's name from the waiting list and send notice to the family of such removal. 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 the JHA opens the waiting list.

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

PHAs 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 the PHA must offer such units:

- First, to a current resident of another unit of the same development, or other public housing development under the PHA'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, the PHA may require the applicant to agree (and may incorporate this agreement in the lease) to move to a non-accessible unit when available.

JHA 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, the JHA will offer the unit to a non-disabled applicant.

When offering an accessible unit to a non-disabled applicant, the JHA 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

When applicable, the PHA's policies for offering units designated for elderly families only or for disabled families only are described in the PHA's Designated Housing Plan.

Chapter 6

INCOME AND RENT DETERMINATIONS

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

INTRODUCTION

A family's annual income is used to determine their income eligibility for the public housing program and is also used to calculate the amount of the family's rent payment. The PHA will use the policies and methods described in this chapter to ensure that only income-eligible families receive assistance and that no family pays more or less rent than is required under the regulations. This chapter describes HUD regulations and PHA 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 PHA policies for calculating annual income are found in Part I.

Part II: Adjusted Income. Once annual income has been established HUD regulations require the PHA to subtract from annual income any of five mandatory deductions for which a family qualifies. These requirements and PHA 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.

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 cohead 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 cohead)	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.

Temporarily Absent Family Members

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].

JHA Policy

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

JHA 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 the JHA 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 because of placement in foster care are considered members of the family [24 CFR 5.403].

JHA Policy

If a child has been placed in foster care, the JHA 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 Cohead

JHA Policy

An employed head, spouse, or cohead 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

JHA 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, the JHA will request verification from a responsible medical professional and will use this determination. If the responsible medical professional cannot provide a determination, the person 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.

Joint Custody of Children

JHA 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 50 percent or more 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, the JHA will make the determination based on available documents such as court orders, an IRS income tax return showing which family has claimed the child for income tax purposes, school records, or other credible documentation.

Caretakers for a Child

JHA Policy

The approval of a caretaker is at the JHA's discretion and subject to the JHA's screening criteria. If neither a parent nor a designated guardian remains in a household, the JHA 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 the JHA 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

The PHA 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

The PHA will use current circumstances to determine anticipated income for the coming 12-month period. HUD authorizes the PHA 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)]

PHAs are required to use HUD’s Enterprise Income Verification (EIV) system in its entirety as a third-party source to verify employment and income information, and to reduce administrative subsidy payment errors in accordance with HUD administrative guidance [24 CFR 5.233(a)(2)].

HUD allows PHAs to use tenant-provided documents to project income once EIV data has been received in such cases where the family does not dispute the EIV employer data and where the PHA does not determine it is necessary to obtain additional third-party data.

JHA Policy

When EIV is obtained and the family does not dispute the EIV employer data, the JHA will use current tenant-provided documents to project annual income. When the tenant-provided documents are pay stubs, the JHA will make every effort to obtain current and consecutive pay stubs dated within the last 60 days.

The JHA 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 the JHA determines additional information is needed.

In such cases, the JHA 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 the JHA annualized projected income.

When the JHA cannot readily anticipate income based upon current circumstances (e.g., in the case of seasonal employment, unstable working hours, or suspected fraud), the JHA 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.

Any time 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 the JHA to show why the historic pattern does not represent the family's anticipated income.

Known Changes in Income

If the PHA 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 \$8/hour will begin to receive \$8.25/hour in the eighth week after the effective date of the reexamination. In such a case the PHA would calculate annual income as follows: ($\$8/\text{hour} \times 40 \text{ hours} \times 7 \text{ weeks}$) + ($\$8.25 \times 40 \text{ hours} \times 45 \text{ weeks}$).

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 the PHA will calculate annual income using current circumstances and then require an interim reexamination when the change occurs. This requirement will be imposed even if the PHA's policy on reexaminations does not require interim reexaminations for other types of changes.

When tenant-provided third-party documents are used to anticipate annual income, they will be dated within the last 60 days of the reexamination interview date.

Projecting Income

In HUD's EIV webcast of January 2008, HUD made clear that PHAs are not to use EIV quarterly wages to project annual income.

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.

JHA Policy

For persons who regularly receive bonuses or commissions, the JHA will verify, and then average amounts received for the two years preceding admission or reexamination. If only a one-year history is available, the JHA will use the prior year amounts. In either case the family may provide, and the JHA 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, the JHA 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.

JHA 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.

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 more than \$480 for each full-time student 18 years old or older (except for the head, spouse, or cohead) 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)
- 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 the PHA, 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.

State and Local Employment Training Programs

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)].

JHA Policy

The JHA 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. 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].

The JHA 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, the JHA 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 the JHA'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.

JHA 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, Streamlining Final Rule (SFR) Federal Register 3/8/16]

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 one-time 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 "baseline income." The family member's baseline income is his or her income immediately prior to qualifying for the EID. The family member's baseline income remains constant throughout the period that he or she is participating in the EID.

Calculation Method

Initial 12-Month Exclusion

During the initial exclusion period of 12 consecutive months, the full amount (100 percent) of any increase in income attributable to new employment or increased earnings is excluded.

JHA 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

During the second exclusion period of 12 consecutive months, the PHA must exclude at least 50 percent of any increase in income attributable to employment or increased earnings.

JHA Policy

During the second 12-month exclusion period, the JHA will exclude 50 percent of any increase in income attributable to new employment or increased earnings.

Lifetime Limitation

The EID has a two-year (24-month) lifetime maximum. The two-year eligibility period begins at the same time that the initial exclusion period begins and ends 24 months later. During the 24-month period, an individual remains eligible for EID even if they receive assistance from a different housing agency, move between public housing and Section 8 assistance, or have breaks in assistance.

Individual Savings Accounts [24 CFR 960.255(d)]

JHA Policy

The JHA 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 this public housing program.

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.

JHA Policy

When applicable, the JHA 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-I.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].

JHA Policy

To determine business expenses that may be deducted from gross income, the JHA 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 the PHA to deduct from gross income expenses for business expansion.

JHA 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 the PHA to deduct from gross income the amortization of capital indebtedness.

JHA Policy

Capital indebtedness is defined as the principal portion of the payment on a capital asset such as land, buildings, and machinery. This means the JHA 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 the PHA 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.

JHA 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, the JHA 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

JHA 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 the PHA include in annual income the anticipated “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, the PHA must determine the value of the asset 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.

Optional policies for family self-certification of assets are found in Chapter 7

General Policies

Income from Assets

The PHA 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 the PHA 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) the PHA 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, the PHA can take into consideration past rental income along with the prospects of obtaining a new tenant.

JHA Policy

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 the JHA 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 the PHA to make a distinction between an asset's market value and its cash value.

- The market value of an asset is its worth in the market (e.g., the amount a buyer would pay for real estate or the total value of 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.

JHA 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) [RHIIP 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), Notice PIH 2012-29]

When net family assets are \$5,000 or less, the PHA 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, the PHA 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 an average passbook savings rate as determined by the PHA.

- Note: The HUD field office no longer provides an interest rate for imputed asset income. The "safe harbor" is now for the PHA to establish a passbook rate within 0.75 percent of a national average.
- The PHA must review its passbook rate annually to ensure that it remains within 0.75 percent of the national average.

JHA Policy

The JHA will initially set the imputed asset passbook rate at the national rate established by the Federal Deposit Insurance Corporation (FDIC). JHA will use 0.06 percent.

The JHA will review the passbook rate annually, in December of each year. The rate will not be adjusted unless the current JHA rate is no longer within 0.75 percent of the national rate. If it is no longer within 0.75 percent of the national rate, the passbook rate will be set at the current national rate.

Changes to the passbook rate will take effect on February 1 following the December review.

Determining Actual Anticipated Income from Assets

It may or may not be necessary for the PHA 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 investment plan is not counted as income until the family has received payments equal to the amount the family member deposited into the retirement investment plan.

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."

JHA Policy

If an asset is owned by more than one person and any family member has unrestricted access to the asset, the JHA 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, the JHA will prorate the asset according to the percentage of ownership. If no percentage is specified or provided for by state or local law, the JHA 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 the PHA 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

The PHA may set a threshold below which assets disposed of for less than fair market value will not be counted [HCV GB, p. 5-27].

JHA Policy

The JHA 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 recertifications, the family may request an interim recertification to eliminate consideration of the asset(s).

Assets placed by the family in nonrevocable 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.

JHA 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. 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

JHA 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. The JHA may verify the value of the assets disposed of if other information available to the JHA 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.

JHA Policy

In determining the value of a checking or savings account, if the family declares assets less than or equal to \$5000.00, without taking additional steps to verify the accuracy of the declaration JHA will accept the family's statement. JHA does not need to request supporting documentation (e.g., bank statements) to verify assets or the amount of income expected to be received from those assets.

JHA requires all family members 18 years of age and older to sign the family's declaration of total assets. A family that knowingly submits false information is subject to civil penalty plus damages under the False Claims Act (31 U.S.C. 3729).

Whenever a family member is added, the JHA must obtain third-party verification of that family member's assets. At the next reexamination of income following the addition of that family member the JHA will obtain third-party verification of all family assets if the addition of that family member's assets puts the family above the \$5000.00 asset threshold. If the addition of the new family member's assets does not put the family above the \$5000.00 asset threshold, then JHA will not require the family to obtain third-party verification of all family assets at the next annual reexamination of income following the addition of the family member; however, third-party verification of all family assets is required at least every 3 years.

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.

JHA Policy

In determining the market value of an investment account, the JHA 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), the JHA 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].

JHA Policy

In determining the equity, the JHA 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.

The JHA 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 JHA 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]

The PHA 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].

JHA Policy

For the purposes of calculating expenses to convert to cash for real property, the JHA will use ten percent of the market value of the home.

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.

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.

JHA 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 the JHA 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.

Nonrevocable 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

To correctly include or exclude as an asset any amount held in a company retirement or pension account by an employed person, the PHA 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. 5-26], 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].

JHA Policy

In determining the value of personal property held as an investment, the JHA will use the family's estimate of the value. The JHA 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)].

JHA 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 because 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. 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 [24 CFR 5.609(c)(14)].

JHA Policy

When a delayed-start payment is received and reported during the period in which the JHA is processing an annual reexamination, the JHA 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 the JHA.

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 PIH 2012-1].

PHA Policy

The PHA 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 because of delays in processing Social Security and SSI payments (see section 6-I.H.) [24 CFR 5.609(c)(14)].

Lump-sums or prospective monthly amounts received as deferred disability benefits from the Department of Veterans Affairs (VA) [24 CFR 5.609(c)(14)].

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]

The PHA 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, the PHA must include in annual income “imputed” welfare income. The PHA must request that the welfare agency provide the reason for the reduction of benefits and the amount of the reduction of benefits. The imputed welfare income is the amount that the benefits were reduced because of the sanction.

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 the PHA’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 welfare 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

The PHA must count alimony or child support amounts awarded as part of a divorce or separation agreement.

JHA Policy

The JHA will count court-awarded amounts for alimony and child support unless the JHA 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

The PHA 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)].

JHA 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 the JHA. For contributions that may vary from month to month (e.g., utility payments), the JHA will include an average amount based upon 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)].

JHA 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 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)
- (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 ABLE account, and actual or imputed interest on the ABLE 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 childcare 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

JHA Policy

The JHA will use current circumstances to anticipate expenses. When possible, for costs that are expected to fluctuate during the year (e.g., childcare during school and non-school periods and cyclical medical expenses), the JHA will estimate costs based on historic data and known future costs.

If a family has an accumulated debt for medical or disability assistance expenses, the JHA 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. The JHA may require the family to provide documentation of payments made in the preceding year.

6-II.B. DEPENDENT DEDUCTION

An allowance of \$480 is deducted from annual income for each dependent [24 CFR 5.611(a)(1)]. A *dependent* is defined as any family member other than the head, spouse, or cohead 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, cohead, or sole member is 62 years of age or older, and a *disabled family* is a family whose head, spouse, cohead, 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 cohead is at least sixty-two 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.”

JHA Policy

The most current IRS Publication 502, *Medical and Dental Expenses*, will be used as a reference to determine the costs that qualify as medical expenses.

Summary of Allowable Medical Expenses from IRS Publication 502	
Services of medical professionals	Substance abuse treatment programs
Surgery and medical procedures that are necessary, legal, non-cosmetic	Psychiatric treatment
Services of medical facilities	Ambulance services and some costs of transportation related to medical expenses
Hospitalization, long-term care, and in-home nursing services	The cost and care of necessary equipment related to a medical condition (e.g., eyeglasses/lenses, hearing aids, crutches, and artificial teeth)
Prescription medicines and insulin, but <u>not</u> nonprescription medicines even if recommended by a doctor	Cost and continuing care of necessary service animals
Improvements to housing directly related to medical needs (e.g., ramps for a wheelchair, handrails)	Medical insurance premiums or the cost of a health maintenance organization (HMO)

Note: This chart provides a summary of eligible medical expenses only. Detailed information is provided in IRS Publication 502. Medical expenses are considered only to the extent they are not reimbursed by insurance or some other source.

Families That Qualify for Both Medical and Disability Assistance Expenses

JHA Policy

This policy applies only to families in which the head, spouse, or cohead 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, the JHA will consider them medical expenses unless it is clear that the expenses are incurred exclusively to enable a person with disabilities to work.

6-III.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.

JHA Policy

The family must identify the family members enabled to work because of the disability assistance expenses. In evaluating the family’s request, the JHA 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 the JHA 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

JHA Policy

Expenses incurred for maintaining or repairing an auxiliary apparatus are 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.

JHA 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, the JHA 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 not 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.

JHA Policy

The JHA determines the reasonableness of the expenses based on typical costs of care or apparatus in the locality. To establish typical costs, the JHA will collect information from organizations that provide services and support to persons with disabilities. A family may present, and the JHA 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

JHA Policy

This policy applies only to families in which the head, spouse, or cohead 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, the JHA 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

JHA 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, the JHA 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

JHA 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 the JHA.

Furthering Education

JHA 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

JHA 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 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.

The PHA 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].

JHA 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, the JHA 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. The PHA 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

JHA 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, the JHA 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 on 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.

JHA 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, the JHA will use the schedule of childcare costs from the local welfare agency. Families may present, and the JHA 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 the PHA 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.

JHA Policy

The JHA 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 the PHA.

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 the PHA

The PHA 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]

JHA Policy

Welfare rent does not apply in this locality.

Minimum Rent [24 CFR 5.630]

JHA Policy

The minimum rent for this locality is \$50.00.

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 the PHA, rent policies may structure a system that uses combinations of permissive deductions, escrow accounts, income-based rents, and the required flat and minimum rents.

The PHA's minimum rent and rent choice policies still apply to affected families. Utility allowances are applied to PHA 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.

JHA Policy

The JHA 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].

JHA Policy

The JHA chooses not to use ceiling rents.

Utility Reimbursement [24 CFR 960.253(c)(4)]

Utility reimbursement occurs when any applicable utility allowance for tenant-paid utilities exceeds the TTP. HUD permits the PHA to pay the reimbursement to the family or directly to the utility provider.

JHA Policy

The JHA may make utility reimbursements directly to the utility provider Jacksonville Electric Authority (JEA) or to the resident. Residents will be required to provide an account number in their name at their current address to ensure utility payments are rendered to the correct accounts.

The PHA may make all utility reimbursement payments to qualifying families monthly or may make quarterly payments when the monthly reimbursement amount is \$15.00 or less. Reimbursements must be made once per calendar-year quarter, either prospectively or retroactively, and must be prorated if the family leaves the program in advance of its next quarterly

reimbursement. The PHA must also adopt hardship policies for families for whom receiving quarterly reimbursement would create a financial hardship. The PHA must issue reimbursements that exceed \$15.00 per month monthly.

JHA Policy

The JHA will issue all utility reimbursements monthly.

6-III.B. FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT [24 CFR 5.630]

JHA Policy

The financial hardship rules described below do apply in this jurisdiction because the JHA has established a minimum rent of \$50.

Overview

If the PHA establishes a minimum rent greater than zero, the PHA must grant an exemption from the minimum rent if a family is unable to pay the minimum rent because of financial hardship.

The financial hardship exemption applies only to families required to pay the minimum rent. If a family's TTP is higher than the minimum rent, the family is not eligible for a hardship exemption. If the PHA determines that a hardship exists, the TTP is the highest of the remaining components of the family's calculated TTP.

HUD-Defined Financial Hardship

Financial hardship includes the following situations:

- (1) The family has lost eligibility for or is awaiting an eligibility determination for a federal, state, or local assistance program. This includes a family member who is a noncitizen lawfully admitted for permanent residence under the Immigration and Nationality Act who would be entitled to public benefits but for Title IV of the Personal Responsibility and Work Opportunity Act of 1996.

JHA Policy

A hardship will be considered to exist only if the loss of eligibility has an impact on the family's ability to pay the minimum rent.

For a family waiting for a determination of eligibility, the hardship period will end as of the first of the month following (1) implementation of assistance, if approved, or (2) the decision to deny assistance. A family whose request for assistance is denied may request a hardship exemption based upon one of the other allowable hardship circumstances.

- (2) The family would be evicted because it is unable to pay the minimum rent.

JHA Policy

For a family to qualify under this provision, the cause of the potential eviction must be the family's failure to pay rent or tenant-paid utilities.

- (3) Family income has decreased because of changed family circumstances, including the loss of employment.

(4) A death has occurred in the family.

JHA Policy

To qualify under this provision, a family must describe how the death has created a financial hardship (e.g., because of funeral-related expenses or the loss of the family member’s income).

(5) The family has experienced other circumstances determined by the PHA.

JHA Policy

To qualify for this provision, a family must describe how the unanticipated medical/disability expenses have created a financial hardship. Additionally, families that would want to qualify for this provision regarding the loss of childcare expense deduction must describe how this has created a financial hardship.

Implementation of Hardship Exemption

Determination of Hardship

When a family requests a financial hardship exemption, the PHA must suspend the minimum rent requirement beginning the first of the month following the family’s request.

The PHA then determines whether the financial hardship exists and whether the hardship is temporary or long-term.

JHA Policy

The JHA defines temporary hardship as a hardship expected to last 90 days or less. Long term hardship is defined as a hardship expected to last more than 90 days.

The PHA may not evict the family for nonpayment of minimum rent during the 90-day period beginning the month following the family’s request for a hardship exemption.

When the minimum rent is suspended, the TTP reverts to the highest of the remaining components of the calculated TTP. The example below demonstrates the effect of the minimum rent exemption.

Example: Impact of Minimum Rent Exemption			
Assume the PHA has established a minimum rent of \$35.			
TTP – No Hardship		TTP – With Hardship	
\$0	30% of monthly adjusted income	\$0	30% of monthly adjusted income
\$15	10% of monthly gross income	\$15	10% of monthly gross income
N/A	Welfare rent	N/A	Welfare rent
\$35	Minimum rent	\$35	Minimum rent
Minimum rent applies.		Hardship exemption granted.	
TTP = \$35		TTP = \$15	

JHA Policy

To qualify for a hardship exemption, a family must submit a request for a hardship exemption in writing. The request must explain the nature of the hardship and how the hardship has affected the family's ability to pay the minimum rent.

The JHA will make the determination of hardship within 30 calendar days.

No Financial Hardship

If the PHA determines there is no financial hardship, the PHA will reinstate the minimum rent and require the family to repay the amounts suspended.

For procedures pertaining to grievance hearing requests based upon the PHA's denial of a hardship exemption, see Chapter 14, Grievances and Appeals.

JHA Policy

The JHA will require the family to repay the suspended amount within 30 calendar days of the JHA's notice that a hardship exemption has not been granted.

Temporary Hardship

If the PHA determines that a qualifying financial hardship is temporary, the PHA must reinstate the minimum rent from the beginning of the first of the month following the date of the family's request for a hardship exemption.

The family must resume payment of the minimum rent and must repay the PHA the amounts suspended. HUD requires the PHA to offer a reasonable repayment agreement, on terms and conditions established by the PHA. The PHA also may determine that circumstances have changed, and the hardship is now a long-term hardship.

For procedures pertaining to grievance hearing requests based upon the PHA's denial of a hardship exemption, see Chapter 14, Grievances and Appeals.

JHA Policy

The JHA will enter into a repayment agreement in accordance with the JHA's repayment agreement policy (see Chapter 16).

Long-Term Hardship

If the PHA determines that the financial hardship is long-term, the PHA must exempt the family from the minimum rent requirement for so long as the hardship continues. The exemption will apply from the first of the month following the family's request until the end of the qualifying hardship. When the financial hardship has been determined to be long-term, the family is not required to repay the minimum rent.

JHA Policy

The hardship period ends when any of the following circumstances apply:

- (1) At an interim or annual reexamination, the family's calculated TTP is greater than the minimum rent.
- (2) For hardship conditions based on loss of income, the hardship condition will continue to be recognized until new sources of income are received that are at least equal to the amount lost. For example, if a hardship is approved because a family no longer receives a \$60/month child support payment, the hardship will continue to exist until the family receives at least \$60/month in income from another source or once again begins to receive the child support.
- (3) For hardship conditions based upon hardship-related expenses, the minimum rent exemption will continue to be recognized until the cumulative amount exempted is equal to the expense incurred.

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, the PHA 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]

The PHA must review its schedule of utility allowances each year. Between annual reviews, the PHA 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 because 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 the PHA's utility allowance schedule [24 CFR 960.253(c)(3)].

JHA Policy

Unless the JHA 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.

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. The PHA must prorate the assistance provided to a mixed family. The PHA 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, the PHA must:

- (1) Subtract the TTP from the flat 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 flat 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.

JHA Policy

Revised public housing flat rents will be applied to a mixed family's rent calculation at the first annual reexamination after the revision is adopted.

- (6) When the mixed family's TTP is greater than the applicable flat rent, use the TTP as the prorated TTP. The prorated TTP minus the utility allowance is the prorated rent for the mixed family.

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.

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 review of flat rents are contained in Chapter 16.

Family Choice in Rents [24 CFR 960.253(a) and (e)]

Once each year, the PHA 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. The PHA must document that flat rents were offered to families under the methods used to determine flat rents for the PHA.

JHA Policy

The annual JHA offer to a family of the choice between flat and income-based rent will be conducted upon admission and upon each subsequent annual reexamination.

The JHA will require families to submit their choice of flat or income-based rent in writing and will maintain such requests in the tenant file as part of the admission or annual reexamination process.

The PHA must provide sufficient information for families to make an informed choice. This information must include the PHA'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 the PHA 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 the PHA determines that a financial hardship exists, the PHA must immediately allow the family to switch from flat rent to the income-based rent.

JHA Policy

Upon determination by the JHA that a financial hardship exists, the JHA will allow a family to switch from flat rent to income-based rent effective the first of the month following the family's request.

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 the PHA to be appropriate

JHA Policy

The JHA 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].

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.

Under the EID original calculation method, a family currently paying flat rent that previously qualified for the EID while paying income-based rent and is currently within their exclusion period would have the exclusion period continue while paying flat rent as long as the employment that is the subject of the exclusion continues. A family paying flat rent could therefore see a family member's exclusion period expire while the family is paying flat rent.

Under the EID revised calculation method, a family currently paying flat rent that previously qualified for the EID while paying income-based rent and is currently within their exclusion period would have the exclusion period continue while paying flat rent regardless of whether the employment that is the subject of the exclusion continues. A family paying flat rent could therefore see a family member's exclusion period expire while the family is paying 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 260.31¹; and

(B) Are not otherwise excluded under paragraph (c) of this section.

¹ Text of 45 CFR 260.31 follows (next page).

(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) Nonrecurrent, 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, childcare, 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, or any deferred Department of Veterans Affairs disability benefits that are received in a lump sum amount or 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 chart for a list of benefits that qualify for this exclusion.]

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.

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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.

Baseline income. The annual income immediately prior to implementation of the disallowance described in paragraph (c)(1) of this section of a person who is a member of a qualified family.

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 12-month period beginning on the date on which 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 the annual income (as defined in § 5.609 of this title) of a qualified family any increase in the income of the family member as a result of employment over the baseline income of that family member.

(2) *Phase-in of rent increase.* Upon the expiration of the 12-month period defined in paragraph (b)(1) of this section and for the subsequent 12-month period, the PHA must exclude from the annual income of a qualified family at least 50 percent of any increase in income of such family member as a result of employment over the family member's baseline income.

(3) *Maximum 2-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 24-month period. It applies for a maximum of 12 months for disallowance under paragraph (b)(1) of this section and a maximum of 12 months for disallowance under paragraph (b)(2) of this section, during the 24-month period starting from the initial exclusion under paragraph (b)(1) of this section.

(4) *Effect of changes on currently participating families.* Families eligible for and participating in the disallowance of earned income under this section prior to May 9, 2016 will continue to be governed by this section in effect as it existed immediately prior to that date.

(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 benefit 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 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

The PHA must verify all information that is used to establish the family's eligibility and level of assistance and is required to obtain written authorization from the family in order to collect the information. Applicants and program participants must cooperate with the verification process as a condition of receiving assistance. The PHA must not pass on the cost of verification to the family.

The PHA 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 PHA policies.

Part I describes the general verification process. Part II provides more detailed requirements related to family information. Part III provides information on income and assets, and Part IV covers mandatory deductions.

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 the PHA.

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 the PHA or HUD determines is necessary to the administration of the program and must consent to PHA verification of that information [24 CFR 960.259(a)(1)].

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 the PHA 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, the PHA will deny admission to applicants and terminate the lease of tenants. The family may request a hearing in accordance with the PHA's grievance procedures.

7-I.B. OVERVIEW OF VERIFICATION REQUIREMENTS

HUD's Verification Hierarchy [Notice PIH 2018-18]

HUD mandates the use of the EIV system and offers administrative guidance on the use of other methods to verify family information and specifies the circumstances in which each method will be used. In general, HUD requires the PHA to use the most reliable form of verification that is available and to document the reasons when the PHA uses a lesser form of verification.

In order of priority, the forms of verification that the PHA will use are:

- Up-front Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system.
- Up-front Income Verification (UIV) using a non-HUD system
- Written Third Party Verification (may be provided by applicant or resident)
- Written Third-party Verification Form
- Oral Third-party Verification
- Self-Certification

Each of the verification methods is discussed in subsequent sections below.

Requirements for Acceptable Documents

JHA Policy

Any documents used for verification must be the original (not photocopies) and generally must be dated within 60 days of the JHA request. The documents must not be damaged, altered or in any way illegible.

Printouts from web pages are considered original documents.

The JHA 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 the JHA and must be signed in the presence of a JHA representative or notarized.

File Documentation

The PHA 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 the PHA has followed all 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.

JHA Policy

The JHA 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 the PHA is unable to obtain third-party verification, the PHA 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 the PHA'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 the PHA.

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 the PHA has independently verified the UIV information and the family has been granted the opportunity to contest any adverse findings through the PHA'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)

PHAs must use HUD's EIV system in its entirety as a third-party source to verify tenant employment and income information during mandatory reexaminations or recertifications of family composition and income in accordance with 24 CFR 5.236 and administrative guidance issued by HUD. HUD's EIV system contains data showing earned income, unemployment benefits, social security benefits, and SSI benefits for participant families. 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.

JHA Policy

The JHA will obtain income and IVT reports for annual reexaminations monthly. 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 JHA 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* monthly 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.

JHA Policy

The JHA will identify residents whose identity verification has failed by reviewing EIV's *Identity Verification Report* monthly. The JHA will attempt to resolve PIC/SSA discrepancies by obtaining appropriate documentation from the tenant. When the JHA determines that discrepancies exist because of JHA 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.

JHA Policy

The JHA will inform all applicants and residents of its use of the following UIV resources during the admission and reexamination process:

HUD's EIV system

The Work Number

7-I.D. THIRD-PARTY WRITTEN AND ORAL VERIFICATION

HUD's current verification hierarchy defines two types of written third-party verification. The 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 the PHA by the family. If written third-party verification is not available, the PHA 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.

The PHA is required to obtain, at minimum, two current and consecutive pay stubs for determining annual income from wages.

The PHA 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.

JHA Policy

Third-party documents provided by the family must be dated within 60 days of the JHA request date.

If the JHA determines that third-party documents provided by the family are not acceptable, the JHA will explain the reason to the family and request additional documentation.

As verification of earned income, the JHA will require the family to provide the two most current, consecutive pay stubs.

Written Third-Party Verification Form

When upfront verification is not available and the family is unable to provide written third-party documents, the PHA 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.

PHAs may mail, fax, or email third-party written verification form requests to third-party sources.

JHA Policy

The JHA 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 the JHA.

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.

JHA Policy

In collecting third-party oral verification, JHA 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 the JHA 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.

JHA Policy

If the family cannot provide original documents, the JHA 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 [VG, p. 18].

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

The PHA 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].

JHA Policy

The JHA will accept self-certification from a family as verification of assets disposed of for less than fair market value [HCV GB, p. 5-28].

Value of Assets and Asset Income [24 CFR 960.259]

For families with net assets totaling \$5,000 or less, the PHA may accept the family's declaration of asset value and anticipated asset income. However, the PHA is required to obtain third-party verification of all assets regardless of the amount during the intake process, whenever a family member is added, and at least every three years thereafter.

JHA Policy

For families with net assets totaling \$5,000 or less, the JHA will accept the family's self-certification of the value of family assets and anticipated asset income when applicable. The family's declaration must show each asset and the amount of income expected from that asset. All family members 18 years of age and older must sign the family's declaration.

The JHA will use third-party documentation for assets as part of the intake process, whenever a family member is added to verify the individual's assets, and every three years thereafter.

7-I.E. SELF-CERTIFICATION

When HUD requires third-party verification, self-certification, or “tenant declaration,” is used as a last resort when the PHA is unable to obtain third-party verification.

Self-certification, however, is an acceptable form of verification when:

- A source of income is fully excluded.
- Net family assets total \$5,000 or less and the PHA has adopted a policy to accept self-certification at annual recertification, when applicable
- The PHA has adopted a policy to implement streamlined annual recertifications for fixed sources of income (See Chapter 9)

When the PHA was required to obtain third-party verification but instead 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.

JHA 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 the JHA.

The JHA 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 the JHA 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 JHA representative or JHA notary public.

PART II: VERIFYING FAMILY INFORMATION

7-II.A. VERIFICATION OF LEGAL IDENTITY

JHA Policy

The JHA will require families to furnish verification of legal identity for each household member.

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) Current U.S. passport Current employer identification card	Certificate of birth Adoption papers Custody agreement Health and Human Services ID Certified school records

If a document submitted by a family is illegible for any reason or otherwise questionable, more than one of these documents may be required.

If none of these documents can be provided and at the PHA’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 the PHA and be signed in the presence of a PHA representative or PHA notary public.

Legal identity will be verified for all applicants at the time of eligibility determination and in cases where the PHA has reason to doubt the identity of a person representing him or herself to be a tenant or a member of a tenant family.

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, except for individuals who do not contend eligible immigration status. Exemptions also include existing residents who were at least 62 years of age as of January 31, 2010, and had not previously disclosed an SSN.

The PHA 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.

The PHA 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, is illegible, or if the document appears to be forged.

JHA Policy

The JHA 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 the JHA within 90 days.

If an applicant family includes a child under 6 years of age who joined the household within the 6 months prior to the date of program admission, an otherwise eligible family may be admitted and must provide documentation of the child's SSN within 90 days. A 90-day extension will be granted if the PHA determines that the resident's failure to comply was due to unforeseen circumstances and was outside of the resident's control.

JHA Policy

The JHA will grant one additional 90-day extension if needed for reasons beyond the applicant's control, such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergency.

When a resident requests to add a new household member who is at least 6 years of age, or who is under the age of 6 and has an SSN, 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. The PHA may not add the new household member until such documentation is provided.

When a resident requests 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 90-day extension will be granted if the PHA determines that the resident's failure to comply was due to unforeseen circumstances and was outside of the resident's control. During the period the PHA is awaiting documentation of the SSN, the child will be counted as part of the assisted household.

JHA Policy

The JHA 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.

JHA Policy

The JHA 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," the PHA 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.

JHA Policy

Once an individual's status is classified as "verified" in HUD's EIV system, the JHA 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.

JHA Policy

If an official record of birth or evidence of social security retirement benefits cannot be provided, the JHA 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.

JHA 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

JHA Policy

Certification by the head of household is normally sufficient verification. If the JHA has reasonable doubts about a marital relationship, the JHA will require the family to document the marriage with a marriage certificate or other documentation to verify that the 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

JHA Policy

Certification by the head of household is normally sufficient verification. If the JHA has reasonable doubts about a divorce or separation, the JHA will require the family to provide documentation of the divorce or separation with a certified copy of a divorce decree, signed by a court officer; a copy of a court-ordered maintenance or other court record; or other documentation that shows a couple is divorced or separated.

If no court document is available, documentation from a community-based agency will be accepted.

Absence of Adult Member

JHA 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

JHA 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

JHA Policy

The JHA 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 cohead, or

The family claims a childcare deduction to enable a family member to further his or her education.

7-II.F. DOCUMENTATION OF DISABILITY

The PHA must verify the existence of a disability to allow certain income disallowances and deductions from income. The PHA is not permitted to inquire about the nature or extent of a person's disability [24 CFR 100.202(c)]. The PHA may not inquire about a person's diagnosis or details of treatment for a disability or medical condition. If the PHA receives a verification document that provides such information, the PHA will not place this information in the tenant file. Under no circumstances will the PHA 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.os.dhhs.gov.

The PHA may make the following inquiries, provided it makes them of all applicants, whether they are persons with disabilities [VG, p. 24]:

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 [VG, p. 23].

JHA Policy

For family members claiming disability who receive disability payments from the SSA, the JHA 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, the JHA 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, the JHA 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 the JHA.

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.

JHA 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 PHA verification requirements related to citizenship status.

The family must provide a certification that identifies each family member as a U.S. citizen, a U.S. 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)]

U.S. 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.

The PHA may request verification of the declaration by requiring presentation of a birth certificate, United States passport or other appropriate documentation.

JHA Policy

Family members who claim U.S. citizenship or national status will not be required to provide additional documentation unless the JHA 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.

PHA 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, the PHA must verify immigration status with the U.S. Citizenship and Immigration Services (USCIS).

The PHA will follow all USCIS protocols for verification of eligible immigration status.

7-II.H. VERIFICATION OF PREFERENCE STATUS

The PHA must verify any preferences claimed by an applicant that determined his or her placement on the waiting list.

JHA Policy

The JHA offers a preference for working families, described in Section 4-III.B.

The JHA 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 20 hours per week. The paycheck stub must have been issued to the working member within the last thirty days.

The JHA may also seek third party verification from the employer of the head, spouse, cohead or sole member of a family requesting a preference as a working family.

The JHA also offers a preference for victims of domestic violence, dating violence, sexual assault, or stalking, as described in Section 4-III.B. To verify that applicants qualify for the preference, the JHA will follow documentation requirements outlined in Section 16-VII.D.

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 PHA policies that supplement the general verification procedures specified in Part I of this chapter.

7-III.A. EARNED INCOME

Tips

JHA 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.

Wages

JHA Policy

For wages other than tips, the family must provide originals of the two most current, consecutive pay stubs.

7-III.B. BUSINESS AND SELF EMPLOYMENT INCOME

JHA 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.

The JHA 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 the JHA 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, the JHA 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, the JHA 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

For policies governing streamlined income determinations for fixed sources of income, please see Chapter 9.

Social Security/SSI Benefits

JHA Policy

To verify the SS/SSI benefits of applicants, the JHA 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, the JHA 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 the JHA.

To verify the SS/SSI benefits of residents, the JHA 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, the JHA 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, the JHA 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 1-800-772-1213. Once the family has received the benefit verification letter, it will be required to provide the letter to the JHA.

7-III.D. ALIMONY OR CHILD SUPPORT

JHA Policy

The methods the JHA will use to verify alimony and child support payments differ depending on whether the family declares that it receives regular payments.

If the family declares that it *receives regular payments*, verification will be obtained in the following order of priority:

Copies of the receipts and/or payment stubs for the 60 days prior to JHA 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

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. The PHA needs to verify only those certifications that warrant documentation [HCV GB, p. 5-28].

JHA Policy

The JHA will verify the value of assets disposed of only if:

The JHA 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 the PHA verified this amount. Now the person reports that she has given this \$10,000 to her son. The PHA has a reasonable estimate of the value of the asset; therefore, reverification 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, the PHA will verify the value of this asset.

7-III.F. NET INCOME FROM RENTAL PROPERTY

JHA 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, the PHA 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

JHA Policy

The JHA 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, the JHA 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, the JHA 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, the JHA 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.

HUD guidance on verification of excluded income draws a distinction between income which is fully excluded and income which is only partially excluded.

For fully excluded income, the PHA is **not** required to follow the verification hierarchy, document why third-party verification is not available, or report the income on the 50058. Fully excluded income is defined as income that is entirely excluded from the annual income determination (for example, food stamps, earned income of a minor, or foster care funds) [Notice PIH 2013-04].

PHAs may accept a family's signed application or reexamination form as self-certification of fully excluded income. They do not have to require additional documentation. However, if there is any doubt that a source of income qualifies for full exclusion, PHAs have the option of requiring additional verification.

For partially excluded income, the PHA **is** required to follow the verification hierarchy and all applicable regulations, and to report the income on the 50058. Partially excluded income is defined as income where only a certain portion of what is reported by the family qualifies to be excluded and the remainder is included in annual income (for example, the income of an adult full-time student, or income excluded under the earned income disallowance).

JHA Policy

The JHA will accept the family's self-certification as verification of fully excluded income. The JHA may request additional documentation if necessary to document the income source.

The JHA will verify the source and amount of partially excluded income as described in Part 1 of this chapter.

7-III.I. ZERO ANNUAL INCOME STATUS

JHA Policy

The JHA will check UIV sources and/or request information from third-party sources to verify that certain forms of income such as unemployment benefits, TANF, SS, SSI, earned income, etc. are not being received by families claiming to have zero annual income.

PART IV: VERIFYING MANDATORY DEDUCTIONS

7-IV.A. DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS

The dependent and elderly/disabled family deductions require only that the PHA 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. The PHA will verify that:

- Any person under the age of 18 for whom the dependent deduction is claimed is not the head, spouse or cohead of the family and is not a foster child
- Any person aged 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. The PHA will verify that the head, spouse, or cohead 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

JHA Policy

Medical expenses will be verified through:

Written third-party documents provided by the family, such as pharmacy printouts or receipts.

The JHA will make a best effort to determine what expenses from the past are likely to continue to occur in the future. The JHA 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, the JHA 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

Medical expense deduction is permitted only for households in which the head, spouse, or cohead is at least 62 or a person with disabilities. The PHA 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 expenses deduction, the costs must qualify as medical expenses. See Chapter 6 (6-II.D.) for the PHA's policy on what counts as a medical expense.

Unreimbursed Expenses

To be eligible for the medical expenses deduction, the costs must not be reimbursed by another source.

JHA Policy

The family will be required to certify that the medical expenses are not paid or reimbursed to the family from any source. If expenses are verified through a third party, the third party must certify that the expenses are not paid or reimbursed from any other source.

Expenses Incurred in Past Years

JHA Policy

When anticipated costs are related to on-going payment of medical bills incurred in past years, the JHA will verify:

The anticipated repayment schedules.

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

JHA Policy

The JHA will accept written third-party documents provided by the family.

If family-provided documents are not available, the JHA 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

JHA 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, the PHA 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. The PHA will verify that the expense is incurred for a person with disabilities (See 7-II.F.).

Family Member(s) Permitted to Work

The PHA must verify that the expenses claimed enable a family member, or members, (including the person with disabilities) to work.

JHA Policy

The JHA 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.

JHA 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, the PHA must verify that:

- The child is eligible for care (12 or younger).
- The costs claimed are not reimbursed.
- The costs enable a family member to work, actively seek work, or further their education.
- 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. The PHA 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.

JHA Policy

The family and the care provider 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

The PHA 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 pursuing those activities.

JHA Policy

Information to be Gathered.

The JHA 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 the JHA will use documentation from a state or local agency that monitors work-related requirements (e.g., welfare or unemployment). In such cases the JHA will request family-provided verification from the agency of the member's job seeking efforts to date and require the family to submit to the JHA any reports provided to the other agency.

In the event third-party verification is not available, the JHA will provide the family with a form on which the family member must record job search efforts. The JHA will review this information at each subsequent reexamination for which this deduction is claimed.

Furthering Education

The JHA 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

The JHA 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.

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.

JHA Policy

The JHA will verify that the type of childcare selected by the family is allowable, as described in Chapter 6 (6-II. F).

The JHA 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).

The JHA 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.

JHA Policy

The actual costs the family incurs will be compared with the JHA'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, the JHA will request additional documentation, as required, to support a determination that the higher cost is appropriate.

Exhibit 7-1: Summary of Documentation Requirements for Noncitizens [HCV GB, pp. 5-9 and 5-10]

- All noncitizens claiming eligible status must sign a declaration of eligible immigrant status on a form acceptable to the PHA.
- Except for persons 62 or older, all noncitizens must sign a verification consent form.
- Additional documents are required based upon the person's status.

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.

All other Noncitizens

- Noncitizens that claim eligible immigration status also must present the applicable USCIS document. Acceptable USCIS documents are listed below.

- 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”

- 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).

- Form I-688 Temporary Resident Card annotated “Section 245A” or Section 210”.

- 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*

Chapter 8

LEASING AND INSPECTIONS

[24 CFR 5, Subpart G; 24 CFR 966, Subpart A]

INTRODUCTION

Public housing leases are the contractual basis of the legal relationship between the PHA and the tenant. All units must be occupied pursuant to a dwelling lease agreement that complies with HUD regulations.

HUD regulations require the PHA to inspect each dwelling unit prior to move-in, at move-out, and annually during the period of occupancy. In addition, the PHA may conduct additional inspections in accordance with PHA policy.

This chapter is divided into two parts as follows:

Part I: Leasing. This part describes pre-leasing activities and the PHA's policies pertaining to lease execution, lease modification, and payments under the lease.

Part II: Inspections. This part describes the PHA'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 the PHA may not renew the lease if the family has violated the community service requirement [24 CFR 966.4(a)(2)].

PHAs must adopt smoke-free policies, which must be implemented no later than July 30, 2018. The policy is attached as Exhibit 8-1.

PHAs must include in the ACOP residential minimum heating standards policies [Notice PIH 2018-19]. The policy is included in Part I of this chapter.

Part I of this chapter contains regulatory information on leasing, where applicable, as well as the PHA's leasing policies.

8-I.B. LEASE ORIENTATION

JHA Policy

After unit acceptance but prior to occupancy, a JHA representative will conduct a lease orientation with the family. The head of household or spouse/co-head is required to attend.

Orientation Agenda

JHA Policy

When families attend the lease orientation, they will be provided with:

A copy of the lease

A copy of the JHA's grievance procedure

A copy of the house rules

A copy of the JHA's schedule of maintenance charges

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.

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

A copy of the form HUD-5380, VAWA Notice of Occupancy Rights

A copy of form HUD-5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

A copy of the JHA's smoke free policy.

A notice that includes the procedures for requesting relief and the JHA's criteria for granting requests for relief for excess utility surcharges

Topics to be discussed and explained to all families include:

Applicable deposits and all other charges

Review and explanation of lease provisions

Unit maintenance requests and work orders

The JHA's interim reporting requirements

Review and explanation of occupancy forms

Community service requirements

Family choice of rent

VAWA protections

Smoke-free policies

8-I.C. EXECUTION OF LEASE

The lease must be executed by the tenant and the PHA, 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 PHA unit to another.

The lease must state the composition of the household as approved by the PHA (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.

JHA Policy

The head of household, spouse or cohead, and all other adult members of the household will be required to sign the 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 the JHA 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 JHA assistance. The live-in aide is only approved to live in the unit while serving as the care attendant for the family member who requires the care.

8-I.D. MODIFICATIONS TO THE LEASE

The lease may be modified at any time by written agreement of the tenant and the PHA [24 CFR 966.4(a)(3)].

Modifications to the Lease Form

The PHA may modify its lease from time to time. However, the PHA must give residents at least thirty (30) days advance notice of the proposed changes and an opportunity to comment on the changes. The PHA must also consider any comments before formally adopting a 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(l)(2)(iii)(E)].

JHA 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].

JHA Policy

When the JHA proposes to modify or revise schedules of special charges or rules and regulations, the JHA 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

JHA 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 JHA will be required to initial and date the change.

If a new household member is approved by the JHA to reside in the unit, the person's name and birth date will be added to the lease. The head of household and JHA 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-I.E. SECURITY DEPOSITS [24 CFR 966.4(b)(5)]

At the option of the PHA, 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 the PHA. The PHA may allow for gradual accumulation of the security deposit by the family, or the family may be required to pay the security deposit in full prior to occupancy. Subject to applicable laws, interest earned on security deposits may be refunded to the tenant after vacating the unit or used for tenant services or activities.

JHA Policy

Residents must pay a security deposit to the JHA at the time of admission. The amount of the security deposit will be \$200.00 for all public housing. Admissions to Brentwood must render a security deposit in the amount of \$300.00. The security deposit must be paid in full at the time of admission. Repayment agreements will be allowed but must be paid in full within 90 days of occupancy.

The JHA will hold the security deposit for the period the family occupies the unit. The JHA will not use the security deposit for rent or other charges while the resident is living in the unit.

Within 30 days of move-out, the JHA will refund to the resident the amount of the security deposit (including interest earned on 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.

The JHA will provide the resident with a written list of any charges against the security deposit within 10 business days of the move-out inspection. If the resident disagrees with the amount charged, the JHA will provide a meeting to discuss the charges.

If the resident transfers to another unit, the JHA will transfer the security deposit to the new unit. The tenant will be billed for any maintenance or other charges due for the "old" unit.

8-I.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 the PHA in accordance with HUD regulations 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 the PHA must give written notice stating any change in the amount of tenant rent and when the change is effective.

JHA Policy

The tenant rent is due and payable at the JHA-designated location on the first of every month. If the first falls on a weekend or holiday, the rent is due and payable on the first business day thereafter.

If a family's tenant rent changes, the JHA will notify the family of the new amount and the effective date by providing a "Notice of Rent Adjustment" which will become an attachment to the lease.

Late Fees and Nonpayment

At the option of the PHA, the lease may provide 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 the PHA 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 the PHA grievance procedures. The PHA 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)].

JHA Policy

If the family fails to pay their rent by the fifth business day of the month, and the JHA 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 office hours on the fifth day of the month, a late fee of \$35.00 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, the PHA 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 the PHA 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 the PHA 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 to a hearing under the PHA grievance procedures. The PHA 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)].

JHA Policy

JHA does not charge for excess utilities.

Maintenance and Damage Charges

If the PHA 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 development 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 the PHA 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 the PHA grievance procedures. The PHA 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)].

JHA Policy

When applicable, families will be charged for maintenance and/or damages caused by the family, according to the JHA'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).

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 fourteen calendar days after billing. If the family requests a grievance hearing within the required timeframe, the JHA may not act 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.

JHA Policy

The JHA is 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: 65 degrees

PART II: INSPECTIONS

8-II.A. OVERVIEW

HUD regulations require the PHA to inspect each dwelling unit prior to move-in, at move-out, and annually during occupancy. In addition, the PHA may require additional inspections, in accordance with PHA Policy. This part contains the PHA'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 the PHA and the family to inspect the dwelling unit prior to occupancy to determine the condition of the unit and equipment in the unit. A copy of the initial inspection, signed by the PHA and the tenant, must be provided to the tenant and retained in the resident file.

JHA 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)]

The JHA 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 the JHA. The JHA 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.

JHA Policy

When applicable, the JHA will provide the tenant with a statement of charges to be made for maintenance and damage beyond normal wear and tear, within 10 business days of conducting the move-out inspection.

Annual Inspections [24 CFR 5.705]

Section 6(f)(3) of the United States Housing Act of 1937 requires that PHAs inspect each public housing project annually to ensure that the project's units are maintained in decent, safe, and sanitary condition. The JHA shall continue using the Uniform Physical Condition Standards (UPCS) in 24 CFR 5, Subpart G, Physical Condition Standards, and Inspection Requirements, to conduct annual project inspections. These standards address the inspection of the site area, building systems and components, and dwelling units.

JHA Policy

The JHA will inspect all occupied units annually using HUD's Uniform Physical Condition Standards (UPCS).

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.

JHA Policy

Supervisory quality control inspections will be conducted in accordance with the JHA's maintenance plan.

Special Inspections

JHA Policy

JHA 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

JHA Policy

Building exteriors, grounds, common areas and systems will be inspected according to the JHA's maintenance plan.

8-II.C. NOTICE AND SCHEDULING OF INSPECTIONS

Notice of Entry

Non-emergency Entries [24 CFR 966.4(j)(1)]

The PHA 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 the PHA entry delivered to the dwelling unit at least two days before such entry is considered reasonable advance notification.

JHA Policy

The JHA 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.

Entry for repairs requested by the family will not require prior notice. Resident-requested repairs presume permission for the JHA to enter the unit.

Emergency Entries [24 CFR 966.4(j)(2)]

The JHA 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, the JHA will update the resident and landlord portal with the outcome of the HQS inspection.

Scheduling of Inspections

JHA Policy

Inspections will be conducted during business hours. If a family needs to reschedule an inspection, they must notify the JHA at least 24 hours prior to the scheduled inspection. The JHA will reschedule the inspection no more than once unless the resident has verifiable good cause to delay the inspection. The JHA 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.

JHA 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.

If only minors are present, the inspection will be rescheduled.

8-II.D. INSPECTION RESULTS

The PHA 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 the PHA of the damage, and the PHA must make repairs within a reasonable time frame.

If the damage was caused by a household member or guest, the PHA must charge the family for the reasonable cost of repairs. The PHA may also take lease enforcement action against the family.

If the PHA cannot make repairs quickly, the PHA must offer the family standard alternative accommodations. If the PHA 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.

JHA Policy

When conditions in the unit are hazardous to life, health, or safety, the JHA 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 when outside temperature is below 60 degrees Fahrenheit.

Utilities not in service, including no running hot 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

Non-emergency Repairs

JHA Policy

The JHA will correct non-life-threatening health and safety defects within 15 business days of the inspection date. If the PHA is unable to make repairs within that period due to circumstances beyond the JHA's control (e.g., required parts or services are not available, weather conditions, etc.) the JHA will notify the family of an estimated date of completion.

The family must allow the JHA access to the unit to make repairs.

Resident-Caused Damages

JHA Policy

Damages to the unit beyond wear and tear will be billed to the tenant in accordance with the policies in 8-I.F., Maintenance and Damage Charges.

Repeated or excessive damage to the unit beyond normal wear and tear will be considered a serious or repeated violation of the lease.

Housekeeping

JHA 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, the JHA will provide proper notice of a lease violation.

A reinspection will be conducted within 30 days to confirm that the resident has complied with the requirement to abate the problem. Failure to abate the problem or allow for a reinspection 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 or disable the unit's smoke detector. Only one warning will be given. A second incidence will result in lease termination.

EXHIBIT 8-1: SMOKE-FREE POLICY

In accordance with HUD regulations, the Housing Authority has adopted these smoke-free policies. The policies are effective as of the Board approval date.

Due to the increased risk of fire, increased maintenance costs, and the known health effects of secondhand smoke, smoking is prohibited in all living units and interior areas, including but not limited to hallways, rental and administrative offices, community centers, day care centers, laundry centers, and similar structures. Smoking is also prohibited in outdoor areas within 25 feet from public housing and administrative office buildings.

This policy applies to all employees, residents, household members, guests, and service persons. Residents are responsible for ensuring that household members and guests comply with this rule.

The term "smoking" means any inhaling, exhaling, burning, or carrying any lighted cigar, cigarette, pipe, or other prohibited tobacco product in any manner or any form. Prohibited tobacco products include water pipes or hookahs.

Violation of the smoke-free policy constitutes a violation of the terms of the public housing lease. Consequences of lease violations include termination of tenancy.

JHA POLICIES

This Smoke Free Addendum between the resident* and the Jacksonville Housing Authority entered between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. Purpose of Smoke Free Policy: The parties desire to mitigate (i) the increased maintenance, cleaning, and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. Definition of Smoking: The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. Smoke Free Community: Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. Residents to Promote Non-Smoking: Resident shall inform resident's household and guests of the Smoke Free Policy.
5. JHA to Promote Smoke Free Policy: JHA shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.
Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.

6. JHA Not a Guarantor of Smoke Free Environment: Resident acknowledges the JHA's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the JHA or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. JHA shall use its best efforts to enforce the Smoke Free Policy. JHA is not required to take steps in response to the Smoke Free Policy unless JHA has actual knowledge of said smoking or has been given written notice of said smoking.
7. Material Breach: A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by the JHA per Section 13, Resident and Member(s) of the Household Obligations. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.
8. Disclaimer by JHA: Resident acknowledges the JHA's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care the JHA or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. JHA specifically disclaims any implied or express warranties that the building, community, or resident's unit will have any higher or improved air quality standards than any other rental property. JHA cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that JHA's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that JHA does not assume any higher duty of care to enforce this addendum than any of the other of JHA's obligations under the Lease.

JHA has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that secondhand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. JHA reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and ContinOccupancy Policy (ACOP) amended for October 1, 2014.

Does not apply to residents of Lindsey Terrace.

Electronic Nicotine Delivery Systems (ENDS)

Electronic nicotine delivery systems (ENDS) include e-cigarettes, nicotine inhalers, and vaping devices.

Use of ENDS is permitted in public housing units but is prohibited in common areas and in outdoor areas within 25 feet from housing and administrative buildings. That is, use of ENDS is prohibited in all common and outdoor areas in which smoking is prohibited.

Effective Date

The JHA's effective date(s) of this smoke-free policy is/are as follows:

The smoke-free policy will be effective for all residents, household members, employees, guests, and service persons on October 1, 2014.

The Electronic Nicotine Delivery Systems (ENDS) policy will be effective for all residents, household members, employees, guests, and service persons on October 1, 2023.

The smoke-free policy will take effect at the next annual lease renewal for each resident household. Residents must execute a smoke-free lease addendum as part of the annual lease renewal process. Regardless of the lease renewal date, all residents must be in compliance with the smoke-free policy no later than July 30, 2018.

Enforcement

The PHA must enforce smoke-free policies when a resident violates this policy. When enforcing the lease, the PHA will provide due process and allow residents to exercise their right to an informal settlement and formal hearing. The PHA will not evict a resident for a single incident of smoking in violation of this policy. As such, the PHA will implement a graduated enforcement framework that includes escalating warnings. Prior to pursuing eviction for violation of smoke-free policies, the PHA will take specific, progressive monitoring and enforcement actions, while at the same time educating tenants and providing smoking cessation information. The lease will identify the actions that constitute a policy violation, quantify the number of documented, verified violations that warrant enforcement action, state any disciplinary actions that will be taken for persistent non-responsiveness or repeated noncompliance, and state how many instances of noncompliance will constitute a violation. Tenancy termination and eviction will be pursued only as a last resort. The PHA may terminate tenancy at any time for violations of the lease and failure to otherwise fulfill household obligations if resident behavior disturbs other residents' peaceful enjoyment and is not conducive to maintaining the property in a decent, safe, and sanitary condition.

Repeated violation of the smoke-free policy may rise to the level of other good cause for termination of tenancy. Four documented violations of the Smoke Free Policy will result in lease termination in accordance with this plan and the lease agreement.

Reasonable Accommodation

While addiction to nicotine or smoking is not a disability, the JHA will provide reasonable accommodation to persons with disabilities who smoke that are in compliance with the requirements of this smoke-free policy.

Chapter 9

REEXAMINATIONS

[24 CFR 960.257, 960.259, 966.4]

INTRODUCTION

The PHA is required to reexamine each family's income and composition periodically, and to adjust the family's rent accordingly. PHAs must adopt policies for conducting annual and interim reexaminations that are consistent with regulatory requirements and must conduct reexaminations in accordance with such policies [24 CFR 960.257(c)].

The frequency with which the PHA must reexamine the income and composition of a family depends on whether the family pays income-based rent or flat rent. HUD requires the PHA to offer all families the choice of paying income-based rent or flat rent at least annually. The PHA's policies for offering families a choice of rents is 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 the PHA'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 the PHA's policies for conducting annual updates of family composition for flat rent families.

Part III: Interim Reexaminations. This part includes HUD requirements and PHA 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, the PHA must recalculate the tenant rent. While the basic policies that govern these calculations are provided in Chapter 6, this part describes the 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, the PHA must conduct a reexamination of income and family composition at least annually [24 CFR 960.257(a)(1)]. For families who choose flat rents, the PHA 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 in Part II of this chapter.

For all residents of public housing, whether those residents are paying income-based or flat rents, the PHA must conduct an annual review of community service requirement compliance. 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 for the purposes of lease enforcement or eviction.

The PHA is required to obtain all the information necessary to conduct reexaminations. How that information will be collected is left to the discretion of the PHA. 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 the PHA'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 but is not required to verify non-fixed income amounts. 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.

JHA Policy

The JHA will streamline the annual reexamination process by applying the verified COLA or interest rate to fixed-income sources. The JHA 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 JHA 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 JHA 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

The PHA 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)].

JHA Policy

Generally, the JHA will schedule annual reexaminations to coincide with the family's anniversary date. The JHA 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, the JHA will perform a new annual reexamination, and the anniversary date will be changed.

The JHA may also schedule an annual reexamination for completion prior to the anniversary date for administrative purposes.

Notification of and Participation in the Annual Reexamination Process

The PHA is required to obtain information needed to conduct annual reexaminations. How that information will be collected is left to the discretion of the PHA. However, PHAs should give tenants who were not provided the opportunity to provide contact information at the time of admission the option to complete Form HUD-92006 at this time. The PHA should provide the family with the opportunity to update, change, or remove information from the HUD-92006 at the time of the annual reexamination [Notice PIH 2009-36].

JHA Policy

Families generally are required to participate in an annual reexamination interview, which must be attended by the head of household, spouse, or cohead. If participation in an in-person interview poses a hardship because of a family member's disability, the family should contact the JHA to request reasonable accommodation.

Notification of annual reexamination interviews will be sent by first-class mail and/or electronic communication will contain the date, time, and location of the interview. In addition, it will inform the family of the information and documentation that must be brought to the interview.

If the family is unable to attend a scheduled interview, the family should contact the JHA in advance of the interview to schedule a new appointment. In all circumstances, if a family does not attend the scheduled interview the JHA will send a second notification with a new interview appointment time.

If a family fails to attend two scheduled interviews without JHA approval, 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 interview process.

9-I.D. CONDUCTING ANNUAL REEXAMINATIONS

The terms of the public housing lease require the family to furnish information regarding income and family composition as may be necessary for the redetermination of rent, eligibility, and the appropriateness of the housing unit [24 CFR 966.4(c)(2)].

JHA Policy

Families will be asked to bring all required information (as described in the reexamination notice) to the reexamination appointment. The required information will include a JHA-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.

Any required documents or information that the family is unable to provide at the time of the interview must be provided within ten business days of the interview. 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. The PHA 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 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.

JHA Policy

Each household member aged 18 and over will be required to execute a consent form for a criminal background check as part of the annual reexamination process.

Additionally, HUD recommends that at annual reexaminations PHAs ask whether the tenant, or any member of the tenant's household, is subject to a lifetime sex offender registration requirement in any state [Notice PIH 2012-28].

JHA Policy

At the annual reexamination, the JHA will ask whether the tenant, or any member of the tenant's household, is subject to a lifetime sex offender registration requirement in any state. The JHA will use the Dru Sjodin National Sex Offender database to verify the information provided by the tenant.

If the PHA proposes to terminate assistance based on lifetime sex offender registration information, the PHA must notify the household of the proposed action and must provide the subject of the record and the tenant a copy of the record and an opportunity to dispute the accuracy and relevance of the information prior to termination. [24 CFR 5.903(f) and 5.905(d)]. (See Chapter 13.)

Compliance with Community Service

For families who include nonexempt individuals, the PHA must determine compliance with community service requirements once each 12 months [24 CFR 960.257(a)(3)].

See Chapter 11 for the PHA's policies governing compliance with the community service requirement.

9-I.E. EFFECTIVE DATES

As part of the annual reexamination process, the PHA must make appropriate adjustments in the rent after consultation with the family and upon verification of the information [24 CFR 960.257(a)(1)].

JHA 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 the JHA chooses to schedule an annual reexamination for completion prior to the family's anniversary date for administrative purposes, the effective date will be determined by the JHA, but will always allow for the 30-day notice period.

If the family causes a delay in processing the annual reexamination, *increases* in the tenant 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 the JHA chooses to schedule an annual reexamination for completion prior to the family's anniversary date for administrative purposes, the effective date will be determined by the JHA.

If the family causes a delay in processing the annual reexamination, *decreases* in the tenant 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 the PHA by the date specified, and this delay prevents the PHA 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 the PHA offer all families the choice of paying income-based rent or flat rent at least annually. The PHA's policies for offering families a choice of rents is located in Chapter 6.

For families who choose flat rents, the PHA 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)]. The PHA is only required to provide the amount of income-based rent the family might pay in those years that the PHA 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, the PHA must also review compliance with the community service requirement for families with nonexempt individuals.

This part contains the PHA'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

JHA Policy

For families paying flat rents, the JHA will conduct a full reexamination of family income and composition once every 3 years.

Reexamination Policies

JHA Policy

In conducting full reexaminations for families paying flat rents, the JHA 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 every 3 years for families paying flat rents. In the years between full reexaminations, regulations require the PHA 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 the PHA does not collect information about the family’s income and expenses, and the family’s rent is not recalculated following an annual update.

Scheduling

The PHA 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)].

JHA 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, the JHA 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)].

JHA Policy

Generally, the family will not be required to attend an interview for an annual update. However, if the JHA 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/or electronic communication will inform the family of the information and documentation that must be provided to the JHA. The family will have 10 business days to submit the required information to the JHA. If the family is unable to obtain the information or documents within the required time frame, the family may request an extension. The JHA 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, the JHA will send a second written notice to the family. The family will have 10 business days from the date of the second notice to provide the missing information or documentation to the JHA.

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.

Change in Unit Size

Changes in family or household composition may make it appropriate to consider transferring the family to comply with occupancy standards. The PHA 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 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.

JHA Policy

Each household member aged 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, the PHA must determine compliance with community service requirements once each 12 months [24 CFR 960.257(a)(3)].

See Chapter 11 for the PHA'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 during the period between annual reexaminations. HUD and PHA policies define the types of information about changes in family circumstances that must be reported, and under what circumstances the PHA must process interim reexaminations to reflect those changes. HUD regulations also permit the PHA 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. The PHA must complete the interim reexamination within a reasonable time after the family's request.

This part includes HUD and PHA policies that describe the changes families are *required* to report, the changes families *may choose* to report, and how the PHA will process both PHA- and family-initiated interim reexaminations.

9-III.B. CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION

The PHA 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, the PHA 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 in Chapter 12.

JHA 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).

The JHA 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 because of birth, adoption, or court-awarded custody does not require PHA approval. However, the family is required to promptly notify the PHA of the addition [24 CFR 966.4(a)(1)(v)].

JHA Policy

The family must inform the JHA of the birth, adoption, or court-awarded custody of a child within 10 business days.

New Family and Household Members Requiring Approval

Except for children who join the family as a result of birth, adoption, or court-awarded custody, a family must request PHA 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)].

The PHA may adopt reasonable policies concerning residence by a foster child or a live-in aide and defining the circumstances in which PHA consent will be given or denied. Under such policies, the factors considered by the PHA 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.
- The PHA's obligation to make reasonable accommodation for persons with disabilities.

JHA Policy

Families must request JHA 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 14 consecutive days or a total of 30 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 the JHA prior to the individual moving into the unit.

If adding a person to a household (other than a child by birth, adoption, or court-awarded custody) will require a transfer to a larger size unit (under the transfer policy in Chapter 12), the JHA will approve the addition only if the family can demonstrate that there are medical needs or other extenuating circumstances, including reasonable accommodation, that should be considered by the JHA. Exceptions will be made on a case-by-case basis.

The JHA will not approve the addition of a new family or household member unless the individual meets the JHA's eligibility criteria (see Chapter 3) and documentation requirements (See Chapter 7, Part II).

If the JHA determines that an individual does not meet the JHA's eligibility criteria or documentation requirements, the JHA 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.

The JHA 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

JHA Policy

If a family member ceases to reside in the unit, the family must inform the JHA within 10 business 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 the JHA within 10 business days.

9-III.C. CHANGES AFFECTING INCOME OR EXPENSES

Interim reexaminations can be scheduled either because the PHA 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, the PHA may take different actions depending on whether the family reported the change voluntarily, or because it was required to do so.

JHA 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 the PHA. They are not scheduled because of changes reported by the family.

JHA Policy

The JHA will conduct interim reexaminations in each of the following instances:

For families receiving the Earned Income Disallowance (EID), the JHA will conduct an interim reexamination at the start, to adjust the exclusion with any changes in income, and at the conclusion of the 24-month eligibility period.

If the family has reported zero income, the JHA will conduct an interim reexamination every 3 months if 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), the JHA 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 declarations were used on a provisional basis due to the lack of third-party verification, and third-party verification becomes available, the JHA will conduct an interim reexamination.

The JHA may conduct an interim reexamination at any time to correct an error in a previous reexamination, or to investigate a tenant fraud complaint.

Family-Initiated Interim Reexaminations

The PHA 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 the PHA the discretion to determine the circumstances under which families will be required to report changes affecting income.

JHA Policy

Families are required to report all increases in earned income, including new employment, within ten business days of the date the change takes effect. Increases in earned income less than 10% of the adjusted income will not be processed until the next annual recertification. Increases in earned income exceeding 10% of the adjusted income will be processed the month following the reported change to allow for an appropriate 30 days' notice if the change was reported timely. If the family failed to report the change within ten business days of the date the change took effect, the interim will be processed for the following month without the benefit of the 30 days' notice.

Families are required to report all changes in unearned income. JHA shall process changes related to unearned income as it does earned income. Families with increases in unearned income representing an increase of 10% of the adjusted income will be processed the month following the reported change to allow for an appropriate 30 days' notice. If the family failed to report the change within ten business days of the date the change took effect, the interim will be processed for the following month without the benefit of the 30 days' notice.

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)]. The PHA 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 non-compliance 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.

JHA Policy

If a family reports a change that it was not required to report and that would result in a decrease in the tenant rent, the JHA will conduct an interim reexamination. See Section 9-III.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

JHA Policy

The family may notify the JHA of changes either orally or in writing. If the family provides oral notice, the JHA 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 the JHA determines that an interview is warranted, the family may be required to attend.

Based on the type of change reported, the JHA will determine the documentation the family will be required to submit. The family must submit any required information or documents within 10 business days of receiving a request from the JHA. This time frame may be extended for good cause with JHA approval. The JHA will accept required documentation by mail, by email, by fax, or in person.

Effective Dates

The PHA must make the interim reexamination within a reasonable time after the family request [24 CFR 960.257(b)].

JHA Policy

If the tenant 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 tenants rent is to *decrease*:

The decrease will be effective on the first day of the month following the month in which the change was reported. In cases where the change cannot be verified until after the date the change would have become effective, the change will be made retroactively.

PART IV: RECALCULATING TENANT RENT

9-IV.A. OVERVIEW

For those families paying income-based rent, the PHA must recalculate the rent amount based on the income information received during the reexamination process and notify the family of the changes [24 CFR 966.4, 960.257]. 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.

9-IV.B. CHANGES IN UTILITY ALLOWANCES [24 CFR 965.507, 24 CFR 966.4]

The tenant rent calculations must reflect any changes in the PHA's utility allowance schedule [24 CFR 960.253(c)(3)]. Chapter 16 discusses how utility allowance schedules are established.

JHA Policy

Unless the JHA 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 the PHA 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 the PHA redetermines the amount of rent (Total Tenant Payment or Tenant Rent) payable by the tenant, not including determination of the PHA's schedule of Utility Allowances for families in the PHA's Public Housing Program, or determines that the tenant must transfer to another unit based on family composition, the PHA must notify the tenant that the tenant may ask for an explanation stating the specific grounds of the PHA determination, and that if the tenant does not agree with the determination, the tenant shall have the right to request a hearing under the PHA's grievance procedure [24 CFR 966.4(c)(4)].

JHA 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, the PHA may discover that information previously reported by the family was in error, or that the family intentionally misrepresented information. In addition, the PHA may discover errors made by the PHA. 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 PHA's policies on the keeping of pets and describes any criteria or standards pertaining to the policies. The rules adopted are reasonably related to the legitimate interest of the PHA 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, including service and support 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 elderly/disabled developments. This part contains policies for pet deposits and fees that are applicable to elderly/disabled developments.

Part IV: 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;
Notice FHEO 2020-01]

10-I.A. OVERVIEW

This part discusses situations under which permission for an assistance animal, including service and support animals, may be denied, and establishes standards for the care of assistance animals.

Notice FHEO 2020-01 was published January 28, 2020. The notice provides guidance to help PHAs and other housing providers distinguish between a person with a non-obvious disability who has a legitimate need for an assistance animal and a person without a disability who simply wants to have a pet or avoid the costs and limitations imposed by the PHA's pet policies. FHEO 2020-01 makes clear that the notice is guidance and a tool for PHAs and other housing providers to use at their discretion and provides a set of best practices for addressing requests for assistance animals. The guidance in FHEO 2020-01 should be read together with HUD's regulations prohibiting discrimination under the Fair Housing Act (FHA) and the HUD/Department of Justice (DOJ) Joint Statement on Reasonable Accommodation under the Fair Housing Act. Housing providers may also be subject to the Americans with Disabilities Act (ADA) and should therefore refer also to DOJ's regulations implementing Titles II and III of the ADA at 28 CFR Parts 35 and 36, in addition to DOJ's other guidance on assistance animals.

There are two types of assistance animals: (1) service animals, and (2) other animals that do work, perform tasks, provide assistance, and/or provide therapeutic emotional support for individuals with disabilities (i.e., support animals).

Assistance animals, including service and support animals, are not pets and thus are not subject to the PHA's pet policies described in Parts II through IV of this chapter [24 CFR 5.303; 960.705; Notice FHEO 2020-01].

10-I.B. APPROVAL OF ASSISTANCE ANIMALS [Notice FHEO 2020-01]

Service Animals

Notice FHEO 2020-01 states that PHAs should initially follow the Department of Justice (DOJ) analysis to assessing whether an animal is a service animal under the Americans with Disabilities Act (ADA). Under the ADA, a *service animal* means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained, or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability.

As a best practice, housing providers may use the following questions to help them determine if an animal is a service animal under the ADA:

- Is the animal a dog? If not, the animal is not a service animal but may be another type of assistance animal for which accommodation is needed (support animal).
- Is it readily apparent that the dog is trained to do work or perform tasks for the benefit of the individual with a disability? If yes, further inquiries are inappropriate because the animal is a service animal. If not, it is advisable that the PHA limit its inquiries to the following two questions: (1) Is the animal required because of disability? and (2) What work or task has the animal been trained to perform?

If the answer to question (1) is “yes” and work or a task is identified in response to question (2), grant the requested accommodation if otherwise reasonable. If the answer to either question is “no,” the animal does not qualify as a service animal but may be a support animal.

A service animal must be permitted in all areas of the facility where members of the public are allowed.

Support Animals (Assistance Animals other than Service Animals)

If the animal does not qualify as a service animal, the PHA must next determine whether the animal would qualify as a support animal (other type of assistance animal). If the individual has indeed requested a reasonable accommodation to get or keep an animal in connection with a physical or mental impairment or disability, the PHA may use the following questions to help them assess whether to grant the accommodation in accordance with the policies outlined in Chapter 2 (the PHA is not required to grant a reasonable accommodation that has not been requested):

- Does the person have an observable disability or does the PHA already have information giving them reason to believe that the person has a disability? If not, has the person requesting the accommodation provided information that reasonably supports that the person seeking the accommodation has a disability?

- If the person has an observable disability, the PHA already has information giving them reason to believe the person has a disability, or the person has provided information supporting that he or she has a disability, then has the person provided information that reasonably supports that the animal does work, performs tasks, provides assistance, and/or provides therapeutic emotional support with respect to the individual’s disability?
- If yes, is the animal commonly kept in households? An *animal commonly kept in households* would be a dog, cat, small bird, rabbit, hamster, gerbil, other rodent, fish, turtle, or other small, domesticated animal that is traditionally kept in the home for pleasure rather than for commercial purposes. For purposes of this assessment, reptiles (other than turtles), barnyard animals, monkeys, kangaroos, and other non-domesticated animals are not considered common household animals.

If the individual is requesting to keep a unique animal not commonly kept in households, then the requestor has the substantial burden of demonstrating a disability-related therapeutic need for the specific animal or the specific type of animal. Such individuals are encouraged to submit documentation from a health care professional.

General Considerations

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].

Before denying a reasonable accommodation request due to lack of information confirming an individual’s disability or disability-related need for an animal, the PHA is encouraged to engage in a good-faith dialog with the requestor called the “interactive process” [FHEO 2020-01].

A PHA 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 the animal provides the assistance or provides the benefit needed by the person with the disability [PH Occ GB, p. 178].

A PHA’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 reasonable accommodation.
- There is reliable objective evidence that the animal would cause substantial physical damage to the property of others.

The Fair Housing Act does not require a dwelling to be made available to an individual whose tenancy would constitute a direct threat to the health or safety of other individuals or would result in substantial physical damage to the property of others. A PHA may therefore refuse a reasonable accommodation for an assistance animal if the specific animal poses a direct threat that cannot be eliminated or reduced to an acceptable level through the actions the individual takes to maintain or control the animal (e.g., keeping the animal in a security enclosure).

While most requests for reasonable accommodations involve one animal, requests sometimes involve more than one animal (for example, a person has a disability-related need for both animals, or two people living together each have a disability-related need for a separate assistance animal). The decision-making process in Notice FHEO 2020-01 should be used in accordance with the reasonable accommodation policies in Chapter 2 for all requests for exceptions or modifications to the PHA's rules, policies, practices, and procedures so that persons with disabilities can have assistance animals in the housing where they reside.

PHAs have the authority to regulate service animals and assistance animals under applicable federal, state, and local law [24 CFR 5.303(b)(3); 960.705(b)(3)].

JHA Policy

For an animal to be excluded from the pet policy and be considered a service animal, it must be a trained dog, and there must be a person with disabilities in the household who requires the dog's services.

For an animal to be excluded from the pet policy and be considered a support animal, there must be a person with disabilities in the household, there must be a disability-related need for the animal, and the family must request and the JHA approve a reasonable accommodation in accordance with the criteria outlined in Notice FHEO 2020-01 and the policies contained in Chapter 2.

10-I.C. CARE AND HANDLING

HUD regulations do not affect any authority a PHA may have to regulate assistance animals, including service animals, under federal, state, and local law [24 CFR 5.303; 24 CFR 960.705].

JHA Policy

Residents are responsible for feeding, maintaining, providing veterinary care, and controlling their assistance animals. A resident may do this on his or her own or with the assistance of family, friends, volunteers, or service providers.

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, the JHA will consider whether the violation could be reduced or eliminated by reasonable accommodation. If the JHA determines that no such accommodation can be made, the JHA 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

PHAs may require registration of the pet with the PHA [24 CFR 960.707(b)(5)].

JHA Policy

Pets must be registered with the JHA 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

JHA Policy

The JHA will refuse to register a pet if:

The pet is not *a common household pet* as defined in Section 10-II.C. below.

Keeping a 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.

The JHA 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 the provisions of the lease.

If the JHA refuses to register a pet, a written notification will be sent to the pet owner within 10 business days of the JHA'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 JHA's grievance procedures.

Pet Agreement

JHA Policy

Residents who have been approved to have a pet must enter into a pet agreement with the JHA, 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 the JHA'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 the JHA's pet policy and applicable house rules may result in the withdrawal of JHA approval of the pet or termination of tenancy.

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, based on unit size.
- Prohibitions on types of animals that the PHA classifies as dangerous, provided that such classifications are consistent with applicable state and local law.
- 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.

PHAs 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)].

JHA Policy

Common household pet means a domesticated animal, such as a dog, cat, bird, 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.

An exception to the rodent prohibition will be made for gerbils, hamsters, and guinea pigs.

Pet Restrictions

JHA Policy

The following animals are not permitted:

Any animal whose adult weight will exceed twenty-five pounds.

Dogs of the pit bull, rottweiler, chow, 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

JHA Policy

Residents may own a maximum of one pet.

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 one (1) pet.

Other Requirements

JHA 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 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-II.D. PET RULES

Pet owners must maintain pets responsibly, in accordance with PHA 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

JHA 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. They must always be under the control of the resident or other responsible individual.

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.

Pet owners are not permitted to exercise pets or permit pets to deposit waste on project premises outside of the areas designated for such purposes.

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 buildings, 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. The PHA 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. The PHA 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.

JHA Policy

Except for common areas as described in the previous policy, the JHA has not designated any buildings, floors of buildings, or sections of buildings as no-pet areas. In addition, the JHA has not designated any buildings, floors of buildings, or sections of buildings for residency of pet-owning tenants.

Cleanliness

JHA Policy

The pet owner shall be responsible for the removal of waste from the exercise area by placing it in a sealed plastic bag and disposing of it in a container provided by the JHA.

The pet owner shall take adequate precautions to eliminate any pet odors within or around the unit and to always maintain the unit in a sanitary condition.

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

JHA 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

JHA 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.

Pet Care

JHA 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 appropriate 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 JHA property.

No animals may be tethered or chained inside or outside the dwelling unit at any time.

Responsible Parties

JHA 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 the JHA and sign a statement that they agree to abide by all the pet rules.

Pets Temporarily on the Premises

JHA 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 JHA.

Pet Rule Violations

JHA 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

JHA Policy

If the pet owner and the JHA are unable to resolve the violation at the meeting or the pet owner fails to correct the violation in the period allotted by the JHA, the JHA may serve notice to remove the pet.

The notice will contain:

A brief statement of the factual basis for the JHA'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

JHA 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 the JHA after reasonable efforts cannot contact the responsible party, the JHA may contact the appropriate state or local agency and request the removal of the pet.

Termination of Tenancy

JHA Policy

The JHA 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 specified

The pet rule violation is sufficient to begin procedures to terminate tenancy under terms of the lease

Emergencies

JHA Policy

The JHA 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 the JHA to place the pet in a shelter facility, the cost will be the responsibility of the pet owner.

If the pet is removed because of any aggressive act on the part of the pet, the pet will not be allowed back on the premises.

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

10-III.A. OVERVIEW

This part describes the PHA's policies for pet deposits and fees in elderly, disabled and mixed population developments. Policies governing deposits and fees in general occupancy developments are described in Part IV.

10-III.B. PET DEPOSITS

Payment of Deposit

The PHA may require tenants who own or keep pets in their units to pay a refundable pet deposit. This deposit is in addition to any other financial obligation generally imposed on tenants of the project [24 CFR 5.318(d)(1)].

The maximum amount of pet deposit that may be charged by a PHA on a per dwelling unit basis, is the higher of the total tenant payment (TTP) or such reasonable fixed amount as the PHA may require. The PHA may permit gradual accumulation of the pet deposit by the pet owner [24 CFR 5.318(d)(3)].

The pet deposit is not part of the rent payable by the resident [24 CFR 5.318(d)(5)].

JHA Policy

Pet owners are required to pay a pet deposit in addition to any other required deposits. The amount of the deposit is the higher of the family's total tenant payment or \$50.00 and must be paid in full before the pet is brought on the premises.

Refund of Deposit [24 CFR 5.318(d)(1)]

The PHA may use the pet deposit only to pay reasonable expenses directly attributable to the presence of the pet, including (but not limited to) the costs of repairs and replacements to, and fumigation of, the tenant's dwelling unit. The PHA must refund the unused portion of the pet deposit to the tenant within a reasonable time after the tenant moves from the project or no longer owns or keeps a pet in the unit.

JHA Policy

The JHA 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.

The JHA will provide the resident with a written list of any charges against the pet deposit within 10 business days of the move-out inspection. If the resident disagrees with the amount charged to the pet deposit, the JHA will provide a meeting to discuss the charges.

10-III.C. OTHER CHARGES

Pet-Related Damages During Occupancy

JHA Policy

All reasonable expenses incurred by the JHA 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 the PHA's ability to impose charges for house pet rule violations. However, charges for violation of PHA pet rules may be treated like charges for other violations of the lease and PHA tenancy rules.

JHA 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.

Notices of pet waste removal charges 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, the JHA may not take action for nonpayment of the charge until the conclusion of the grievance process.

Charges for pet waste removal are not part of rent payable by the resident.

PART IV: PET DEPOSITS AND FEES IN GENERAL OCCUPANCY DEVELOPMENTS

10-IV.A. OVERVIEW

This part describes the PHA's policies for pet deposits and fees for those who reside in general occupancy developments.

10-IV.B. PET DEPOSITS

A PHA 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. The PHA 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

JHA Policy

Pet owners are required to pay a pet deposit of \$250, \$50 is non-refundable 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

JHA Policy

The JHA 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.

The JHA will provide the resident with a written list of any charges against the pet deposit within 10 business days of the move-out inspection. If the resident disagrees with the amount charged to the pet deposit, the JHA will provide a meeting to discuss the charges.

10-IV.C. NON-REFUNDABLE NOMINAL PET FEE

PHAs may require payment of a non-refundable nominal pet fee to cover the reasonable operating costs to the development relating to the presence of pets [24 CFR 960.707(b)(1)].

JHA Policy

The JHA does require pet owners to pay a non-refundable nominal pet fee.

10-IV.D. OTHER CHARGES

Pet-Related Damages During Occupancy

JHA Policy

All reasonable expenses incurred by the JHA because 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 damage during occupancy.

Charges for pet-related damage are not part of the rent payable by the resident.

Pet Waste Removal Charge

The regulations do not address the PHA's ability to impose charges for house pet rule violations. However, charges for violation of PHA pet rules may be treated like charges for other violations of the lease and PHA tenancy rules.

JHA 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.

This chapter describes HUD regulations and PHA policies related to these topics in two parts:

Part I: Community Service Requirements. This part describes who is subject to the community service requirement, who is exempt, and HUD's definition of economic self-sufficiency.

Part II: PHA Implementation of Community Service. This part provides PHA policy regarding PHA 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 PHA fiscal years that commenced on or after October 1, 2000. Per 903.7(1)(1)(iii), the PHA Plan must contain a statement of how the PHA will comply with the community service requirement, including any cooperative agreement that the PHA has entered or plans to enter.

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, the PHA 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).
- The required community service or self-sufficiency activity may be completed 8 hours each month or may be aggregated across a year. Any blocking of hours is acceptable as long as 96 hours are completed by each annual certification of compliance [Notice PIH 2015-12].

Definitions

Exempt Individual [24 CFR 960.601(b), Notice PIH 2015-12]

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.

JHA Policy

The JHA will consider 20 hours average per week as the minimum number of hours needed to qualify for a work activity exemption.

- Can meet requirements of being exempted 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 the PHA is located, including a state-administered welfare-to-work program.
 - This exemption applies to anyone whose characteristics or family situation meets the welfare agency exemption criteria and can be verified.
- 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 the PHA is located, including a state-administered welfare-to-work program and the supplemental nutrition assistance program (SNAP), 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 2015-12]

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, childcare 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 PHA 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.
- PHA housing to improve grounds or provide gardens (so long as such work does not alter the PHA'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 parents may volunteer.

PHAs may form their own policy regarding 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.

JHA Policy

Community services at profit-motivated entities, volunteer work performed at homes or offices of general private citizens, and court-ordered or probation-based work will not be considered eligible community service activities.

Economic Self-Sufficiency Program [24 CFR 5.603(b), Notice PIH 2015-12]

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 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* mean:

- 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.

Notification Requirements [24 CFR 960.605(c)(2), Notice PIH 2015-12, Notice PIH 2016- 06]

The PHA 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 PHA verification of exempt status. The PHA 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, such as Attachment A of Notice PIH 2015-12, 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. The family must also sign a certification at annual reexamination, such as Attachment B of Notice PIH 2015-12, certifying that they understand the requirement.

JHA Policy

The JHA will provide the family with a copy of the Community Service Policy found in Exhibit 11-1 of this chapter, at lease-up, lease renewal, 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. The policy will notify the family that self-certification forms are subject to review by the JHA.

On an annual basis, at the time of lease renewal, the JHA 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 the activities and hours completed.

11-I.C. DETERMINATION OF EXEMPTION STATUS AND COMPLIANCE [24 CFR 960.605(c)(3)]

The PHA must review and verify family compliance with service requirements annually at least thirty days before the end of the twelve-month lease term. The policy for documentation and verification of compliance with service requirements may be found in Section 11-I.D., Documentation and Verification.

JHA Policy

Where the lease term does not coincide with the effective date of the annual reexamination, the JHA will change the effective date of the annual reexamination to coincide with the lease term. In making this change, the JHA 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)].

JHA Policy

At least 60 days prior to lease renewal, the JHA 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 the JHA 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, the JHA will notify the family of its determination in accordance with the policy in Section 11-I.B., Notification Requirements.

Determination of Compliance

The PHA 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, the PHA must verify that any family member that is not exempt from the community service requirement has met his or her service obligation.

JHA Policy

Approximately 60 days prior to the end of the lease term, the JHA 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 the JHA required documentation form(s).

If the family fails to submit the required documentation within the required timeframe, or JHA 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

JHA 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 the JHA within 10 business days.

Within 10 business days of a family reporting such a change, or the JHA determining such a change is necessary, the JHA 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 days' notice.

Determination of Initial Compliance

When an adult family member becomes subject to community service, he or she must perform 8 hours of community service for the months he or she is subject to the requirement before the end of the lease term (anniversary date).

Example 1: Alberto Jones turns 18 on 5/10/15 and is not exempt from the community service requirement. His community service requirement begins on 6/1/15, and his initial compliance is reviewed before the end of the lease term (anniversary date), which is 11/30/15.

- Alberto must perform 6 months of community service in his initial compliance period, before the end of the lease term (anniversary date).

Example 2: Lisa Dewhurst leaves her job on 9/20/14 and is not exempt from the community service requirement. Her community service requirement begins on 10/1/14, and her initial compliance is reviewed before the end of the lease term (anniversary date), which is 6/30/15.

- Ms. Dewhurst must perform 9 months of community service in her initial compliance period, before the end of the lease term (anniversary date).

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 the PHA within 10 business days. Any claim of exemption will be verified by the PHA 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 the PHA determining such a change is necessary, the PHA will provide the family written notice that the family member is no longer subject to the community service requirement, if the PHA is able to verify the exemption.

The exemption will be effective immediately.

11-I.D. DOCUMENTATION AND VERIFICATION [24 CFR 960.605(c)(4), 960.607, Notice PIH 2016-08]

The PHA must retain reasonable documentation of service requirement performance or exemption in participant files.

Documentation and Verification of Exemption Status

JHA 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. The JHA will provide a completed copy to the family and will keep a copy in the tenant file.

The JHA will verify that an individual is exempt from the community service requirement by following the verification hierarchy and documentation requirements in Chapter 7.

The JHA makes the final determination whether or not to grant an exemption from the community service requirement. If a resident does not agree with the JHA's determination, s/he can dispute the decision through the JHA'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 the PHA of community service and self-sufficiency activities performed over the last 12 months [Notice PIH 2015-12].

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 documentation required by the PHA. The PHA may require a self-certification or certification from a third party [24 CFR 960.607].

If the PHA accepts self-certification of compliance with the community service requirement, it must provide a form which includes a statement that the client performed the required hours, contact information for the community service provider, a description of activities performed, and dates of service.

If the PHA accepts self-certification, it must validate a sample of certifications through third-party documentation. The PHA must notify families that self-certification forms are available and that a sample of self-certifications will be validated.

HUD strongly encourages PHAs to investigate community service compliance when there are questions of accuracy.

JHA Policy

Everyone who is subject to the community service 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 the number of hours contributed.

Families will be required to submit the documentation to the JHA, upon request by the JHA, at least annually.

If the JHA has reasonable cause to believe that the certification provided by the family is false or fraudulent, the JHA has the right to require additional third-party verification.

11-I.E. NONCOMPLIANCE

Noncompliant Residents

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 twelve-month lease term [24 CFR 960.603(b)].

PHAs may not evict a family due to CSSR noncompliance. However, if PHA finds a tenant is noncompliant with CSSR, the PHA must provide written notification to the tenant of the noncompliance which must include:

- A brief description of the finding of non-compliance with CSSR.
- A statement that the PHA will not renew the lease at the end of the current 12-month lease term unless the tenant enters into a written work-out agreement with the PHA, or the family provides written assurance that is satisfactory to the PHA explaining that the tenant or other noncompliant resident no longer resides in the unit. Such a written work-out agreement must include the means through which a noncompliant family member will comply with the CSSR requirement [24 CFR 960.607(c), Notice PIH 2015-12].

The notice must also state that the tenant may request a grievance hearing on the PHA's determination, in accordance with the PHA's grievance procedures, and that the tenant may exercise any available judicial remedy to seek timely redress for the PHA's nonrenewal of the lease because of the PHA's determination.

JHA Policy

The notice of noncompliance will be sent at least 45 days prior to the end of the lease term.

The family will have 10 business days from the date of the notice of noncompliance to enter into a written work-out agreement to cure the noncompliance over the 12-month term of the new lease, 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 vacated the unit before the JHA 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, the JHA will terminate tenancy in accordance with the policies in Section 13-IV.D.

Continued Noncompliance and Enforcement Documentation [24 CFR 960.607(b)]

Should a family member refuse to sign a written work-out agreement or fail to comply with the terms of the work-out agreement, PHAs are required to initiate termination of tenancy proceedings at the end of the current 12-month lease (see 24 CFR 966.53(c)) for failure to comply with lease requirements. When initiating termination of tenancy proceedings, the PHA will provide the following procedural safeguards:

- Adequate notice to the tenant of the grounds for terminating the tenancy and for non-renewal of the lease.
- 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 present any affirmative legal or equitable defense which the tenant may have; and,
- A decision on the merits.

JHA Policy

Notices of continued noncompliance will be sent at least 30 days prior to the end of the lease term 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 10 business 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 vacated the unit before the PHA 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 10 business day timeframe, the family's lease and tenancy will automatically terminate at the end of the current lease term without further notice.

PART II: IMPLEMENTATION OF COMMUNITY SERVICE

11-II.A. OVERVIEW

Each PHA must develop a policy for administration of community service and economic self-sufficiency requirements for public housing. It is in the PHA's best interests to develop a viable, effective community service program, to provide residents with the opportunity to engage in the community and to develop competencies.

PHA Implementation of Community Service

The PHA may not substitute any community service or self-sufficiency activities performed by residents for work ordinarily performed by PHA employees or replace a job at any location where residents perform activities to satisfy the service requirement [24 CFR 960.609].

JHA Policy

The JHA will notify its insurance company if residents will be performing community service at the JHA. In addition, the JHA will ensure that the conditions under which the work is to be performed are not hazardous.

If a disabled resident certifies that s/he can perform community service, the JHA will ensure that requests for reasonable accommodation are handled in accordance with the policies in Chapter 2.

PHA Program Design

The PHA 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)].

JHA Policy

The JHA will attempt to provide the broadest choice possible to residents as they choose community service activities.

The JHA'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. The JHA will work with resident organizations and community organizations to design, implement, assess, and recalibrate its community service program.

The JHA will make every effort to identify volunteer opportunities throughout the community, especially those in proximity to public housing developments. To the greatest extent possible, the JHA 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 the JHA Plan.

The JHA will provide in-house opportunities for volunteer work or self-sufficiency programs when possible.

When the JHA has a ROSS program, a ROSS Service Coordinator, or an FSS program, the JHA will coordinate individual training and service plans (ITSPs) with the community service requirement. Regular meetings with JHA coordinators will satisfy community service activities and JHA 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, childcare 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 PHA 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.
- PHA housing to improve grounds or provide gardens (so long as such work does not alter the PHA'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 parents 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), 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 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*.
- Can 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 the PHA 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 the PHA is located, including a state-administered welfare-to-work program and the supplemental nutrition assistance program (SNAP), and has not been found by the state or other administering entity to be in noncompliance with such program

PHAs can use reasonable guidelines in clarifying the work activities in coordination with TANF, as appropriate.

Work Activities – as it relates to an exemption from the community service requirement, *work activities* mean:

- 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.

C. Requirements of the Program

1. The eight (8) hours per month may be either volunteer work or self-sufficiency program activity, or a combination of the two.
2. At least eight (8) hours of activity must be performed each month or may be aggregated across a year. Any blocking of hours is acceptable as long as long as 96 hours is completed by each annual certification of compliance.
3. 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 the number of hours.
 - If a family member is found to be noncompliant at the end of the 12-month lease term, 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.
 - At the annual reexamination, the family must also sign a certification certifying that they understand the community service requirement.
4. 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 the PHA 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 the PHA 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

1. To the greatest extent possible and practicable, the PHA will:
 - Provide names and contacts at agencies that can provide opportunities for residents, including residents with disabilities, to fulfill their community service obligations.
 - Provide in-house opportunities for volunteer work or self-sufficiency activities.
2. The PHA 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.
3. Although exempt family members will be required to submit documentation to support their exemption, the PHA will verify the exemption status in accordance with its verification policies. The PHA will make the final determination as to whether a family member is exempt from the community service requirement. Residents may use the PHA's grievance procedure if they disagree with the PHA's determination.
4. Noncompliance of family member:
 - At least thirty (30) days prior to the end of the 12-month lease term, the PHA will begin reviewing the exempt or nonexempt status and compliance of family members.
 - If, at the end of the initial 12-month lease term under which a family member is subject to the community service requirement, the PHA finds the family member to be noncompliant, the PHA 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 the PHA that the noncompliant family member no longer resides in the unit.
 - If, at the end of the next 12-month lease 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 the PHA that the noncompliant family member no longer resides in the unit.
 - The family may use the PHA'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.

Resident

Date

Resident

Date

Resident

Date

Resident

Date

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 because 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 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 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 (C), 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: PHA DETERMINATION OF EXEMPTION FOR COMMUNITY SERVICE

Family: _____

Adult family member: _____

This adult family member meets the requirements for being exempted from the PHA’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 (*Documentation in file*)
- Is engaged in work activities (*Verification in file*)
- Can 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 the PHA 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 the PHA is located, including a state-administered welfare-to-work program and the supplemental nutrition assistance program (SNAP), 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 PHA Official

Date

EXHIBIT 11-4: CSSR WORK-OUT AGREEMENT

Date: _____

Noncompliant Adult: _____

Adult family member: _____

Community Service & Self-Sufficiency Requirement (CSSR):

Under Section 12 of the U.S. Housing Act, the _____ (insert name of PHA) is required to enforce the community service and self-sufficiency requirement (CSSR). Under the CSSR, each nonexempt adult family member residing in public housing must perform 8 hours per month of community service or self-sufficiency activities.

Noncompliance: _____ (insert name of PHA) has found that the nonexempt individual named above is in noncompliance with the CSSR. This work-out agreement is the PHA's written notification to you of this noncompliance.

Our records show that for the most recent lease term you were required to perform _____ hours of CSSR activities. However, there were _____ hours of verified CSSR activities. Therefore, you are in noncompliance for _____ hours. _____ (insert name of PHA) will not renew the lease at the end of the current 12-month lease term unless the head of household and noncompliant adult sign a written work-out agreement with _____ (insert name of PHA) or the family provides written assurance that is satisfactory to _____ (insert name of PHA) explaining that the noncompliant adult no longer resides in the unit. The regulations require that the work-out agreement include the means through which a noncompliant family member will comply with the CSSR requirement. [24 CFR 960.607(c), Notice PIH 2015-12]. The terms of the CSSR work-out agreement are on the reverse side of this page.

Enforcement: Should a family member refuse to sign this CSSR work-out agreement or fail to comply with the terms of this CSSR work-out agreement or fail to provide satisfactory written assurance that the noncompliant adult no longer resides in the unit, _____ (insert name of PHA) is required to initiate termination of tenancy proceedings at the end of the current 12-month lease [24 CFR 966.53(c)].

Terms of CSSR Work-Out Agreement

Noncompliant Adult: _____

Please check one of the below boxes:

- I [head of household or spouse/cohead] certify that the noncompliant adult named above no longer resides in the unit. [Verification attached.]
- I, the noncompliant adult named above, agree to complete _____ hours in the upcoming 12-month lease term. These hours include the _____ hours not fulfilled in the previous lease term, plus the 96 hours for the upcoming lease term.

Below is a description of means through which I will comply with the CSSR requirement:

	Description of Activity	Number of Hours
1.		
2.		
3.		
4.		
5.		
	Total Hours	

SIGNED AND ATTESTED THIS DATE

Signature: _____ Date: _____
Head of Household

Signature: _____ Date: _____
Noncompliant Adult, if other than Head of Household

Signature: _____ Date: _____

Chapter 12

TRANSFER POLICY

INTRODUCTION

This chapter explains the PHA's transfer policy, based on HUD regulations, HUD guidance, and PHA policy decisions.

This chapter describes HUD regulations and PHA 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: PHA Required Transfers. This part describes types of transfers that may be required by the PHA, 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, deconcentration, transferring to another development and reexamination.

The PHA may require the tenant to move from the unit under some circumstances. There are also emergency circumstances under which alternate accommodation 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 reasonable accommodation.

The PHA must have specific policies in place to deal with acceptable transfer requests.

PART I: EMERGENCY TRANSFERS

12-I.A. OVERVIEW

HUD categorizes certain situations that require emergency transfers [PH Occ GB, p. 147]. The emergency transfer differs from a typical transfer in that it requires immediate action by the PHA.

In the case of a genuine emergency, it may be unlikely that the PHA 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, the PHA 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 possible.

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, the PHA 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.

JHA 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. To request the emergency transfer, the requestor must submit an emergency transfer request form (HUD-5383) (Exhibit 16-4 of this ACOP), although, the JHA may waive this requirement to expedite the transfer process.

The JHA will immediately process requests for transfers due to domestic violence, dating violence, sexual assault, or stalking. The JHA will allow a tenant to make an internal emergency transfer under VAWA when a safe unit is immediately available. The JHA defines *immediately available* as a vacant unit, that is ready for move-in within a reasonable period, not to exceed **five days**. 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 JHA's programs.

The JHA has adopted an emergency transfer plan, which is included as Exhibit 16-3 in this plan.

12-I.C. EMERGENCY TRANSFER PROCEDURES

JHA Policy

If the transfer is necessary because of maintenance conditions, and an appropriate unit is not immediately available, the JHA will provide temporary accommodation 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, the JHA will transfer the resident to the first available and appropriate unit after the temporary relocation.

Emergency transfers that arise due to maintenance conditions are mandatory for the tenant.

If the emergency transfer is necessary to protect a victim of domestic violence, dating violence, sexual assault, or stalking, the JHA will follow procedures outlined in Exhibit 16-4.

12-I.D. COSTS OF TRANSFER

JHA Policy

The JHA 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.

The JHA will establish a moving allowance based on the typical costs in the community of packing, moving, and unloading. To establish typical costs, the JHA will collect information from companies in the community that provide these services.

The JHA will reimburse the family for eligible out-of-pocket moving expenses up to the JHA's established moving allowance.

PART II: PHA REQUIRED TRANSFERS

12-II.A. OVERVIEW

HUD regulations regarding transfers are minimal, leaving it up to the PHA to develop reasonable transfer policies.

The PHA may require that a resident transfer to another unit under some circumstances. For example, the PHA may require a resident to transfer to make an accessible unit available to a disabled family. The PHA may also transfer a resident to maintain occupancy standards based on family composition. Finally, a PHA may transfer residents to demolish or renovate the unit.

A transfer that is required by the PHA 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 PHA REQUIRED TRANSFERS

JHA Policy

The types of transfers that may be required by the JHA, 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 the JHA 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, the PHA may require the family to agree to move to a non-accessible unit when it becomes available [24 CFR 8.27(b)].

JHA Policy

When a non-accessible unit becomes available, the JHA will transfer a family living in an accessible unit that does not require the accessible features, to an available unit that is not accessible. The JHA 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

The PHA 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 PHA policy [24 CFR 960.257(a)(4)]. On some occasions, the PHA 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)].

JHA Policy

The JHA 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 JHA's occupancy standards as described in Section 5-I.B.

The JHA 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 JHA's occupancy standards, when the JHA determines there is a need for the transfer.

The JHA may elect not to transfer an over-housed family to prevent vacancies.

A family that is required to move because of family size will be advised by the JHA 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 the PHA to demolish, sell or do major capital or rehabilitation work at a building site [PH Occ GB, page 148].

JHA Policy

The JHA 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 JHA'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 PHA 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, the PHA may not act on the transfer until the conclusion of the grievance process.

12-II.D. COST OF TRANSFER

JHA Policy

The JHA will bear the reasonable costs of transfers that the JHA 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.

The JHA will establish a moving allowance based on the typical costs in the community of packing, moving, and unloading. To establish typical costs, the JHA will collect information from companies in the community that provide these services.

The JHA will reimburse the family for eligible documented out-of-pocket moving expenses up to the JHA's established moving allowance.

PART III: TRANSFERS REQUESTED BY TENANTS

12-III.A. OVERVIEW

HUD provides the PHA with discretion to consider transfer requests from tenants. The only requests that the PHA is required to consider are requests for reasonable accommodation. All other transfer requests are at the discretion of the PHA. To avoid administrative costs and burdens, this policy limits the types of requests that will be considered by the PHA.

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

JHA Policy

The types of requests for transfers that the JHA 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 if the family qualifies for the unit according to the JHA's occupancy standards, transfers to a location closer to employment and transfers to a location closer to a school that a minor household member is enrolled. No other transfer requests will be considered by the JHA.

The JHA 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 JHA'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.

The JHA 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 JHA's definition of overcrowded, if the family meets the JHA'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, the PHA may establish other standards for considering a transfer request [PH Occ GB, p. 150].

JHA Policy

Except where reasonable accommodation is being requested, the JHA 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 JHA's advantage to make the transfer.

Exceptions will also be made when the JHA determines that a transfer is necessary to protect the health or safety of a resident who is a victim of domestic violence, dating violence, sexual assault, or stalking, and who provides documentation of abuse in accordance with section 16-VII.D of this ACOP. Tenants who are not in good standing may still request an emergency transfer under VAWA.

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.

JHA will approve one out of every twenty-five optional tenant requested transfers, applications for tenant requested transfers that have not met the criteria as high priority or regular priority transfers will be maintained on a separate

12-III.D. SECURITY DEPOSITS

JHA Policy

When a family transfers from one unit to another, the JHA 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

The PHA must pay moving expenses to transfer a resident with a disability to an accessible unit as accommodation for the resident’s disability [Notice PIH 2010-26].

JHA Policy

The resident will bear all the costs of transfer s/he requests. However, the JHA will bear the transfer costs when the transfer is done as a reasonable accommodation.

12-III.F. HANDLING OF REQUESTS

JHA Policy

Residents requesting a transfer to another unit or development will be required to submit a written request for transfer.

To request the emergency transfer under VAWA, the resident will be required to submit an emergency transfer request form (HUD-5383) (Exhibit 16-4 of this ACOP). The JHA may, on a case-by-case basis, waive this requirement and accept a verbal request to expedite the transfer process. If the JHA accepts an individual's statement, the JHA will document acceptance of the statement in the individual's file in accordance with 16-VII.D. of this ACOP. Transfer requests under VAWA will be processed in accordance with the JHA's Emergency Transfer Plan (Exhibit 16-3). In case of a reasonable accommodation transfer, the JHA will encourage the resident to make the request in writing using a reasonable accommodation request form. However, the JHA will consider the transfer request any time the resident indicates that an accommodation is needed whether a formal written request is submitted.

The JHA 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, sexual assault, 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.

The JHA will respond within ten (10) business days of the submission of the family's request. If the JHA denies the request for transfer, the family will be informed of its grievance rights.

PART IV: TRANSFER PROCESSING

12-IV.A. OVERVIEW

Generally, families who request a transfer should be placed on a transfer list and processed in a consistent and appropriate order. The transfer process must be clearly auditable to ensure that residents do not experience inequitable treatment.

12-IV.B. TRANSFER LIST

JHA Policy

The JHA 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 cannot be resolved by temporary accommodation, and the resident requires a permanent transfer, the family will be placed at the top of the transfer list.

Transfers will be processed in the following order:

1. Emergency transfers (hazardous maintenance conditions, VAWA)
2. High-priority transfers (verified medical condition, threat of harm or criminal activity, and reasonable accommodation)
3. Transfers to make accessible units available
4. Demolition, renovation, etc.
5. Occupancy standards
6. Other JHA-required transfers
7. Other tenant-requested transfers

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 his/her designee, the JHA may, on a case-by-case basis, transfer a family without regard to its placement on the transfer list to address the immediate need of a family in crisis.

Demolition and renovation transfers will gain the highest priority as necessary to allow the JHA to meet the demolition or renovation schedule.

Transfers will take precedence over waiting list admissions.

12-IV.C. TRANSFER OFFER POLICY

JHA Policy

Residents will receive two (2) offers of a transfer.

When the transfer is required by the JHA, the refusal of that offer without good cause will result in lease termination.

When the transfer has been requested by the resident, the refusal of that offer without good cause will result in the removal of the family from the transfer list. In such cases, the family must wait six months to reapply for another transfer.

12-IV.D. GOOD CAUSE FOR UNIT REFUSAL

JHA Policy

Examples of good cause for refusal of a unit offer include, but are not limited to, the following:

The family demonstrates to the JHA'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 JHA'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.

The JHA will require documentation of good cause for unit refusals.

12-IV.E. DECONCENTRATION

JHA Policy

If subject to deconcentration requirements, the JHA will consider its deconcentration 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 JHA's deconcentration goals. A deconcentration offer will be considered a "bonus" offer; that is, if a resident refuses a deconcentration offer, the resident will receive one additional transfer offer.

12-IV.F. REEXAMINATION POLICIES FOR TRANSFERS

JHA 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 to the dwelling lease agreement may terminate the lease in accordance with the terms of the lease. 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. The PHA has the authority to 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 also specify when termination of the lease is mandatory by the PHA.

When determining PHA policy on terminations of the lease, the PHA must consider state and local landlord-tenant laws in the area where the PHA is located. Such laws vary from one location to another, and these variances may be either more or less restrictive than federal law or HUD regulation.

This chapter presents the policies that govern voluntary termination of the lease by the family and the mandatory and voluntary termination of the lease by the PHA. It is presented in four parts:

Part I: Termination by Tenant. This part discusses the PHA requirements for voluntary termination of the lease by the family.

Part II: Termination by PHA - Mandatory. This part describes circumstances when termination of the lease by the PHA is mandatory. This part also explains nonrenewal of the lease for noncompliance with community service requirements.

Part III: Termination by PHA – Other Authorized Reasons. This part describes the PHA'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 the PHA to establish policies and lease provisions for termination, but termination is not mandatory. For other options the PHA has full discretion whether to consider the options as just cause to terminate as long as the PHA policies are reasonable, nondiscriminatory, and do not violate state or local landlord-tenant law. This part also discusses the alternatives that the PHA may consider in lieu of termination, and the criteria the PHA 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 PHA 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-I.A. 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 property site office or the PHA central office or sent by pre-paid first-class mail, properly addressed.

JHA Policy

If a family desires to move and terminate their tenancy with the JHA, they must give at least 30 calendar days advance written notice to the JHA of their intent to vacate. When a family must give less than 30 days' notice due to circumstances beyond their control the JHA, at its discretion, may waive the 30-day requirement.

The notice of lease termination must be signed by the head of household, spouse, or cohead.

PART II: TERMINATION BY PHA – MANDATORY

13-II.A. OVERVIEW

HUD requires mandatory termination of the lease for certain actions or inactions of the family. There are other actions or inactions of the family that constitute *grounds* for lease termination, but the lease termination is not mandatory. The PHA must establish policies for termination of the lease in these cases where termination is optional for the PHA.

For those tenant actions or failures to act where HUD requires termination, the PHA has no such option. In those cases, the family's lease must be terminated. This part describes situations in which HUD requires the PHA to terminate the lease.

13-II.B. FAILURE TO PROVIDE CONSENT [24 CFR 960.259(a) and (b)]

The PHA 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)]

The PHA 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 the PHA, has knowingly permitted another individual who is not eligible for assistance to reside (on a permanent basis) in the unit. For (3), 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 PIH 2018-24]

The PHA 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 the PHA 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, the PHA 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 the PHA determined the family to be noncompliant.

JHA Policy

The JHA 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 THE PHA'S OFFER OF A LEASE REVISION [24 CFR 966.4(l)(2)(ii)(E)]

The PHA must terminate the lease if the family fails to accept the PHA's offer of a lease revision to an existing lease, provided the PHA has done the following:

The revision is on a form adopted by the PHA in accordance with 24 CFR 966.3 pertaining to requirements for notice to tenants and resident organizations and their opportunity to present comments.

The PHA has made written notice of the offer of the revision at least 60 calendar days before the lease revision is scheduled to take effect.

The PHA has specified in the offer a reasonable time limit within that period for acceptance by the family.

See Chapter 8 for information pertaining to PHA policies for offering lease revisions.

13-II.F. METHAMPHETAMINE CONVICTION [24 CFR 966.4(l)(5)(i)(A)]

The PHA must immediately terminate the lease if the PHA 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. LIFETIME REGISTERED SEX OFFENDERS [Notice PIH 2012-28]

Should a PHA discover that a member of an assisted household was subject to a lifetime registration requirement at admission and was erroneously admitted after June 25, 2001, the PHA must immediately terminate assistance for the household member.

In this situation, the PHA must offer the family the opportunity to remove the ineligible family member from the household. If the family is unwilling to remove that individual from the household, the PHA must terminate assistance for the household.

13-II.H. 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)]

The PHA 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.I. DEATH OF A SOLE FAMILY MEMBER [Notice PIH 2012-4]

The PHA must immediately terminate the lease following the death of the sole family member.

PART III: TERMINATION BY PHA – OTHER AUTHORIZED REASONS

13-III.A. OVERVIEW

Besides requiring PHAs to terminate the lease under the circumstances described in Part II, HUD requires the PHA 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. The PHA has the discretion to consider circumstances surrounding the violation or, in applicable situations, whether the offending household member has entered or completed rehabilitation, and the PHA may, as an alternative to termination, require the exclusion of the culpable household member. The PHA must adopt policies concerning the use of 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 for other good cause. The PHA must develop policies pertaining to what constitutes serious or repeated lease violations, and other good cause, based upon the content of the PHA lease. In the development of the terms of the lease, the PHA 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.

The PHA also has the option to terminate the tenancies of certain over-income families.

The PHA may consider alternatives to termination and must establish policies describing the criteria the PHA will use when deciding what action to take, the types of evidence that will be acceptable, and the steps the PHA 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 PHA policies are needed.

***Definitions* [24 CFR 5.100]**

The following definitions will be used for this and other parts of this chapter:

Affiliated individual is defined in section 16-VII.B.

A 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.

A 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 PHA-approved live-in aide. The term household also includes foster children and/or foster adults that have been approved to reside in the unit [HUD-50058, Instruction Booklet, p. 65].

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 means the building or complex or development in which the public or assisted housing dwelling unit is located, including common areas and grounds.

Sexual assault is defined in section 16-VII.B.

Stalking is defined in section 16-VII.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.

JHA Policy

The JHA 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.

The JHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of covered persons related to drug-related criminal activity.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate the lease, the JHA 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, the JHA may, on a case-by-case basis, choose not to terminate the lease.

Illegal Use of a Drug [24 CFR 966.4(l)(5)(i)(B)]

The lease must provide that a PHA may evict a family when the PHA 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.

JHA Policy

The JHA will terminate the lease when the JHA determines that a household member is illegally using a drug or the JHA 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 three months.

The JHA 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.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate the lease, the JHA 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, the JHA may, on a case-by-case basis, choose not to terminate the lease.

Threat to Other Residents [24 CFR 966.4(l)(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 PHA management staff residing on the premises) or by persons residing in the immediate vicinity of the premises is grounds for termination of tenancy.

JHA Policy

The JHA 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 JHA 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.

The JHA will consider all credible evidence, including but not limited to, any record of arrests or convictions of covered persons related to the criminal activity.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate the lease, the JHA 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, the JHA may, on a case-by-case basis, choose not to terminate the lease.

Alcohol Abuse [24 CFR 966.4(l)(5)(vi)(A)]

PHAs must establish standards that allow termination of tenancy if the PHA 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.

JHA Policy

The JHA will terminate the lease if the JHA 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 three months.

The JHA 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.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate the lease, the JHA 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, the JHA 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 the PHA 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.

JHA Policy

The JHA will terminate the lease if the JHA 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.

The JHA 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, the JHA 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, the JHA 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 serious or repeated violations of the lease and grounds for termination. Incidents of actual or threatened domestic violence, dating violence, sexual assault, 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)].

JHA Policy

The JHA 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 the PHA for the benefit and well-being of the housing project and the tenants which 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, the PHA 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, the PHA 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 the PHA may terminate tenancy for other good cause. The regulations provide a few examples of other good cause, but do not limit the PHA to only those examples. The Violence against Women Reauthorization Act of 2013 explicitly prohibits PHAs from considering incidents of actual or threatened domestic violence, dating violence, sexual assault, or stalking as “other good cause” for terminating the assistance, tenancy, or occupancy rights of the victim or threatened victim of such violence [24 CFR 5.2005(c)(1)].

JHA Policy

The JHA 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 of facts after admission to the program that would have made the tenant ineligible

Discovery of material false statements or fraud by the tenant in connection with an application for assistance or with a reexamination of income

Failure to furnish such information and certifications regarding family composition and income as may be necessary for the JHA to make determinations with respect to rent, eligibility, and the appropriateness of the dwelling unit size

Failure to transfer to an appropriate size dwelling unit based on family composition, upon appropriate notice by the JHA that such a dwelling unit is available

Failure to permit access to the unit by the JHA 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 abide by the provisions of the JHA pet policy

If the family has breached the terms of a repayment agreement entered with the JHA

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 JHA personnel.

Abusive or violent behavior towards JHA 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, the JHA 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, the JHA 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, the PHA 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.

JHA Policy

The family must supply any information or certification requested by the JHA to verify that the family is living in the unit, or relating to family absence from the unit, including any JHA-requested information or certification on the purposes of family absences. The family must cooperate with the JHA for this purpose.

The family must promptly notify the JHA when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days. In such a case promptly means within 10 business days of the start of the extended absence.

If a family is absent from the public housing unit for more than 180 consecutive days, and the family does not adequately verify that they are living in the unit, the JHA will terminate the lease for other good cause.

Abandonment of the unit. If the family appears to have vacated the unit without giving proper notice, the JHA will follow state and local landlord-tenant law pertaining to abandonment before taking possession of the unit. If necessary, the JHA 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.

JHA Policy

At annual or interim reexamination, if a family's adjusted income exceeds the applicable over-income limit, the JHA 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 JHA 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 JHA'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 JHA 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 JHA will notify the family in writing of their new rent amount. The new rent amount will be effective 30 days after the JHA'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 JHA 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 JHA 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 JHA will begin tracking over-income families once these policies have been adopted, but no later than March 24, 2019.

The JHA 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 over-income limit (OI limit) is defined as 120% of the area median income, and is calculated by multiplying the HUD-published very low-income limit by a factor of 2.4. Current income limits are available on the HUD website at <https://www.huduser.gov/portal/datasets/il.html>.”

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 the PHA may consider exclusion of the culpable household member. Such an alternative can be used for any other reason where such a solution appears viable in accordance with PHA policy.

Additionally, under the Violence against Women Reauthorization Act of 2013, the PHA may bifurcate a lease to terminate the tenancy of an individual who is a tenant or lawful occupant of a unit and engages in criminal activity directly related to domestic violence, dating violence, sexual assault, or stalking.

JHA Policy

The JHA will consider requiring the tenant to exclude a household member 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 JHA request. Former household members that were removed from the lease for violations other than violent criminal activity or drug-related criminal activity will be excluded from all JHA properties for a period of twenty-four (24) months.

Repayment of Family Debts

JHA Policy

If a family owes amounts to the JHA, as a condition of continued occupancy, the JHA will require the family to repay the full amount or to enter into a repayment agreement, within 30 days of receiving notice from the JHA 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 the circumstances relevant to a particular case before making a decision.

Evidence [24 CFR 982.553(c)]

For criminal activity, HUD permits the PHA 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.

JHA Policy

The JHA will use 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 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 the PHA may consider all circumstances relevant to a particular case to determine whether or not to terminate the lease.

Such relevant circumstances can also be considered when terminating the lease for any other reason.

JHA Policy

The JHA will consider the following facts and circumstances 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' safety or property

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, sexual assault, 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 the JHA's failure to terminate the tenancy

The effect of the JHA'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, including the age of the individual at the time of the conduct, as well as the family's recent history, and the likelihood of favorable conduct in the future

While a record or records of arrest will not be used as the sole basis for termination, an arrest may, however, trigger an investigation to determine whether the participant engaged in disqualifying criminal activity. As part of its investigation, the PHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. The PHA may also consider:

Any statements made by witnesses, or the participant not included in the police report

Whether criminal charges were filed

Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal

Any other evidence relevant to determining whether the participant engaged in disqualifying activity

Evidence of criminal conduct will be considered if it indicates a demonstrable risk to safety and/or property.

In the case of program abuse, the dollar amount of the underpaid rent and whether 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.

JHA 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, the JHA will consider whether such household member has successfully completed a supervised drug or alcohol rehabilitation program.

For this purpose, the JHA will require the tenant to submit evidence of the household member's successful completion of a supervised drug or alcohol rehabilitation program.

Reasonable Accommodation [24 CFR 966.7]

If the family includes a person with disabilities, the PHA's decision to terminate the family's lease is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

JHA Policy

If a family indicates that the behavior of a family member with a disability is the reason for a proposed termination of lease, the JHA will determine whether the behavior is related to the disability. If so, upon the family's request, the JHA will determine whether alternative measures are appropriate as a reasonable accommodation. The JHA 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)]

The PHA'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 on the basis or as a direct result 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)]

To demonstrate an actual and imminent threat, the PHA must have objective evidence of words, gestures, actions, or other indicators. 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)].

JHA 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 JHA 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 an immediate time frame

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 JHA'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]

JHA 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 JHA 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 JHA 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 JHA 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]. However, perpetrators should be given no more than 30 days’ notice of termination in most cases [Notice PIH 2017-08].

JHA Policy

The JHA will bifurcate a family’s lease and terminate the tenancy of a family member if the JHA 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 JHA will consider all credible evidence, including, but not limited to, a signed certification (form HUD-5382) or other documentation of abuse submitted to the JHA by the victim in accordance with this section and section 16-VII.D. The JHA will also consider the factors in section 13.III.E. Upon such consideration, the JHA may, on a case-by-case basis, choose not to bifurcate the lease and terminate the tenancy of the culpable family member.

If the JHA 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 JHA must provide any remaining tenant a chance to establish eligibility for the unit. If the remaining tenant cannot do so, the JHA 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. PHA policy determines when the PHA will conduct such checks.

JHA Policy

The JHA will conduct criminal records checks when it has come to the attention of the JHA, either from local law enforcement or by other means, that 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. 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.

The JHA 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 the PHA 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 the PHA 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, the PHA 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.

JHA Policy

In all cases where criminal record or sex offender registration information would result in lease enforcement or eviction, the JHA 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 the JHA notice, to dispute the accuracy and relevance of the information. If the family does not contact the JHA to dispute the information within that 10-business day period, the JHA 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 the PHA does not make the documents available for examination upon request by the tenant, the PHA may not proceed with the eviction [24 CFR 996.4(m)].

JHA Policy

If the JHA offers remote hearings, the notice will also state that the resident may request a remote hearing.

If the JHA will require that the hearing be conducted remotely, at the time the notice is sent to the resident informing them of the right to request a hearing, the resident will be notified that the hearing will be conducted remotely. The resident will be informed of the processes involved in a remote hearing and that the JHA will provide technical assistance, if needed, before the hearing.

When the PHA 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 the PHA'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 the PHA 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 the PHA 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 the PHA, or for a drug-related criminal activity on or off the premises.

JHA Policy

The JHA will attempt to deliver notices of lease termination directly to the tenant or an adult member of the household. If such attempt fails, the notice will be sent by first-class mail the same day.

All notices of lease termination will include a copy of the forms HUD-5382 and HUD-5380 to accompany the termination notice. Any tenant who claims that the cause for termination involves domestic violence, dating violence, sexual assault, or stalking of which the tenant or affiliated individual of the tenant 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)]

The PHA must give written notice of lease termination of:

- 14 calendar days in the case of failure to pay rent
- A reasonable period 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

If any member of the household has been convicted of a felony

- 30 calendar days in any other case, except that if a state or local law allows a shorter notice period, such shorter period shall apply

JHA Policy

The JHA will give written notice of 14 calendar days for nonpayment of rent. For all other lease terminations, the JHA will give 30 days' written notice or, if state or local law allows less than 30 days, such shorter notice will be given but, in all cases, no less than ten (10) days' notice shall be given.

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 the PHA 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.

JHA 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 the PHA either upon completion of the USCIS appeal or in lieu of the USCIS appeal. Please see Chapter 14 for the PHA'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. The PHA 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.

JHA Policy

When a family does not vacate the unit after receipt of a termination notice, by the deadline given in the notice, the JHA 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, the JHA will seek the assistance of the court to remove the family from the premises as per state and local law.

The PHA may not proceed with an eviction action if the PHA 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 the PHA evicts an individual or family for criminal activity, including drug-related criminal activity, the PHA 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.

JHA Policy

A written record of every termination and/or eviction will be maintained by the JHA at the development where the family was residing for three (3) years, 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 PHA 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-I.A. OVERVIEW

When the PHA 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 the PHA policies necessary to respond to applicant appeals through the informal hearing process.

14-I.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 under the PHA grievance procedures [24 CFR 966.53(a) and PH Occ GB, p. 58].

Informal hearings provide applicants the opportunity to review the reasons for denial of admission and to present evidence to refute the grounds for denial.

Use of Informal Hearing Process

While the PHA must offer the opportunity of an informal hearing to applicants who have been determined as ineligible for admission, the PHA could make the informal hearing process available to applicants who wish to dispute other PHA actions that adversely affect them.

JHA Policy

The JHA will only offer informal hearings to applicants for the purpose of disputing denials of admission.

Notice of Denial [24 CFR 960.208(a)]

The PHA must give an applicant prompt notice of a decision denying eligibility for admission. The notice must contain a brief statement of the reasons for the PHA 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.

JHA Policy

As applicable, the JHA's notice of denial will include information about required or requested remote informal hearings.

When denying eligibility for admission, the PHA must provide the family a notice of VAWA rights (form HUD-5380) as well as the HUD VAWA self-certification form (form HUD-5382) in accordance with the Violence against Women Reauthorization Act of 2013, and as outlined in 16-VII.C. The notice and self-certification form must accompany the written notification of the denial of eligibility determination.

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

JHA Policy

A request for an informal hearing must be made in writing and/or electronically delivered to the JHA 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 the JHA's notification of denial of admission.

The JHA will schedule and send written notice of the informal hearing within 10 business days of the family's request.

If the JHA informal hearing will be conducted remotely, at the time the notice is sent to the family, the family will be informed:

Regarding the processes involved in a remote informal hearing.

That the JHA will provide technical assistance prior to and during the informal hearing, if needed; and

That if the family or any individual witness has any technological, resource, or accessibility barriers preventing them from fully accessing the remote informal hearing, the family may inform the JHA and the JHA will assist the family in either resolving the issues or allow the family to participate in an in-person informal hearing, as appropriate.

Conducting an Informal Hearing [PH Occ GB, p. 58]

JHA Policy

The informal hearing will be conducted by a person other than the one who made or approved 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 the JHA.

The person conducting the informal hearing will make a recommendation to the JHA, if the hearing decision overturns the denial, processing for admission should resume.

Remote Informal Hearings [Notice PIH 2020-32]

There is no requirement that informal hearings be conducted in-person, and as such, HUD allows PHAs to conduct all or a portion of their informal hearings remotely either over the phone, via video conferencing, or through other virtual platforms. If the PHA chooses to conduct remote informal hearings, applicants may still request an in-person informal hearing, as applicable.

JHA Policy

The JHA has the sole discretion to require that informal hearings be conducted remotely in case of local, state, or national physical distancing orders, and in cases of inclement weather or natural disaster.

In addition, the JHA will conduct an informal hearing remotely upon request of the applicant as a reasonable accommodation for a person with a disability, if an applicant does not have childcare or transportation that would enable them to attend the informal hearing, or if the applicant believes an in-person informal hearing would create an undue health risk. The JHA will consider other reasonable requests for a remote informal hearing on a case-by-case basis.

Ensuring Accessibility for Persons with Disabilities and LEP Individuals

As with in-person informal hearings, the platform for conducting remote informal hearings must be accessible to persons with disabilities and the informal hearing must be conducted in accordance with Section 504 and accessibility requirements. This includes ensuring any information, websites, emails, digital notifications, and other virtual platforms are accessible for persons with vision, hearing, and other disabilities. Further, providing effective communication in a digital context may require the use of individualized auxiliary aids or services, such as audio description, captioning, sign language and other types of interpreters, keyboard accessibility, accessible documents, screen reader support, and transcripts. Auxiliary aids or services must be provided in accessible formats, in a timely manner, and in such a way to protect the privacy and independence of the individual. PHAs may never request or require that individuals with disabilities provide their own auxiliary aids or services, including for remote informal hearings.

If no method of conducting a remote informal hearing is available that appropriately accommodates an individual's disability, the PHA may not hold against the individual his or her inability to participate in the remote informal review, and the PHA should consider whether postponing the remote informal hearing to a later date is appropriate or whether there is a suitable alternative.

Due to the individualized nature of disability, the appropriate auxiliary aid or service necessary, or reasonable accommodation, will depend on the specific circumstances and requirements.

As with in-person hearings, Limited English Proficiency (LEP) requirements also apply to remote informal hearings, including the use of interpretation services and document translation. See Chapter 2 for a more thorough discussion of accessibility and LEP requirements, all of which apply in the context of remote informal hearings.

Conducting Remote Informal Hearings [Notice PIH 2020-32]

The PHA must ensure that the lack of technology or inability to use technology for remote informal hearings does not pose a disadvantage to families that may not be apparent to the PHA. The PHA should determine through a survey or other means if these barriers exist prior to conducting the remote informal hearing and, if the family does not have the proper technology to fully participate, either postpone the informal hearing or provide an alternative means of access.

As with in-person informal hearings, the PHA must provide all materials presented, whether paper or electronic, to the family prior to the remote informal hearing. The family must also be provided with an accessible means by which to transmit their own evidence.

The PHA must ensure that the applicant has the right to hear and be heard. All PHA policies and processes for remote informal hearings will be conducted in accordance with due process requirements and will be in compliance with HUD regulations at 24 CFR 966.56 and the guidance for conducting remote hearings specified in Notice PIH 2020-32.

JHA Policy

The JHA will conduct remote informal hearings via a video conferencing platform, when available. If, after attempting to resolve any barriers, applicants are unable to adequately access the video conferencing platform at any point, or upon applicant request, the informal hearing will be conducted by telephone conferencing call-in. If the family is unable to adequately access the telephone conferencing call-in at any point, the remote informal hearing will be postponed, and an in-person alternative will be provided promptly within a reasonable time.

At least five business days prior to scheduling the remote hearing, the JHA will provide the family with login information and/or conferencing call-in information and an electronic copy of all materials being presented via first class mail and/or email. The notice will advise the family of technological requirements for the hearing and request the family notify the JHA of any known barriers. The JHA will resolve any barriers using the guidance in Section 6 of Notice PIH 2020-32, including offering the family the opportunity to attend an in-person hearing.

If the informal hearing is to be conducted remotely, the JHA will require the family to provide any documents directly relevant to the informal hearing at least 24 hours before the scheduled hearing through the mail, via email, or text. The JHA will scan and email copies of these documents to the JHA representative and to the person conducting the informal hearing the same day.

Documents will be shared electronically whenever possible.

The JHA will follow up the email with a phone call and/or email to the applicant at least one business day prior to the remote informal hearing to ensure that the applicant received all information and is comfortable accessing the video conferencing or call-in platform.

The JHA will ensure that all electronic information stored or transmitted with respect to the informal hearing is secure, including protecting personally identifiable information (PII), and meets the requirements for accessibility for persons with disabilities and persons with LEP.

Informal Hearing Decision [PH Occ GB, p. 58]

JHA Policy

The JHA will notify the applicant of the JHA's final decision, including a brief statement of the reasons for the final decision.

In rendering a decision, the JHA 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 JHA 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. The JHA 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, the JHA will uphold the decision to deny admission.

If the facts prove the grounds for denial, and the denial is discretionary, the JHA will consider the recommendation of the person conducting the informal hearing in making the final decision whether to deny admission.

The JHA will notify the applicant of the final decision, including a statement explaining the reason(s) for the decision. The notice will be mailed, with return receipt requested, 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 the PHA must consider such accommodations. The PHA 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 based on 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 the PHA 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 the PHA 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 the PHA 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 the PHA receives notification that the USCIS secondary verification failed to confirm eligible immigration status, the PHA 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 the PHA with a copy of the written request for appeal and proof of mailing.

PHA Policy

The JHA 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 the JHA 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 the PHA, of its decision. When the USCIS notifies the PHA of the decision, the PHA must notify the family of its right to request an informal hearing.

JHA Policy

The JHA 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 the PHA provide a hearing. The request for a hearing must be made either within 30 days of receipt of the PHA 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

The PHA 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 the PHA 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.

JHA Policy

The family will be allowed to copy any documents related to the hearing at no cost to the family. The family must request discovery of JHA 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 the PHA, and to confront and cross-examine all witnesses on whose testimony or information the PHA 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 request an interpreter. The PHA is obligated to provide a competent interpreter, free of charge, upon request. The family may also or instead provide its own interpreter, at the expense of the family.

Recording of the Hearing

The family is entitled to have the hearing recorded by audiotape. The PHA may, but is not required to, provide a transcript of the hearing.

JHA Policy

The JHA will not provide a transcript of an audio taped informal hearing.

Hearing Decision

The PHA 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)]

The PHA must retain for a minimum of 5 years the following documents that may have been submitted to the PHA by the family, or provided to the PHA as part of the USCIS appeal or the PHA 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 the PHA provide a hearing. The request for a hearing must be made either within 30 days of receipt of the PHA 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 PHA action or failure to act involving the lease or PHA policies which adversely affect their rights, duties, welfare, or status. The PHA must not only meet the minimal procedural due process requirements provided under the regulations but must also meet any additional requirements imposed by local, state, or federal law.

The PHA grievance procedure must be included in, or incorporated by reference in, the lease.

JHA Policy

The JHA grievance procedure will be incorporated by reference in the tenant lease.

The PHA must provide at least 30 days' notice to tenants and resident organizations setting forth proposed changes in the PHA grievance procedure and provide an opportunity to present written comments. Comments submitted must be considered by the PHA before adoption of any changes to the grievance procedure by the PHA.

JHA Policy

Residents and resident organizations will have 30 calendar days from the date they are notified by the JHA of any proposed changes in the JHA grievance procedure, to submit written comments to the JHA.

The JHA 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 regarding 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 PHA action or failure to act in accordance with the individual tenant’s lease or PHA regulations which adversely affect the individual tenant’s rights, duties, welfare, or status
- **Complainant** – any tenant whose grievance is presented to the PHA 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
- **Expedited Grievance** – a procedure established by the PHA for any grievance or termination that involves:
 - Any criminal activity that threatens the health, safety, or right to peaceful enjoyment or the PHA’s public housing premises by other residents or employees of the PHA; or
 - Any drug-related criminal activity on or off the premises
- **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 the PHA 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** – an impartial person or selected by the PHA, other than the person who made or approved the decision under review, or a subordinate of that person. The individual or individuals do not need legal training.
- **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 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]

Grievances could potentially address most aspects of a PHA'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 the PHA. It is not applicable to disputes between tenants not involving the PHA. 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 the PHA.

If HUD has issued a due process determination, a PHA may exclude from the PHA 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 the PHA;
- 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, with the following exception: PHAs may use expedited grievance procedures for the excluded categories listed above. These expedited grievance procedures are described in Section 14-III.E. below.

If HUD has issued a due process determination, the PHA may evict through the state/local judicial eviction procedures. In this case, the PHA is not required to provide the opportunity for a hearing under the PHA's grievance procedure as described above.

JHA Policy

The JHA is not in a HUD-declared due process state. Therefore, the JHA will offer grievance hearings for lease terminations involving criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises of other residents or employees of the JHA, for violent or drug-related criminal activity on or off the premises, or for 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 the PHA office or to the office of the housing development in which the complainant resides so that the grievance may be discussed informally and settled without a hearing.

JHA Policy

The JHA will accept requests for an informal settlement of a grievance either orally or in writing (including emailed requests), to the JHA office within 10 business days of the grievable event. Within 10 business days of receipt of the request the JHA will arrange a meeting with the tenant at a mutually agreeable time and confirm such meeting in writing to the tenant. The informal settlement may be conducted remotely as required by the JHA or may be conducted remotely upon consideration of the request of the tenant. See 14-III.G for information on how and under what circumstances remote informal settlements may be conducted.

If a tenant fails to attend the scheduled meeting without prior notice, the JHA will reschedule the appointment only if the tenant can show good cause for failing to appear, or if it is needed as 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 be prepared within a reasonable time and one copy will be given to the tenant and one retained in the PHA'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.

JHA Policy

The JHA will prepare a summary of the informal settlement within five business days; one copy to be given to the tenant and one copy to be retained in the JHA's tenant file.

For PHAs who have the option to establish an expedited grievance procedure, and who exercise this option, the informal settlement of grievances is not applicable to those grievances for which the expedited grievance procedure applies.

14-III.E. PROCEDURES TO OBTAIN A HEARING

Requests for Hearing and Failure to Request

JHA Policy

The resident must submit a written request (including emailed requests) for a grievance hearing to the JHA within five business days of the tenant's receipt of the summary of the informal settlement.

If the complainant does not request a hearing, the JHA'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 the JHA's action in disposing of the complaint in an appropriate judicial proceeding.

Scheduling of Hearings [24 CFR 966.56(a)]

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 the PHA. A written notification specifying the time, place and the procedures governing the hearing must be delivered to the complainant and the appropriate PHA official.

JHA 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 the JHA.

If the JHA hearing will be conducted remotely, at the time the notice is sent to the family, the family will be notified:

Regarding the processes involved in a remote grievance hearing;

That the JHA will provide technical assistance prior to and during the hearing, if needed; and

That if the family or any individual witness has any technological, resource, or accessibility barriers, the family may inform the JHA and the JHA will assist the family in either resolving the issue or allow the family to participate in an in-person hearing, as appropriate.

The PHA may wish to permit the tenant to request to reschedule a hearing for good cause.

JHA 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, the JHA 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.

JHA Policy

The JHA will not offer expedited grievance procedures.

14-III.F. SELECTION OF HEARING OFFICER [24 CFR 966.53(e)]

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.

JHA Policy

JHA grievance hearings will be conducted by a single hearing officer and not a panel. JHA will utilize a third party hearing officer whenever possible.

The JHA may appoint a staff member or utilize a third-party 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 JHA 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. REMOTE HEARINGS [Notice PIH 2020-32]

There is no requirement that grievance hearings be conducted in-person, and as such, HUD allows PHAs to conduct all or a portion of their grievance hearings remotely either over the phone, via video conferencing, or through other virtual platforms. If the PHA chooses to conduct remote grievance hearings, applicants may still request an in-person hearing, as applicable.

JHA Policy

The JHA has the sole discretion to require that hearings be conducted remotely in case of local, state, or national physical distancing orders, and in cases of inclement weather or natural disaster.

In addition, the JHA will conduct a hearing remotely upon request as a reasonable accommodation for a person with a disability, if a tenant does not have childcare or transportation that would enable them to attend the hearing, or if the tenant believes an in-person hearing would create an undue health risk. The JHA will consider other reasonable requests for a remote hearing on a case-by-case basis.

Discovery of Documents Before the Remote Hearing

JHA Policy

If the hearing will be conducted remotely, the JHA will compile a hearing packet, consisting of all documents the JHA intends to produce at the hearing. The JHA will mail and/or email copies of the hearing packet to the tenant, the tenant's representatives, if any, at least three days before the scheduled remote hearing. The original hearing packet will be in the possession of the JHA representative and retained by the JHA.

Documents will be shared electronically whenever possible.

Ensuring Accessibility for Persons with Disabilities and LEP Individuals

As with in-person grievance hearings, the platform for conducting remote grievance hearings must be accessible to persons with disabilities and the grievance hearings must be conducted in accordance with Section 504 and accessibility requirements. This includes ensuring any information, websites, emails, digital notifications, and other virtual platforms are accessible for persons with vision, hearing, and other disabilities. Further, providing effective communication in a digital context may require the use of individualized auxiliary aids or services, such as audio description, captioning, sign language and other types of interpreters, keyboard accessibility, accessible documents, screen reader support, and transcripts. Auxiliary aids or services must be provided in accessible formats, in a timely manner, and in such a way to protect the privacy and independence of the individual. PHAs may never request or require that individuals with disabilities provide their own auxiliary aids or services, including for remote grievance hearings.

If no method of conducting a remote grievance hearing is available that appropriately accommodates an individual's disability, the PHA may not hold against the individual his or her inability to participate in the remote grievance hearing, and the PHA should consider whether postponing the remote hearing to a later date is appropriate or whether there is a suitable alternative.

Due to the individualized nature of disability, the appropriate auxiliary aid or service necessary, or reasonable accommodation will depend on the specific circumstances and requirements.

As with in-person reviews, Limited English Proficiency (LEP) requirements also apply to remote grievance hearings, including the use of interpretation services and document translation. See Chapter 2 for a more thorough discussion of accessibility and LEP requirements, all of which apply in the context of remote grievance hearings.

Conducting Hearings Remotely

The PHA must ensure that the lack of technology or inability to use technology for remote grievance hearings does not pose a disadvantage to families that may not be apparent to the PHA. The PHA should determine through a survey or other means if these barriers exist prior to conducting the remote grievance hearing and, if the family does not have the proper technology to fully participate, either postpone the hearing or provide an alternative means of access.

As with in-person grievance hearings, the PHA must provide all materials presented, whether paper or electronic, to the family prior to the remote grievance hearing. The family must also be provided with an accessible means by which to transmit their own evidence.

The PHA's essential responsibility is to ensure grievance hearings meet the requirements of due process and comply with HUD regulations. Therefore, all PHA policies and processes for remote grievance hearings will be conducted in accordance with due process requirements and will be in compliance with HUD regulations at 24 CFR 966.56 and the guidance for conducting remote hearings specified in Notice PIH 2020-32.

JHA Policy

The JHA will conduct remote grievance hearings via a video conferencing platform, when available. If, after attempting to resolve any barriers, participants are unable to adequately access the video conferencing platform at any point, or upon request, the grievance hearing will be conducted by telephone conferencing call-in. If the family is unable to adequately access the telephone conferencing call-in at any point, the remote grievance hearing will be postponed, and an in-person alternative will be provided promptly within a reasonable time.

At least five business days prior to scheduling the remote hearing, the JHA will provide the family with login information and/or conferencing call-in information and an electronic copy of all materials being presented via first class mail and/or email. The notice will advise the family of technological requirements for the hearing and request the family notify the JHA of any known barriers. The JHA will resolve any barriers using the guidance in Section 6 of Notice PIH 2020-32, including offering the family the opportunity to attend an in-person hearing.

The JHA will follow up with a phone call and/or email to the family at least one business day prior to the remote grievance hearing to ensure that the family received all information and is comfortable accessing the video conferencing or call-in platform.

The JHA will ensure that all electronic information stored or transmitted with respect to the grievance hearing is secure, including protecting personally identifiable information (PII), and meets the requirements for accessibility for persons with disabilities and persons with LEP.

14-III.H. 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 PHA 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 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.

JHA Policy

The tenant will be allowed to copy any documents related to the hearing at no cost to the family. There will be no charge for documents emailed by the JHA. The family must request discovery of JHA 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 to represent the tenant, and to have such person make statements on the tenant's behalf.

JHA Policy

Hearings may be attended by the following applicable persons:

The JHA representatives and any witnesses for the JHA

The tenant and any witnesses for the tenant

The tenant's counsel or other representative

Any other person approved by the JHA 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 the JHA or project management, and to confront and cross-examine all witnesses upon whose testimony or information the JHA or project management relies.

A decision based solely and exclusively upon the facts presented at the hearing.

Failure to Appear [24 CFR 966.56(c)]

If the complainant or the PHA fails to appear at a scheduled hearing, the hearing officer may make a determination to postpone the hearing for no more than five business days or may make a determination that the party has waived his/her right to a hearing. Both the complainant and the PHA 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 the PHA'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.

JHA Policy

If the tenant does not appear at the scheduled time of the hearing, the hearing officer will wait up to 15 minutes. If the tenant appears within 15 minutes of the scheduled time, the hearing will be held. If the tenant does not arrive within 15 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 the JHA 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(d), (e)]

At the hearing, the complainant must first make a showing of an entitlement to the relief sought and thereafter the PHA must sustain the burden of justifying the PHA action or failure to act against which the complaint is directed [24 CFR 966.56(d)].

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.

JHA 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 the JHA. 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 based not on a witness' personal knowledge. In and of itself, hearsay evidence carries no weight when making a finding of fact. The hearing officer may include hearsay evidence when considering their decision if it is corroborated by other evidence. Even though hearsay evidence is generally admissible in a hearing, the hearing officer will not base a hearing decision on hearsay alone unless there is clear probative value and credibility of the evidence, and the party seeking the change has met the burden of proof.

If the PHA fails to comply with the discovery requirements (providing the tenant with the opportunity to examine PHA documents prior to the grievance hearing), the hearing officer will refuse to admit such evidence.

Other than the failure of the PHA to comply with discovery requirements, the hearing officer has the authority to overrule any objections to evidence.

The complainant or the PHA 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(e)].

JHA Policy

If the complainant would like the JHA to record the proceedings by audiotape, the request must be made to the JHA by 12:00 p.m. on the business day prior to the hearing.

The JHA will consider that an audio tape recording of the proceedings is a transcript.

Accommodations of Persons with Disabilities [24 CFR 966.56(f)]

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 which is required in the grievance process must be in an accessible format.

See Chapter 2 for a thorough discussion of the PHA's responsibilities pertaining to reasonable accommodation.

Limited English Proficiency (24 CFR 966.56(g))

The PHA must comply with HUD's LEP Final Rule in providing language services throughout the grievance process.

14-III.I. 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 complainant and the PHA. The PHA must retain a copy of the decision in the tenant's folder. A log of all hearing officer decisions must also be maintained by the PHA and made available for inspection by a prospective complainant, his/her representative, or the hearing officer [24 CFR 966.57(a)].

JHA Policy

In rendering a decision, the hearing officer will consider the following matters:

JHA Notice to the Family: The hearing officer will determine if the reasons for the JHA'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 JHA policy.

JHA Evidence to Support the JHA 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 the PHA'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 JHA policies. If the grounds for termination are not specified in the regulations or in compliance with JHA policies, then the decision of the JHA will be overturned.

The hearing officer will issue a written decision to the family and the JHA 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 the PHA representatives

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 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 the PHA's decision.

Order: The hearing report will include a statement of whether the PHA's decision is upheld or overturned. If it is overturned, the hearing officer will instruct the PHA to change the decision in accordance with the hearing officer's determination. In the case of termination of tenancy, the hearing officer will instruct the PHA to restore the family's status.

Procedures for Further Hearing

JHA Policy

The hearing officer may ask the family for additional information and/or might adjourn the hearing to reconvene later, before reaching a decision. If the family misses an appointment or deadline ordered by the hearing officer, the action of the JHA will take effect and another hearing will not be granted.

Final Decision [24 CFR 966.57(b)]

The decision of the hearing officer is binding on the PHA which must take the action, or refrain from taking the action cited in the decision unless the PHA Board of Commissioners determines within a reasonable time, and notifies the complainant that:

- The grievance does not concern PHA action or failure to act in accordance with or involving the complainant's lease on PHA 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 the PHA

JHA Policy

When the JHA considers the decision of the hearing officer to be invalid due to the reasons stated above, it will present the matter to the JHA 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 must not constitute a waiver of any rights, nor effect in any manner whatever, 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 (including email), 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 sent 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 office 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. If the hearing will be held remotely, the PHA will also include information on the remote hearing process.

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 no cost to the tenant. 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 participated 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. Remote Hearings

The PHA has the authority to require that hearings be conducted remotely in certain situations.

IX. Failure to appear at the hearing

If the complainant or PHA fails to appear at the hearing, the hearing officer may decide 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)].

X. 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 to reconvene later before reaching a decision. If the family misses a deadline ordered by the hearing officer, the hearing officer will decide 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 PHA is committed to ensuring that funds made available to the PHA are spent in accordance with HUD requirements.

This chapter covers HUD and PHA 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 PHA policies related to preventing, detecting, and investigating errors and program abuse.

Part II: Corrective Measures and Penalties. This part describes the corrective measures the PHA 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

JHA Policy

The JHA anticipates that most families and JHA employees intend to and will comply with program requirements and make reasonable efforts to avoid errors.

To ensure that the JHA’s program is administered effectively and according to the highest ethical and legal standards, the JHA will employ a variety of techniques to ensure that both errors and intentional program abuse are rare.

The JHA 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 JHA 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, the JHA will require the head of each household to acknowledge receipt of the guide by signing a copy for retention in the family file.

The JHA will require mandatory orientation sessions for all prospective residents either prior to or upon execution of the lease. The PHA 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 JHA will routinely provide resident counseling as part of every reexamination interview to clarify any confusion pertaining to program rules and requirements.

JHA staff will be required to review and explain the contents of all HUD- and JHA-required forms prior to requesting family member signatures.

The JHA will place a warning statement about the penalties for fraud (as described in 18 U.S.C. 1001 and 1010) on key JHA forms and form letters that request information from a family member.

The JHA will provide each JHA employee with the necessary training on program rules and the organization’s standards of conduct and ethics.

At every regular reexamination the JHA staff will explain any changes in HUD regulations or JHA policy that affect residents.

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 PHA will use a variety of activities to detect errors and program abuse.

Quality Control and Analysis of Data

JHA Policy

The JHA will employ a variety of methods to detect errors and program abuse, including:

The JHA routinely will use EIV and other non-HUD sources of up-front income verification. This includes the Work Number and any other private or public databases available to the JHA.

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 JHA 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 PHA activities and notifies the PHA of errors and potential cases of program abuse.

JHA Policy

The JHA 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 JHA's error detection and abuse prevention efforts.

Individual Reporting of Possible Errors and Program Abuse

JHA Policy

The JHA will encourage staff, residents, and the public to report possible program abuse.

15-I.C. INVESTIGATING ERRORS AND PROGRAM ABUSE

When the PHA Will Investigate

JHA Policy

The JHA will review all referrals, specific allegations, complaints, and tips from any source including other agencies, companies, and individuals, to determine if they warrant investigation. For the JHA 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 JHA will investigate when inconsistent or contradictory information is detected through file reviews and the verification process.

Consent to Release of Information [24 CFR 960.259]

The PHA may investigate possible instances of error or abuse using all available PHA and public records. If necessary, the PHA will require families to sign consent forms for the release of additional information.

Analysis and Findings

JHA Policy

The JHA 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 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 all evidence.

For each investigation the JHA will determine (1) whether an error or program abuse has occurred, (2) whether any amount of money is owed the JHA, 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 the PHA will enforce other corrective actions and penalties depends upon the nature of the error or program abuse.

JHA Policy

In the case of family-caused errors or program abuse, the JHA 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

JHA Policy

The JHA 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 the JHA 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, the PHA must promptly correct the tenant rent and any utility reimbursement prospectively.

JHA Policy

Increases in the tenant rent will be implemented on the first of the month following a written 30-day 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 the PHA or the PHA 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 the PHA to use incorrect information provided by a third party.

Family Reimbursement to PHA

JHA Policy

In the case of family-caused errors or program abuse, the family will be required to repay any amounts of rent underpaid. The JHA 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, the JHA will terminate the family's lease in accordance with the policies in Chapter 13.

PHA Reimbursement to Family

JHA Policy

The JHA 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 the PHA [Title 18 U.S.C. Section 1001].
- Provide incomplete or false information to the PHA [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(l)(2)(iii)(C)].

JHA Policy

Any of the following will be considered evidence of family program abuse:

Offering bribes or illegal gratuities to the JHA Board of Commissioners, employees, contractors, or other JHA representatives

Offering payments or other incentives to a third party as an inducement for the third party to make false or misleading statements to the JHA 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

The JHA 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 the PHA may, at its discretion, impose any of the following remedies.

- The PHA may require the family to repay any amounts owed to the program (see 15-II.B., Family Reimbursement to PHA).
- The PHA 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).
- The PHA may deny admission or terminate the family's lease following the policies set forth in Chapter 3 and Chapter 13 respectively.
- The PHA may refer the family for state or federal criminal prosecution as described in section 15-II.D.

15-II.C. PHA-CAUSED ERRORS OR PROGRAM ABUSE

The responsibilities and expectations of PHA staff with respect to normal program administration are discussed throughout the ACOP. This section specifically addresses actions of a PHA staff member that are considered errors or program abuse related to the public housing program. Additional standards of conduct may be provided in the PHA personnel policy.

PHA-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 PHA

The family is not required to repay an underpayment of rent if the error or program abuse is caused by PHA staff.

PHA Reimbursement to Family

JHA Policy

The JHA 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

JHA Policy

Any of the following will be considered evidence of program abuse by JHA staff:

Failing to comply with any public housing program requirements for personal gain

Failing to comply with any public housing program requirements because 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 JHA

Disclosing confidential or proprietary information to outside parties

Gaining profit because of insider knowledge of JHA 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-II.D. CRIMINAL PROSECUTION

JHA Policy

When the JHA determines that program abuse by a family or JHA staff member has occurred and the amount of underpaid rent meets or exceeds the threshold for prosecution under local or state law, the JHA 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-II.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 the PHA recovers [Notice PIH 2007-27 (HA)].

If the PHA 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 PHA's grievance process.

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. This part describes the requirements and policies related to establishing and updating flat rent amounts.

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 the PHA 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 the PHA 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, sexual assault, 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].

The PHA 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

The PHA must establish separate allowances for each utility and for each category of dwelling units the PHA determines to be reasonably comparable as to factors affecting utility usage [24 CFR 965.503].

The objective of a PHA 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, fuel for heating, water, sewerage, and solid waste disposal for a dwelling unit. In addition, if the PHA 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 siting 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 the PHA 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)]

JHA Policy

The JHA has installed air-conditioning.

Utility Allowance Revisions [24 CFR 965.507]

The PHA must review at least annually the basis on which utility allowances have been established and must revise the allowances, if necessary, to adhere to the standards for establishing utility allowances that are contained in 24 CFR 965.505.

The PHA 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 because 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.

JHA Policy

Between annual reviews of utility allowances, the JHA will only revise its utility allowances due to a rate change, when required to by the regulation.

16-I.C. SURCHARGES FOR PHA-FURNISHED UTILITIES [24 CFR 965.506]

For dwelling units subject to allowances for PHA-furnished utilities where check meters have been installed, the PHA 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 the PHA's average utility rate. The basis for calculating the surcharges must be described in the PHA's schedule of allowances. Changes in the amount of surcharges based directly on changes in the PHA's average utility rate are not subject to the advance notice requirements discussed under 16-I.D.

For dwelling units served by PHA-furnished utilities where check meters have not been installed, the PHA 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 PHA-furnished equipment. The surcharge schedule must state the resident-owned equipment (or functions of PHA-furnished equipment) for which surcharges will be made and the amounts of such charges. Surcharges must be based on the cost to the PHA of the utility consumption estimated to be attributable to reasonable usage of such equipment.

JHA Policy

The JHA does have PHA-furnished utilities.

16-I.D. NOTICE REQUIREMENTS [965.502]

The PHA 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 PHA'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-I.E. REASONABLE ACCOMMODATION [24 CFR 965.508]

On request from a family that includes a disabled or elderly person, the PHA 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

The 2015 Appropriations Act requires that flat rents must be set at no less than 80 percent of the applicable fair market rent (FMR). Alternatively, the PHA may set flat rents at no less than 80 percent of the applicable small area FMR(SAFMR) for metropolitan areas, or 80 percent of the applicable unadjusted rents for nonmetropolitan areas.

For areas where HUD has not determined a SAFMR or an unadjusted rent, PHAs must set flat rents at no less than 80 percent of the FMR or apply for an exception flat rent.

The 2015 Appropriations Act permits PHAs to request an exception flat rent that is lower than either 80 percent of the FMR or SAFMR/unadjusted rent if the PHA can demonstrate that these FMRs do not reflect the market value of a particular property or unit.

In order to demonstrate the need for an exception flat rent, PHAs are required to submit a market analysis methodology that demonstrates the value of the unit. The PHA must use HUD's rent reasonableness methodology 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 the PHA
- Utilities provided by the PHA 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.

JHA Policy

If the FMR/SAFMR/unadjusted rent is lower than the previous year, the JHA will reduce flat rents to 80 percent of the current FMR/SAFMR.

Posting of Flat Rents

JHA Policy

The JHA will publicly post the schedule of flat rents in a conspicuous manner in the applicable JHA or project office.

Documentation of Flat Rents [24 CFR 960.253(b)(5)]

The PHA must maintain records that document the method used to determine flat rents, and that show how flat rents were determined by the PHA in accordance with this method.

PART III: FAMILY DEBTS TO THE PHA

16-III.A. OVERVIEW

This part describes the PHA’s policies for recovery of monies owed to the PHA by families.

JHA Policy

When an action or inaction of a resident family results in the underpayment of rent or other amounts, the JHA holds the family liable to return any underpayments to the JHA.

The JHA will enter into repayment agreements in accordance with the policies contained in this part to recover overpayments.

When a family refuses to repay monies owed to the JHA, the JHA will utilize other available collection alternatives including, but not limited to, the following:

- Collection agencies
- Small claims court
- Civil lawsuit
- State income tax set-off program

16-III.B. REPAYMENT POLICY

Family Debts to the PHA

JHA Policy

Any amount owed to the JHA by a public housing family must be repaid. If the family is unable to repay the debt within 30 days, the JHA 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, the JHA will terminate the family’s tenancy in accordance with the policies in Chapter 13. The JHA will also pursue other modes of collection.

General Repayment Agreement Guidelines

Down Payment Requirement

JHA Policy

Before executing a repayment agreement with a family, the JHA will generally require a down payment of 10 percent of the total amount owed. If the family can provide evidence satisfactory to the JHA that a down payment of 10 percent would impose an undue hardship, the JHA may, in its sole discretion, require a lesser percentage or waive the requirement.

Payment Thresholds

Notice PIH 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 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)].

JHA Policy

If a family is paying less than 40 percent of its monthly adjusted income (MAI) in rent, the minimum monthly payment amount will be the greater of the following two amounts:

The difference between 40 percent of the family’s MAI and the TTP at the time the agreement is executed

\$25

If a family can provide evidence satisfactory to the JHA that a monthly payment amount of \$25 would impose an undue hardship, the JHA may, in its sole discretion, require a lower monthly payment amount.

If the family’s income increases or decreases during the term of a repayment agreement, either the JHA or the family may request that the monthly payment amount be adjusted accordingly.

Execution of the Agreement

JHA Policy

Any repayment agreement between the JHA and a family must be signed and dated by the JHA and by the head of household and spouse/cohead (if applicable).

Due Dates

JHA 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.

Late or Missed Payments

JHA 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 JHA, the JHA 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 the JHA 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 CY period, the repayment agreement will be considered in default, and the JHA will terminate tenancy in accordance with the policies in Chapter 13.

No Offer of Repayment Agreement

JHA Policy

The JHA 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 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 the PHA 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 the PHA the monthly payment amount specified in the agreement but must also pay to the PHA the monthly tenant 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 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 table 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.

<p>Indicator 1: Physical condition of the PHA's projects</p>

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.

<p>Indicator 2: Financial condition of the PHA's projects</p>
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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 the PHA has sufficient financial resources and can manage 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, months 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 the PHA to obligate capital funds and to occupy units.
- The PHA's score for this indicator is measured at the PHA 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

The PHA 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, the PHA must ensure that all applicant and participant files are maintained in a way that protects an individual's privacy rights, and that comply with VAWA 2013 confidentiality requirements.

16-V.B. RECORD RETENTION

The PHA 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].

Notice PIH 2014-20 requires the PHA to keep records of all complaints, investigations, notices, and corrective actions related to violations of the Fair Housing Act or the equal access final rule.

The PHA must keep confidential records of all emergency transfer requested under the PHA's Emergency Transfer Plan, and the outcomes of such requests, and retain the records for a period of three years, or for a period as specific in program regulations [24 CFR 5.2002(e)(12)].

JHA Policy

The JHA will keep the last three years of the Form HUD-50058 and supporting documentation, and for at least three years after end of participation all documents related to a family's eligibility, tenancy, and termination.

In addition, the JHA will keep the following records for at least three 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

- Documentation supporting the establishment of utility allowances and surcharges

- Documentation related to PHAS

- Accounts and other records supporting JHA budget and financial statements for the program

- Complaints, investigations, notices, and corrective actions related to violations of the Fair Housing Act or the equal access final rule

Confidential records of all emergency transfers related to VAWA requested under the JHA's Emergency Transfer Plan and the outcomes of such requests

Other records as determined by the JHA 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.

JHA Policy

All applicant and participant information will be kept in a secure location and access will be limited to authorized JHA staff.

JHA 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 the PHA 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*.

JHA Policy

Prior to utilizing HUD's EIV system, the JHA will adopt and implement EIV security procedures required by HUD.

Criminal Records

The PHA may only disclose the criminal conviction records which the PHA receives from a law enforcement agency to officers or employees of the PHA, or to authorized representatives of the PHA who have a job-related need to have access to the information [24 CFR 5.903(e)].

The PHA must establish and implement a system of records management that ensures that any criminal record received by the PHA 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 the PHA action without institution of a challenge or final disposition of any such litigation [24 CFR 5.903(g)].

The PHA must establish and implement a system of records management that ensures that any sex offender registration information received by the PHA 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 the PHA action without institution of a challenge or final disposition of any such litigation. However, a record of the screening, including the type of screening and the date performed must be retained [Notice PIH 2012-28]. 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. The PHA may not inquire about a person's diagnosis or details of treatment for a disability or medical condition. If the PHA receives a verification document that provides such information, the PHA should not place this information in the tenant file. The PHA should destroy the document.

Domestic Violence, Dating Violence, Sexual Assault, or Stalking Records

For requirements and PHA policies related to management of documentation obtained from victims of domestic violence, dating violence, sexual assault, or stalking, see section 16-VII.E.

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

16-VI.A. REPORTING REQUIREMENTS [24 CFR 35.1130(e); Notice PIH 2017-13]

The PHA has certain responsibilities relative to children with elevated blood lead levels that are living in public housing.

The PHA must report the name and address of a child identified as having an elevated blood lead level (EBLL) to the public health department within five business days of being so notified by any other medical health care professional. The PHA must also report each known case of a child with an EBLL to the HUD field office.

JHA Policy

The JHA will provide the public health department written notice of the name and address of any child identified as having an elevated blood lead level.

The JHA will provide written notice of each known case of a child with an EBLL to the HUD field office, and to HUD's Office of Lead Hazard Control (OLHCHH), within five business days of receiving the information.

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

16-VII.A. OVERVIEW

The Violence against Women Reauthorization Act of 2013 (VAWA) provides special protections for victims of domestic violence, dating violence, sexual assault, 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 apply in conjunction with VAWA.

In addition to definitions of key terms used in VAWA, this part contains general VAWA requirements and PHA policies in three areas: notification, documentation, and confidentiality. Specific VAWA requirements and PHA 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 12-III.C, 12-III.F, and 12-IV.D); and Chapter 13, “Lease Terminations” (sections 13-III.F and 13-IV.D).

16-VII.B. DEFINITIONS [24 CFR 5.2003, FR Notice 8/6/13]

As used in VAWA:

- The term *affiliated individual* means, with respect to a person:
 - A spouse, parent, brother or sister, or child of that individual, or an individual to whom that person stands in the position or place of a parent; or
 - Any individual, tenant or lawful occupant living in the household of the victim of domestic violence, dating violence, sexual assault, or stalking.
- 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 or intimate partner 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 or intimate partner, 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 *sexual assault* means:
 - Any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks the capacity to consent
- The term *stalking* means:
 - To engage in a course of conduct directed at a specific person that would cause a reasonable person to fear for his or her safety or the safety of others or suffer substantial emotional distress.

16-VII.C. NOTIFICATION [24 CFR 5.2005(a)]

Notification to Public

The PHA 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.

JHA Policy

The JHA will post the following information regarding VAWA in its offices and on its website. It will also make the information readily available to anyone who requests it.

A notice of occupancy rights under VAWA to public housing 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 1-800-787-3224 (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.

JHA Policy

The VAWA information provided to applicants and participants will consist of the notices in Exhibit 16-1 and 16-2.

The JHA 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 JHA 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.

JHA Policy

Whenever the JHA 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 or by having the victim come to an office or other space that may be safer for the individual, making reasonable accommodations as necessary. For example, the JHA may decide not to send mail regarding VAWA protections to the victim's unit if the JHA believes the perpetrator may have access to the victim's mail, unless requested by the victim.

When discussing VAWA with the victim, the JHA will take reasonable precautions to ensure that no one can overhear the conversation such as having conversations in a private room.

The victim may, but is not required to, designate an attorney, advocate, or other secure contact for communications regarding VAWA protections.

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, sexual assault, or 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. The PHA may extend this time period at its discretion. [24 CFR 5.2007(a)]

The individual may satisfy the PHA’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, Sexual Assault, or Stalking), which must include the name of the perpetrator only if the name of the perpetrator is safe to provide and is known to the victim. The form may be filled out and submitted on behalf of the victim.
- (2) A federal, state, tribal, territorial, or local police report or court record, or an administrative record
- (3) Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; 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.

The PHA 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 2005 final rule].

JHA Policy

Any request for documentation of domestic violence, dating violence, sexual assault, or stalking will be in writing, 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.

The JHA may, in its discretion, extend the deadline for 10 business days. In determining whether to extend the deadline, the JHA will consider factors that may contribute to the victim’s inability to provide documentation in a timely manner, including cognitive limitations, disabilities, limited English proficiency, absence from the unit, administrative delays, the danger of further violence, and the victim’s need to address health or safety issues. Any extension granted by the JHA will be in writing.

Once the victim provides documentation, the JHA will acknowledge receipt of the documentation within 10 business days.

Conflicting Documentation [24 CFR 5.2007(e)]

In cases where the PHA 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, the PHA may determine which is the true victim by requiring each to provide acceptable third-party documentation, as described above (forms 2 and 3). The PHA may also request third-party documentation when submitted documentation contains information that conflicts with existing information already available to the PHA. The PHA must honor any court orders issued to protect the victim or to address the distribution of property. Individuals have 30 calendar days to return third-party verification to the PHA. If the PHA does not receive third-party documentation, and the PHA will deny or terminate assistance as a result, the PHA must hold separate hearings for the tenants [Notice PIH 2017-08].

JHA Policy

If presented with conflicting certification documents from members of the same household, the JHA 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(e) and by following any HUD guidance on how such determinations should be made. When requesting third-party documents, the JHA will provide contact information for local domestic violence and legal aid offices. In such cases, applicants or tenants will be given 30 calendar days from the date of the request to provide such documentation.

If the JHA does not receive third-party documentation within the required timeframe (and any extensions) the JHA will deny VAWA protections and will notify the applicant or tenant in writing of the denial. If, as a result, the applicant or tenant is denied or terminated from the program, the JHA will hold separate hearings for the applicants or tenants.

Discretion to Require No Formal Documentation [24 CFR 5.2007(d)]

The PHA 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). HUD recommends documentation in a confidential manner when a verbal statement or other evidence is accepted.

JHA Policy

If the JHA accepts an individual's statement or other corroborating evidence (as determined by the victim) of domestic violence, dating violence, sexual assault, or stalking, the JHA will document acceptance of the statement or evidence in the individual's file.

Failure to Provide Documentation [24 CFR 5.2007(c)]

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 the PHA may allow, the PHA may deny relief for protection under VAWA.

16-VII.E. CONFIDENTIALITY [24 CFR 5.2007(b)(4)]

All information provided to the PHA regarding domestic violence, dating violence, sexual assault, or stalking, including the fact that an individual is a victim of domestic violence, dating violence, sexual assault, or stalking, must be retained in confidence. This means that the PHA (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.

JHA Policy

If disclosure is required for use in an eviction proceeding or is otherwise required by applicable law, the JHA will inform the victim before disclosure occurs so that safety risks can be identified and addressed.

EXHIBIT 16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380

Jacksonville Housing Authority

Notice of Occupancy Rights under the Violence Against Women Act²

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.³ The U.S. Department of Housing and Urban Development (HUD) is the Federal agency that oversees that public housing is in compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.”

Protections for Applicants

If you otherwise qualify for assistance under public housing, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under public housing, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under public housing solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

² Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

³ Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

Removing the Abuser or Perpetrator from the Household

The PHA may divide (bifurcate) your lease to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If the PHA chooses to remove the abuser or perpetrator, the PHA may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, the PHA must allow the tenant who is or has been a victim and other household members to remain in the unit for 30 days, to establish eligibility under the program or under another HUD housing program covered by VAWA or find alternative housing.

In removing the abuser or perpetrator from the household, the PHA must follow Federal, State, and local eviction procedures. To divide a lease, the PHA may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, the PHA may permit you to move to another unit, subject to the availability of other units, and keep your assistance. To approve a request, the PHA may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the PHA may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

- 1. You are a victim of domestic violence, dating violence, sexual assault, or stalking.**
If your PHA does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.
- 2. You expressly request the emergency transfer.** Your PHA may choose to require that you submit a form or may accept another written or oral request.
- 3. You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.** This means you have a reason to fear that if you do not receive a transfer, you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

The PHA will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

The PHA's emergency transfer plan provides further information on emergency transfers, and the PHA must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

The PHA can, but is not required to, ask you to provide documentation to “certify” that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from the PHA must be in writing, and the PHA must give you at least 14 business days (Saturdays, Sundays, and federal holidays do not count) from the day you receive the request to provide the documentation. The PHA may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to the PHA as documentation. It is your choice which of the following to submit if HP asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by the PHA with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.
- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, “professional”) from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that he or she believes that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection.
- Any other statement or evidence that the PHA has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, the PHA does not have to provide you with the protections contained in this notice.

If the PHA receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms 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 abuser or perpetrator), the PHA has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, the PHA does not have to provide you with the protections contained in this notice.

Confidentiality

The PHA must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

The PHA must not allow any individual administering assistance or other services on behalf of the PHA (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable federal, state, or local law.

The PHA must not enter your information into any shared database or disclose your information to any other entity or individual. The PHA, however, may disclose the information provided if:

- You give written permission to the PHA to release the information on a time limited basis.
- The PHA needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires the PHA to release the information.

VAWA does not limit the PHA's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted, and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, the PHA cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted, and your assistance terminated, if the PHA can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

1. Would occur within an immediate time frame, and
2. Could result in death or serious bodily harm to other tenants or those who work on the property.

If the PHA can demonstrate the above, the PHA should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any Federal, State, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report your PHA for violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with or **Department of Housing and Urban Development local field office located at 400 W. Bay St. Suite 1015 Jacksonville, FL 32202.**

For Additional Information

You may view a copy of HUD's final VAWA rule at: <https://www.gpo.gov/fdsys/pkg/FR-2016-11-16/pdf/2016-25888.pdf>.

Additionally, the PHA must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY).

For tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Attachment: Certification form HUD-5382

EXHIBIT 16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION, FORM HUD-5382

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) 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 domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____
2. Name of victim: _____
3. Your name (if different from victim's): _____
4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____
6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim: _____
8. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s): _____ _____ _____

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

EXHIBIT 16-3: EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING

Attachment: Certification form HUD-5382

Jacksonville Housing Authority

**Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking
Public Housing Program**

Emergency Transfers

The PHA is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),⁴ the PHA allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.⁵ The ability of the PHA to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether the PHA has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the federal agency that oversees that the public housing and housing choice voucher (HCV) programs are in compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L, is eligible for an emergency transfer, if the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

⁴Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

⁵Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify the PHA's management office and submit a written request for a transfer to **any PHA office**. The PHA will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under the PHA's program, OR
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Confidentiality

The PHA will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives the PHA written permission to release the information on a time-limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person or persons that committed an act of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence against Women Act for All Tenants for more information about the PHA's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

The PHA cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. The PHA will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The PHA may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If the PHA has no safe and available units for which a tenant who needs an emergency transfer is eligible, the PHA will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, the PHA will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Emergency Transfers: Public Housing (PH) Program

If you are a public housing resident and request an emergency transfer as described in this plan, the PHA will attempt to assist you in moving to a safe unit quickly. The PHA will make exceptions as required to policies restricting moves.

Emergency transfers for which you are not required to apply for assistance include the following:

- Public housing unit in a different development
- Public housing unit in the same development if you determine that the unit is safe

At your request, the PHA will refer you to organizations that may be able to further assist you.

You may also request an emergency transfer to the following programs for which you are required to apply for assistance:

- HCV tenant-based program
- HCV project-based assistance
- Other programs administered by the PHA (such as state housing programs)

Emergency transfers will not take priority over waiting list admissions for these types of assistance. At your request, the PHA will refer you to organizations that may be able to further assist you.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse, and Incest National Network's National Sexual Assault Hotline at 1-800-656-HOPE or visit the online hotline at <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Attachment: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

EXHIBIT 16-4: EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5383

**EMERGENCY TRANSFER
REQUEST FOR CERTAIN
VICTIMS OF DOMESTIC
VIOLENCE, DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: If you are a victim of domestic violence, dating violence, sexual assault, or stalking, and you are seeking an emergency transfer, you may use this form to request an emergency transfer and certify that you meet the requirements of eligibility for an emergency transfer under the Violence Against Women Act (VAWA). Although the statutory name references women, VAWA rights and protections apply to all victims of domestic violence, dating violence, sexual assault, or stalking. Using this form does not necessarily mean that you will receive an emergency transfer. See your housing provider's emergency transfer plan for more information about the availability of emergency transfers.

The requirements you must meet are:

- (1) You are a victim of domestic violence, dating violence, sexual assault, or stalking.** If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation. In response, you may submit Form HUD-5382, or any one of the other types of documentation listed on that Form.
- (2) You expressly request the emergency transfer.** Submission of this form confirms that you have expressly requested a transfer. Your housing provider may choose to require that you submit this form or may accept another written or oral request. Please see your housing provider's emergency transfer plan for more details.
- (3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.** This means you have a reason to fear that if you do not receive a transfer, you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you submit this form or otherwise expressly request the transfer.

Submission of Documentation: If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you should submit that documentation to your housing provider if it is safe for you to do so. Examples of third party documentation include, but are not limited to: a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom you have sought assistance; a current restraining order; a recent court order or other court records; a law enforcement report or records; communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking, and concerning your request for an emergency transfer shall be kept confidential. Such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections or an emergency transfer to you. Such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY OR ON BEHALF OF THE PERSON REQUESTING A TRANSFER

1. Name of victim requesting an emergency transfer: _____

2. Your name (if different from victim's) _____

3. Name(s) of other family member(s) listed on the lease: _____

4. Name(s) of other family member(s) who would transfer with the victim: _____

5. Address of location from which the victim seeks to transfer:

6. Address or phone number for contacting the victim: _____

7. Name of the accused perpetrator (if known and can be safely disclosed): _____

8. Relationship of the accused perpetrator to the victim: _____

9. Date(s), Time(s) and location(s) of incident(s): _____

10. Is the person requesting the transfer a victim of a sexual assault that occurred in the past 90 days on the premises of the property from which the victim is seeking a transfer? If yes, skip question 11. If no, fill out question 11. _____

11. Describe why the victim believes they are threatened with imminent harm from further violence if they remain in their current unit.

12. If voluntarily provided, list any third-party documentation you are providing along with this notice:

This is to certify that the information provided on this form is true and correct to the best of my knowledge, and that the individual named above in Item 1 meets the requirement laid out on this form for an emergency transfer. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

GLOSSARY

A. ACRONYMS USED IN PUBLIC HOUSING

- **ACC** Annual contributions contract
- **ACOP** Admissions and continued occupancy policy
- **ADA** Americans with Disabilities Act of 1990
- **AIDS** Acquired immune deficiency syndrome
- **AMI** Area median income
- **AMP** Asset management project
- **BR** Bedroom
- **CDBG** Community Development Block Grant (Program)
- **CFP** Capital fund program
- **CFR** Code of Federal Regulations (published federal rules that define and implement laws; commonly referred to as “the regulations”)
- **COCC** Central office cost center
- **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 (HUD Office of Housing)
- **FHEO** Fair Housing and Equal Opportunity (HUD Office of)
- **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

- **HA** Housing authority or housing agency
- **HCV** Housing choice voucher
- **HERA** Housing and Economic Recovery Act of 2008
- **HOPE VI** Revitalization of Severely Distressed Public Housing Program
- **HUD** Department of Housing and Urban Development
- **HUDCLIPS** HUD Client Information and Policy System
- **IMS** Inventory Management System
- **IPA** Independent public accountant
- **IRA** Individual retirement account
- **IRS** Internal Revenue Service
- **JTPA** Job Training Partnership Act
- **LBP** Lead-based paint
- **LEP** Limited English proficiency
- **LIHTC** Low-income housing tax credit
- **MTW** Moving to Work
- **NOFA** Notice of funding availability
- **OGC** HUD's Office of General Counsel
- **OIG** HUD's Office of Inspector General
- **OMB** Office of Management and Budget
- **PASS** Plan to Achieve Self-Support
- **PHA** Public housing agency
- **PHAS** Public Housing Assessment System
- **PIC** PIH Information Center
- **PIH** (HUD Office of) Public and Indian Housing
- **QC** Quality control
- **QHWRA** Quality Housing and Work Responsibility Act of 1998 (also known as the Public Housing Reform Act)

- **RAD** Rental Assistance Demonstration Program
- **REAC** (HUD) Real Estate Assessment Center
- **RFP** Request for proposals
- **RIGI** Regional inspector general for investigation (handles fraud and program abuse matters for HUD at the regional office level)
- **ROSS** Resident Opportunity and Supportive Services
- **SSA** Social Security Administration
- **SSI** Supplemental security income
- **SWICA** State wage information collection agency
- **TANF** Temporary assistance for needy families
- **TR** Tenant rent
- **TTP** Total tenant payment
- **UA** Utility allowance
- **UFAS** Uniform Federal Accessibility Standards
- **UIV** Upfront income verification
- **UPCS** Uniform Physical Condition Standards
- **URP** Utility reimbursement payment
- **VAWA** Violence Against Women Reauthorization Act of 2013
- **VCA** Voluntary Compliance Agreement

B. GLOSSARY OF PUBLIC HOUSING TERMS

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.

Affiliated individual. With respect to an individual, a spouse, parent, brother, sister, or child of that individual, or a person to whom that individual stands in loco parentis (in the position or place of a parent), or any individual, tenant, or lawful occupant living in the household of the victim of domestic violence, dating violence, sexual assault, or stalking.

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.

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.

Ceiling rent. The highest rent amount the PHA will require a family to pay, for a particular unit size, when the family is paying an income-based rent.

Child. A member of the family other than the family head or spouse who is under 18 years of age.

Childcare 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 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.

Citizen. A citizen or national of the United States.

Cohead. An individual in the household who is equally responsible for the lease with the head of household. A family may have a cohead or spouse but not both. A cohead never qualifies as a dependent. The cohead must have legal capacity to enter a lease.

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.

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, cohead, 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 because 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. 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.

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).

Effective date. The "effective date" of an examination or reexamination refers to: (i) in the case of an examination for admission, the date of initial occupancy and (ii) in the case of reexamination of an existing tenant, the date the redetermined rent becomes effective.

Elderly family. A family whose head, cohead, 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 the federal poverty level or 30 percent of the median income for the area as determined by HUD, whichever number is higher, 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, regardless of actual or perceived sexual orientation, gender identity, or marital status, 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 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).

Federal agency. A department of the executive branch of the federal government.

Flat rent. Established by the PHA for each public housing unit; a rent based on the market rent charged for comparable units in the unassisted rental market, set at no less than 80 percent of the applicable Fair Market Rent (FMR), and adjusted by the amount of the utility allowance, if any

Foster childcare 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.

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)

Gender identity. Actual or perceived gender-related characteristics.

Handicap. Any condition or characteristic that renders a person an individual with handicaps. (See *person with disabilities.*)

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 agency (HA). See *public housing agency.*

HUD. The U.S. Department of Housing and Urban Development.

Imputed asset. An asset disposed of for less than fair market value during the two years preceding examination or reexamination.

Imputed asset income. The PHA-established 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-based rent. A tenant rent that is based on the family's income and the PHA's rent policies for determination of such rents.

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*.

Jurisdiction. The area in which the PHA has authority under state and local law to administer the program.

Lease. A written agreement between the PHA and a tenant family for the leasing of a public housing unit. The lease establishes the legal relationship between the PHA and the tenant family.

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.

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 more than 3 percent of annual income.

Minimum rent. An amount established by the PHA of zero to \$50.

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 the annual income.

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, more than the consideration received, therefore. In the case of a disposition as part of a separation or divorce settlement, the disposition will not 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.

PHA Plan. The annual plan and the 5-year plan as adopted by the PHA and approved by HUD.

Participant (participant family). A family that has been admitted to the PHA program and is currently assisted in the program.

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.

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 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.

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. A family residing in public housing:

- Whose annual income increases because of employment of a family member who was unemployed for one or more years previous to employment.
- Whose annual income increases because of increased earnings by a family member during participation in any economic self-sufficiency or other job training program; or
- Whose annual income increases, because 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.

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.

Recertification. Sometimes called *reexamination*. 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 aged 47 who is not disabled).

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 program, the PHA administering the program under an ACC with HUD. **Secretary.** The Secretary of Housing and Urban Development.

Section 8. Section 8 of the United States Housing Act of 1937; refers to the housing choice voucher program.

Security deposit. A dollar amount (maximum set according to the regulations) which can be used for unpaid rent or damages to the PHA upon termination of the lease.

Sexual assault. Any nonconsensual sexual act proscribed by federal, tribal, or state law, including when the victim lacks capacity to consent (42 U.S.C. 13925(a))

Sexual orientation. Homosexuality, heterosexuality, or bisexuality.

Single person. A person living alone or intending to live alone.

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.

Specified welfare benefit reduction. Those reductions of welfare benefits (for a covered family) 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.

Tenant. The person or persons (other than a live-in aide) who executes the lease as lessee of the dwelling unit.

Tenant rent. The amount payable monthly by the family as rent to the PHA.

Total tenant payment (TTP). The total amount the HUD rent formula requires the tenant to pay toward rent and utilities.

Utilities. Water, electricity, gas, other heating, refrigeration, cooking fuels, trash collection, and sewage services. Telephone service is not included.

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 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. The amount, if any, by which the utility allowance for the unit, if applicable, exceeds the total tenant payment (TTP) for the family occupying the unit.

Veteran. A person who has served in the active military or naval service of the United States at any time and who shall have been discharged or released therefrom under conditions other than dishonorable.

Violence Against Women Reauthorization Act (VAWA) of 2013. Prohibits denying admission to, denying assistance under, or evicting from a public housing unit an otherwise qualified applicant or tenant on the basis that the applicant or tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking.

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.

Waiting list. A list of families organized according to HUD regulations and PHA policy who are waiting for a unit to become available.

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, childcare 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.

Utility Allowances & Flat Rents Effective 10/01/2023 thru 09/30/24

Community	bdrm size	bdrm size	bdrm size	bdrm size	bdrm size	bdrm size
Twin Towers: AMP 10 (no utility rates)						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Flat Rents	\$763	\$882	\$1,042	n/a	n/a	n/a

Fairway Oaks: AMP 12						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Fairway Oaks - Multi-Family Utility Rates	n/a	\$173	\$222	\$291	\$360	n/a
Fairway Oaks - Detached Utility Rates	n/a	n/a	n/a	n/a	\$385	\$456
Fairway Oaks - Flat Rents	n/a	\$709	\$820	\$1,050	\$1,326	\$1,497
Fairway Sct Sites - Utility Rates	n/a	n/a	\$198	n/a	n/a	n/a
Fairway Oaks Sct Sites - Flat Rents	n/a	n/a	\$844	n/a	n/a	n/a

Southwind Villas: AMP 13						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Multi-Family (2-4 units) Utility Rates	n/a	\$113	\$138	\$164	\$189	\$216
Apartment (5+ units) Utility Rates	n/a	\$98	\$119	\$141	\$164	n/a
Flat Rents	n/a	\$776	\$914	\$1,188	\$1,509	\$1,737

Victory Pointe: AMP 14						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Multi-Family (2-4 units) Utility Rates	n/a	\$147	\$198	n/a	n/a	n/a
Apartment (5+ units) Utility Rates	n/a	\$133	\$180	\$244	\$311	\$373
Flat Rents	n/a	\$742	\$853	\$1,097	\$1,387	\$1,580

Anders & Forest Meadows: AMP 15						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Anders - Multi-Family (2-4 units) Utility Rates	n/a	\$147	\$198	\$268	\$338	n/a
Anders - Apartment (5+ units) Utility Rates	n/a	\$133	\$180	\$244	n/a	n/a
Anders - Flat Rents	n/a	\$742	\$853	\$1,085	\$1,360	n/a
Anders Sct Site- Multi-Family (2-4 units) Utility Rates	n/a	n/a	\$198	\$268	n/a	n/a
Anders Sct Site- Detached Utility Rates	n/a	n/a	n/a	\$283	n/a	n/a
Anders Sct Site - Flat Rents	n/a	n/a	\$844	\$1,058	n/a	n/a
Forest Meadows East - Duplex Utility Rates	n/a	n/a	\$121	\$149	n/a	n/a
Forest Meadows East - Detached Utility Rates	n/a	n/a	\$134	n/a	\$155	\$195
Forest Meadows East - Flat Rents	n/a	n/a	\$915	\$1,192	\$1,543	\$1,758
Forest Meadows West - Utility Rates	n/a	\$93	n/a	n/a	n/a	n/a
Forest Meadows West - Flat Rents	n/a	\$789	n/a	n/a	n/a	n/a

Centennial Townhouses E & W: AMP 18						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates	n/a	\$87	\$115	\$142	\$168	\$194
Flat Rents	n/a	\$795	\$927	\$1,199	\$1,530	\$1,759

Scattered Sites: AMP 27						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates Detached (tenant pays W&S)	n/a	n/a	n/a	\$283	n/a	n/a
Utility Rates Multi-Family (tenant pays W&S)	n/a	n/a	\$198	\$268	n/a	n/a
Utility Rates Multi-Family (tenant DOES NOT pay W&S)	n/a	n/a	\$114	\$141	n/a	n/a
Flat Rents	n/a	n/a	\$886	\$1,110	n/a	n/a

Blodgett Villas: AMP 32						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates (all electric)	n/a	n/a	\$199	\$269	\$339	\$407
Utility Rates (electric heat & gas water heater)	n/a	n/a	\$214	\$284	\$355	\$424
Flat Rents	n/a	n/a	\$832	\$1,064	\$1,351	\$1,538

The Oaks At Durkeeville: AMP 36						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Durkeeville (HOPE Bldg) Utility Rates	n/a	\$75	\$98	n/a	n/a	n/a
Durkeeville (multi-fam 2-4 units) - Utility Rates	n/a	n/a	\$167	\$229	n/a	n/a
Durkeeville (apartment 5+ units) - Utility Rates	\$63	\$147	\$198	n/a	n/a	n/a
Flat Rents	\$700	\$771	\$888	\$1,112	n/a	n/a

Lindsey Terrace: AMP 45						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates	n/a	\$133	\$180	\$244	n/a	n/a
Flat Rents for 28% set-aside	n/a	\$490	\$588	\$679	n/a	n/a
Flat Rents for 60% set-aside	n/a	\$917	\$1,080	\$1,211	n/a	n/a

Colonial Village & Baldwin: AMP 46						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Colonial Village - Apartment (5+ units) Utility Rates	n/a	\$73	\$96	n/a	n/a	n/a
Colonial Village - Multi-Family (2-4 units) Utility Rates	n/a	n/a	\$114	n/a	n/a	n/a
Baldwin - Multi-Family Utility Rates	n/a	\$87	\$114	\$141	n/a	n/a
Baldwin - Detached Utility Rates	n/a	n/a	n/a	\$156	\$186	n/a
Flat Rents	n/a	\$802	\$934	\$1,192	\$1,512	n/a

Riviera N & S: AMP 47						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates	n/a	\$73	\$96	\$117	n/a	n/a
Flat Rents	n/a	\$809	\$946	\$1,224	n/a	n/a

Brentwood Lake: AMP 48 & Affordable						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates (58 & TICs)	n/a	\$73	\$96	n/a	n/a	n/a
Utility Rates (Aff TICs)	n/a	n/a	\$121	\$150	n/a	n/a
PH Flat Rents for 40% set-aside	n/a	\$627	\$744	n/a	n/a	n/a
PH Flat Rents for 50% set-aside	n/a	\$802	\$954	n/a	n/a	n/a
Affordable Max Rents for 50% set-aside	n/a	n/a	\$929	\$1,063	n/a	n/a

Carrington Place: AMP 50						
	0 bdrm	1 bdrm	2 bdrms	3 bdrms	4 bdrms	5 bdrms
Utility Rates	n/a	\$73	\$96	n/a	n/a	n/a
Flat Rents	n/a	\$809	\$946	n/a	n/a	n/a

Modified Date 07/18/23 RS

Effective Date 10/1/2023

Tab 5 – Leases

JHA PH Dwelling Lease
Brentwood Park Tax Credit Lease
Lindsey Terrace Dwelling Lease
Jacksonville Beach Rehab Lease
The Waves at Jacksonville Lease
Centennial Towers Lease
Hogan Creek Lease

**Jacksonville Housing Authority
Dwelling Lease**

Client No. _____

Section 1. Parties

The Jacksonville Housing Authority (hereinafter sometimes referred as “us,” “we,” or “JHA”) does hereby lease to _____ (hereinafter referred to as “you” or “yours”), Unit Number _____ located at _____ and consisting of ____ bedrooms.

Section 2. Term

The initial term of this agreement shall begin on _____ and end at midnight on _____. Upon expiration of the term, this lease shall be automatically renewed for successive terms of one year unless terminated by JHA or you in accordance with Section 22.

Section 3. Household Members

You may only permit the following persons to occupy this unit:

Name	Sex	SSN	Birth Date	Relationship to Head of Household
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Section 4. Rent

You agree to pay _____ per month as the beginning rental amount. You understand that the unit is subsidized and rents are based upon HUD regulations. You agree that rent may be changed during the term of this lease in accordance with Section 10.

Rent will remain in effect unless adjusted in accordance with Section 6 and 10 herein. If your lease was effective after the first day of the month, we have prorated the rent for the first month. If the final period of your tenancy is less than a full month, and you have given us proper notice of your intent to vacate as described in Section 22(A), you shall only be responsible for a prorated share of the rent for that month.

Rent is due and payable on the first (1st) day of each month and shall be considered delinquent after the fifth (5th) business day of the month. Any payment received after 5:00 pm shall be considered to

have been made on the following day. If you have not paid rent by the fifth (5th) business day of the month, you will be sent a delinquent rent notice, and you will be charged a late fee of thirty-five dollars (\$35.00). If rent is not paid by the expiration date on the delinquent rent notice, your file will be referred to legal counsel for the purpose of filing an eviction complaint with the courts. Four (4) late payments within a twelve (12) month period shall constitute a repeated violation of the lease.

We strongly encourage all residents to pay their monthly rent payments online on the JHA RENTCafé website. Rent and other payments may also be made at the Manager's Office in the community you live in; payments will only be accepted in the form of personal check, money order, or cashier's check payable to "Jacksonville Housing Authority." If one (1) personal check is returned due to non-sufficient funds, (NSF) all payments thereafter must be made by money order or cashier's check. Payments made by a third party in the form of a personal check will not be accepted unless from a payee agency. Cash will not be accepted at any location.

Section 5. Appliances

A stove and refrigerator will be furnished by us without additional cost. You agree to clean and maintain the appliances and to use them in your unit for the purpose intended.

Section 6. Utilities

Residents of some public housing communities are responsible to arrange for and maintain utility service(s) in their unit. If you are responsible for any utilities, you must make contact with the appropriate utility company for utility service(s) and maintain such service(s) during the term of your occupancy. Failure to maintain utility service(s) shall be considered a violation of this lease. Such contract(s) is solely between you and the utility company. If you are responsible to arrange for and maintain utilities for your unit, you are required to sign Addendum #14 of this Lease.

Section 7. Keys and Locks

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Jacksonville Housing Authority must perform all lock services and must maintain a master key to all units.

Section 8. Condition of Dwelling Unit at Initial Occupancy

At the time of initial occupancy or when transferring into a new unit, you agree that you have inspected the unit and find the unit is safe, clean, and in good condition except as indicated on the Unit Inspection Report attached to and made part of the Lease. You also agree that all appliances and equipment are in good working condition and there is no requirement for JHA to decorate, improve, alter, or repair the

unit or any of its contents except as noted on the Unit Inspection Report. This Unit Inspection Report will be signed by you and a JHA representative. A copy will be given to you immediately after the signing and an additional copy shall be retained in your resident folder. JHA will also inspect the unit when you vacate and will furnish you with a statement of any charges for maintenance and repair beyond normal wear and tear. JHA shall provide you with the opportunity to participate in this inspection, unless you have vacated without proper notice to JHA.

Section 9. Security Deposit

You agree to pay a security deposit of \$200.00 upon the signing of this lease. We agree to accept, retain, and return this security deposit in a manner consistent with HUD regulations and state laws. You agree and understand that this security deposit will not be applied toward rent or other amounts due under this lease during your tenancy.

At the termination of this lease, we may use the security deposit to pay unpaid rent, the cost of repairs due to intentional or negligent acts by you or your guest, any collection fees, attorney's fees and court costs caused by your failure to pay rent, make repairs, or any other charges due from you, your household, or guests. A written statement of charges to be deducted, if any, will be given to you.

The Security Deposit will be returned, after adjustments have been made, including consideration of the following:

- A. Your first full year of tenancy has been completed;
- B. At least 30 days written notice, but no more than 60 days as specified in Section 22;
- C. All rent and payments due for excess electric or repair charges are paid;
- D. The dwelling and equipment are left in clean condition; and
- E. The keys to the unit are received by JHA.

Section 10. Redetermination of Rent, Eligibility, and Unit size

Redetermination of your rent, eligibility and unit size shall be made at least once a year or during interim changes, in accordance with federal regulations. Residents remain responsible to provide, by the date specified, a signed statement giving accurate information as to household composition, ages, income, employment, assets of members of the household and any other information necessary for us to determine whether the rent should be changed, the dwelling size is still appropriate, and you are still eligible. Residents are obligated to continue the recertification process even after you have given a thirty (30) day notice to move, and remain responsible to report changes until the actual date of move-out from the unit, or until a Final Judgment of Eviction is entered. Residents must also fulfill any request from the Management Office which is necessary due to program requirements, including requests for information, documentation, or request for signature on documentation, even in cases where new information will result in a decrease in rent. Failure to do so will be considered a violation of the lease. JHA agrees to timely process documented changes until the Resident's move-out date or, in a case where an eviction is pending, until a Final Judgment of Eviction is entered.

A. Rent as stated in Section 4 hereof shall remain in effect until revised through annual reexamination or unless:

- 1. Your family composition changes or you have a change in income which would justify a reduction or increase in rent pursuant to the Schedule of Rents. A change in family composition or increase or decrease in income or financial condition (e.g., change in job status, increase or decrease in child support, child care expense, medical expenses,

etc.) must be reported to your community manager in writing within ten (10) business days of its occurrence.

2. If it is found that you have misrepresented the facts upon which rent is based, so that the rent you are paying is less than what should have been charged, we will increase the rent retroactively and may terminate the lease. Such increase shall be due and payable when billed.
 3. Directives are issued by the federal government that the Admissions & Occupancy Policy or method of computing rent must be changed.
- B. If any rent adjustment is required, a written notice will be provided to you by JHA pursuant to Section 18. The notice shall become an attachment to the Lease and shall amend Section 4. With rent decreases, the adjustment shall become effective the first day of the month following the day which you notified us to the change in your situation which would justify a rent decrease. With rent increases, the adjustment shall become effective the first day of the second month following receipt of information, unless the rent increase results from resident's failure to provide necessary documentation in a timely manner or from a finding of intentional misrepresentation under Section 10A (2).
- C. If we determine that the size of the dwelling unit is no longer appropriate, you agree to transfer to an appropriate size unit upon notice by us that such a dwelling unit is available. You shall be responsible for all expenses incurred in the move. A new lease shall be executed (see Section 16). You will remain eligible for continued assistance unless we terminate or do not renew your lease as set forth in Section 22.

Section 11. Obligation to Repay

If you submit false or incomplete information on any application, annual, interim reexamination, or if you fail to abide by the interim reporting requirements contained in Section 10A (1) and, as a result, are charged rent less than the amount required by HUD, you agree to pay the difference between what you are charged and the current rent. This amount is due upon receipt of written notification sent to you by JHA which details the retroactive charge. You are not required to pay undercharges in rent due solely to our failure to calculate your rent properly. If you are found to have intentionally submitted false information, you may be subjected to eviction proceedings.

If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.

If for any reason, JHA turns your debt over to a collection agency, the additional cost of the collection agency will be passed on to the resident. Thirty (30) days after your move-out JHA reserves the right to send unpaid debts or debts without current repayment agreements to a collection agency. The resident will incur an additional cost not to exceed 50% of the entire or remaining debt.

Section 12. Resident's Rights to Use and Occupy Premises

- A. You shall have the right to exclusive use and occupancy of the leased premises which shall include reasonable accommodations of your guest or visitors and, with the consent of us, may include care of foster children, foster adults, or live-in care for a member of your family.
- B. JHA residents shall not engage in business or profit-making activities within their unit or on JHA property without approval from JHA.

Section 13. Resident and Member(s) of the Household Obligations

You agree:

- A. Not to assign, sublet, or transfer possession of the unit, nor to provide accommodation to boarders or lodgers.
- B. Not to use or permit the use of the dwelling unit for any purpose other than as a private dwelling unit solely for yourself and members of the household as named in Section 3. This does not prohibit you from providing reasonable accommodations for guests or visitors. All trespassed guests must be in the company of a lessee while on the property. We reserve the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent, safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests. As used herein, the term "guest" shall mean a person temporarily staying in the unit with the consent of a resident or other member of the household who has expressed or implied authority to do so on behalf of the resident. The dwelling unit must be the household's primary residence. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the JHA. A family member cannot be absent from his or her unit for a period in excess of 90 consecutive calendar days in any rolling twelve-month period. A family member who is absent from the unit for a period of more than thirty (30) days may be considered to have vacated the unit under Florida law. Extenuating circumstances will be considered with the proper documentation. If you or a family member must be absent from your unit for a period of more than thirty (30) days, you must notify your housing manager of such absence and remain current with your rent in addition to maintaining utility service(s), if you are required to maintain such service(s). If you have no rental obligation, you must still notify your manager and maintain utility service(s). If you are absent from your unit for a period in excess of three (3) months, your lease will be subject to termination after written notice from the manager.
- C. Not to make repairs or alterations to the dwelling; not install or store any appliance such as air conditioners, refrigerator, freezers, dryers, television aerials, etc., without prior written consent of JHA.
- D. Not to keep animal or pet in family developments other than caged birds or fish except in accordance with the Pet Policy attached hereto.
- E. To abide by necessary and reasonable regulations as may be set forth by us for the benefit and well-being of the housing complex and its residents. These regulations shall be posted in the manager's office and are, by this reference, incorporated in this lease. Any proposed modifications to these rules will be posted 30 days prior to their effective date.
- F. To comply with all obligations imposed upon residents by applicable provisions of building and housing codes materially affecting health and safety.
- G. To keep the premises in a clean, decent, safe, sanitary condition, and free from excessive clutter, and to maintain electric, water, gas, and sewer service, if it is your responsibility to maintain such utilities. Residents of Scattered Site Public Housing shall be responsible for maintaining their lawns; this includes mowing, trimming, and removing all debris. Also to maintain the common areas in a clean, safe, and sanitary condition.
- H. For Scattered Sites residents only, to dispose of all ashes, garbage, rubbish, and other waste from the premises in a sanitary and safe manner. Ashes, garbage, waste, or other rubbish must be kept in a tight-fitting container and set out only on garbage pick-up days.

- I. To use electrical, plumbing, sanitary, heating, ventilating, air conditioning, other facilities and appurtenances including elevators, in a reasonable manner.
- J. To use reasonable care in the operation and maintenance of the smoke alarm and be responsible for reporting any problems with the smoke alarm. Do not hang anything on the fire/sprinkler system pipes. Notices of lease violations will be issued to residents who purposely disengage or disable the unit's smoke detector. Residents will receive one (1) written warning and will incur a charge to repair/replace the disabled or missing smoke detector in accordance with the Schedule of Maintenance charges. A second incidence will result in lease termination.
- K. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging, or removing any part of the premises or community.
- L. To pay late fees, maintenance charges, reasonable charges for damages caused by you, your household, or guests (other than normal wear and tear). Charges shall become due and collectible two (2) weeks after the JHA gives written notice of the charges.
- M. To conduct yourself and to cause members of your household and guests to conduct themselves in such a manner as: (1) not to disturb other residents' peaceful enjoyment of their accommodations, community facilities, and other areas of JHA's property; (2) to refrain from and not permit illegal or other activity which would impair the physical or social environment of your complex, community facilities, and other areas of JHA's property (3) to refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on JHA's property; and (4) to act in such a way as to be conducive to maintaining the complex, community facilities, and other areas of JHA's property in a decent, safe, and sanitary condition.
- N. To ensure that you, members of your household, and guests shall not: (1) engage in any criminal activity that threatens the health, safety, or peaceful enjoyment of the premises by other residents of JHA or employees of JHA or (2) engage in any violent or drug-related criminal activity on or off the premises or (3) knowingly harbor fugitives from the law.
- O. To ensure that no other person under the tenant's control engages in: (1) any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other resident: (2) any drug-related criminal activity on the premises. An incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be considered as a serious or repeated violation of the lease by the victim of that violence.
- P. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of JHA.
- Q. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of JHA, employees of JHA or vendors conducting business on behalf of JHA.
- R. To notify us immediately if the premises are damaged to the extent that conditions are created which are hazardous to life, health, or safety of the occupants.
- S. Resident acknowledges that once a work order request is submitted, you have authorized JHA maintenance staff or approved vendors to enter the unit to make necessary repairs. Should JHA determine unit repairs will not be completed within 72 hours, a notice will be sent to the resident informing them when the repair will be completed in accordance with Section 17.
- T. Parking is permitted only in designated and/or marked parking spaces, one space per vehicle. Oversized vehicles that do not completely fit into one parking space are prohibited. Parking is limited to 2 vehicles per household. Vehicles may not block access, common areas, or take up more than one parking space. Parking lots cannot be used as storage for unused/additional vehicles, lawn equipment, or trailers. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be

given a written notice giving five (5) days to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises within five (5) days, JHA may have the vehicle towed off the premises at your expense. JHA shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed.

- U. Upon vacating the unit, you are responsible for the unit and equipment therein until the keys are received by staff of JHA.
- V. If there are minor children who are members of the household, they must comply with the JHA Truancy and Curfew Policy attached to and made a part of this lease.
- W. The use of BB guns or pellet guns on JHA property, or the possession of such guns in any common area of JHA property by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7)-day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident's lease will be terminated.
- X. If you would like to have a satellite dish or cable installed for use in your unit, you must make a written request to your community manager. Installation and location of satellite dish and cable lines must be approved by community manager prior to installation. NO SATELLITE DISHES will be permitted to be attached to JHA buildings.
- Y. No outdoor cooking within ten (10) feet of the building, or under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community.
- Z. No open containers or drinking of alcoholic beverages in the common areas of any JHA property.
- AA. To ensure that you, members of your household, and your guests shall not unreasonably obstruct or otherwise hinder other residents or JHA staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.
- BB. All pool and playground areas are play at your own risk, children aged 12 and under must be supervised by an adult aged 18 and up. Parents of children that are found to unsupervised/unattended will receive a written warning. Additional violations constitute a violation of the lease and may warrant a notice to terminate lease.
- CC. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on all sites, except Scattered Sites.
- DD. Vehicle repairs are NOT allowed on JHA property. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot surface. Residents will be responsible for the costs incurred in cleaning or repairing any damage caused by leaking vehicle, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse JHA for costs incurred within two weeks of receipt of notice of such costs.
- EE. All guests in the following communities are required to present a federal or state issued, non-expired picture identification card to sign in and out with each visit at the security guard station: Brentwood Faith Building, Centennial Towers, Hogan Creek Towers, Oaks at Durkeeville Hope Building, and Twin Towers.

- FF. Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household, and guests shall not smoke anywhere in the community within 25 feet of any units or buildings. Four documented violations of the Smoke-Free Policy may result in lease termination. This smoke-free policy excludes Lindsey Terrace.
- GG. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.
- HH. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4)
- II. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

Section 14. Management Obligations

We Agree:

- A. To maintain the premises, buildings, facilities, and common areas (except for the common areas of Scattered Site Public Housing as provided in Section 13 (G)) in a clean, decent, safe, and sanitary condition.
- B. To supply running water, reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of you and supplied by a direct utility connection.
- C. To maintain in good, safe, working order and condition electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied by JHA.
- D. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident family) for the deposit of garbage, rubbish, and other waste removed from the premises by you.
- E. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner.
- F. To comply with requirements of applicable building codes, housing codes, and HUD regulations materially affecting health and safety.
- G. If repairs of a defect that is hazardous to life, health, and safety are not made, and JHA does not offer a temporary alternative accommodation to you within five (5) days of your reporting to JHA, except in circumstances beyond our control, then your rent shall abate proportionately to the degree of damage during the entire period of the existence of such defect while you are residing in the unrepaired dwelling. Rent shall not abate if you reject reasonable, alternative, temporary accommodations, or if damages are caused by you, your household, or guest(s).
- H. To notify you of the specific grounds for any proposed adverse action by JHA. (Such adverse action includes, but is not limited to, proposed lease termination, transfer to another unit, or imposition of charges for maintenance and repair or for excess consumption of utilities).
- I. JHA management and staff will refrain from acting or speaking in an abusive or threatening manner to JHA residents.
- J. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

Section 15. Restrictions on Alterations

After the execution of this Lease, you agree not to do any of the following without our written permission:

- A. Change or remove any part of the appliances, fixtures, or equipment that belongs to JHA;
- B. Paint, install wallpaper, contact paper, or floor covering anywhere in the unit (this shall include but not limited to decorative wall paintings, such as feather painting and sponging);
- C. Attach awnings, window guards, or burglar bars in the unit;
- D. Attach or place any fixtures, signs, or fences on the building, common areas, or grounds;
- E. Install any additional shelving, fixtures, doors or make any other permanent improvements to the property;
- F. Install or store washing machines, clothes dryers, dishwashers, freezers, air conditioners, or any other major appliances in the unit without prior written consent of JHA. (Residents should discuss

- the purchase of major appliances with their manager prior to buying or renting these items, as many of them will not be able to operate properly on the utility service provided);
- G. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(es) will be attached to the building or unit in any way.
 - H. Fire burning heaters are strictly forbidden;
 - I. Place water beds in upstairs bedrooms.
 - J. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out overnight or after use due to health and safety precautions.

Section 16. Size of Dwelling Unit

You understand that federal regulations permit us to assign units according to the size of the household and the age, sex, and relationship of household members. You agree to transfer to an appropriate size dwelling unit if we determine at an annual or interim reexamination that such a transfer is necessary to correct an overcrowded or over-housed situation and a unit is currently available. Management will initiate the process and notify you pursuant to Section 21.

Section 17. Inspections

- A. JHA and you, or your representative, shall inspect the premises prior to occupancy by you. JHA shall furnish you with a written statement of the condition of the premises, the dwelling unit, and equipment provided with the unit. This statement shall be signed by JHA and you and another copy retained in your resident's folder.
- B. When you vacate the unit, JHA shall inspect the unit and furnish you with a written statement of any charges for which you are responsible. You and/or your representative may join in such inspection.
- C. Duly authorized agent or representative of JHA may take photographs and/or video of the unit or any section thereof (including unit interior, exterior, and associated outdoor area) for reasonable purpose (for example, to document condition of unit) when entry to unit is made as described in this section.
- D. You agree that, upon reasonable notification, a duly authorized agent or representative of JHA shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements, repairs, or to show the dwelling unit. A written statement delivered to the premises at least two (2) days before such entry shall be considered reasonable advance notification. The written statement shall state the date when the entry to the dwelling unit will occur. However, JHA shall have the right to enter Resident's dwelling without prior notice to you if we believe that an emergency exists, which requires such entrance. If you and all adult members of your household are absent from the premises at time of entry, we shall leave a written statement specifying the date, time, and purpose of entry.

Section 18. Legal Notices

Any notice required hereunder shall be sufficient if delivered in writing to you personally, to an adult member of your household residing in the dwelling unit, or if sent by prepaid First Class Mail properly addressed to the unit listed on the Dwelling Lease Agreement. Notice to JHA must be in writing, delivered to a JHA employee at the management office of the complex in which you reside.

Section 19. Posted Notices

Schedules of special charges for services, repairs, utilities, rules, and regulations shall be publicly posted in the complex office and shall be furnished to you on request. Schedules, rules, and regulation may be modified by JHA provided that sixty (60) days written notice is given to each affected resident setting forth the proposed modification, the reasons therefore, and providing you an opportunity to present written comments which shall be taken into consideration by JHA prior to the proposed modification becoming effective. Such notice shall be posted in three (3) conspicuous places within each complex.

Section 20. Community and Social Service Involvement

The resident(s) shall be subject to the requirements of the "Community Service and Self-Sufficiency Requirements for Public Housing" contained in the Community Service Lease Addendum, which is attached to and made part of this lease agreement. The JHA requires that the non-exempt family members complete and submit a monthly report of their community service to the rental office no later than the fifth (5th) working day of each month (see Community Service Addendum).

Section 21. Transfers

- A. In addition to transfers under Section 16, JHA shall have the right to transfer you to another unit of equivalent size, either in the same complex or another complex owned by JHA, in the event that you are involved in a situation in which a resident's peaceful enjoyment of his or her accommodations has been disrupted and has not responded to intervention by management.

- B. Only two (2) transfer offers will be offered to you. You have two (2) business days from the date of the phone call or posting of the offer to accept or reject it. If, however, the offer is sent by mail only, three (3) additional business days shall be added to the time of the date of the letter to accept or reject the offer.
 - 1. If you reject the second offer, your name will be removed from the transfer list. If you are in an overhoused unit and reject the second transfer offer, your lease will be terminated.
 - 2. Upon your acceptance of a transfer offer you have five (5) business days in which to complete your transfer move. When you are transferred or move into another JHA unit, you hereby acknowledge that the execution of a new lease is a result of either modernization or another authorized transfer purpose. In consideration of your being relocated, you and JHA agree that all obligations, causes of action claims, and defenses existing under the previous lease are hereby preserved and incorporated into this Lease.
 - 3. If the family does not complete the move-in to the new unit and has not turned in the keys to the old unit by the close of business on the fifth business day, the family will be charged rent at both units for each day that the family takes to complete the transfer. Upon your transfer, you agree to execute a new lease and all corresponding Lease Addendums.

- C. Family members age 18 and older who move from the dwelling unit to establish new households shall be removed from the lease. The tenant must notify JHA of the move-out within ten (10) business days of this occurrence.
- D. If adding an adult member (other than a spouse or co-head) will create an overhoused unit, the additional adult member will be denied.
- E. You agree that if it is determined by the JHA you were in default under the prior lease, we shall have the right to seek your eviction from the present leased unit and to obtain possession thereof.

Section 22. Termination of Lease

- A. The Lease may be terminated by you at any time by giving thirty (30) days written notice as specified in Section 18. You agree to leave the unit in a clean and good condition, normal wear and tear excluded, to return all keys to the management office, and to provide JHA with a forwarding address. If you fail to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by you indicating a vacate date, JHA may file an eviction.
- B. JHA will not terminate or refuse to renew this Lease other than for violation of the terms of this Lease which include but are not limited to:
 - 1. Discovery after admission of facts that made you ineligible for Admission;
 - 2. Discovery of material false statements or fraud by you in connection with an application for assistance or with reexamination of income or household composition;
 - 3. Failure to accept JHA’s offer of a lease revision to an existing Lease in accordance with 24 CFR 966.4(1);
 - 4. JHA may terminate your tenancy if you are fleeing to avoid prosecution or custody or confinement after conviction of a crime, or attempt to commit a crime that is a felony under the laws of the place from which you are fleeing, or in the case of the State of New Jersey, is a high misdemeanor, or violating a condition of probation or parole under federal or state law. JHA may terminate your lease if it determines that a household member is illegally using a drug or if it determines that a pattern of illegal use of a drug interferes with health, safety, or right to peaceful enjoyment of the premises by other residents (24 CFR 966.4).
- C. Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for hearing or trial. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.
- D. If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.
- E. Termination of the lease shall be as follows:
 - 1. We shall give fourteen (14) days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 11 and/or Section 13 (L) of the lease.
 - 2. We shall give ten (10) business days written notice in all other cases.
- F. Such notice of termination may be given on any day of the month.
- G. You and JHA have the right to represent their respective interests in court in connection with eviction actions. If our action to evict you is upheld, we have the right to recover possession of the unit in the manner prescribed by state law.

- H. Residents affected by mandatory relocation or displacement as identified in the Uniform Relocation Assistance and Real Property Acquisition for Federal and Federally-Assisted Program (49 CFR Part 24), must comply with a ninety (90) day written notice to vacate the premises or be subject to eviction per the Uniform Relocation Assistance & Real Property Acquisition Act.
- I. JHA may terminate the tenancy of a lawful occupant or tenant who engages in criminal acts of violence to a family member or others without evicting victimized lawful occupants.

Section 23. Grievance Procedure

All disputes concerning the obligations of you or JHA shall be processed and resolved pursuant to the Grievance Procedure in effect. The Grievance Procedure will be given to each resident, as well as posted in the complex office.

All grievances or appeals arising from this Lease concerning obligations of either party shall be processed and resolved in accordance with the Grievance Procedure in effect at the time of the grievance or appeal arises. You will be provided with appropriate notice of an opportunity for a hearing in accordance with the Grievance Procedure. If you are entitled to a grievance hearing pursuant to the Grievance Procedure, JHA will not take any action against you until the time for you to request a grievance hearing has expired and (if a hearing was timely requested by you) the grievance process has been completed. Changes in the Grievance Procedure may be made from time to time provided that we give you and resident organizations at least thirty (30) days' notice and an opportunity to provide written comments. All written comments received shall be considered.

Selection of Hearing Officer

The Jacksonville Housing Authority shall retain a Hearing Officer by posting a Request for Proposal (RFP). The RFP will be advertised through news media and on JHA's bulletin board. The contract will be for a one (1) year period with the option of JHA renewing the contract for up to four (4) additional one (1) year periods.

Information advertised would include: References indicating background and professional experience involving appeals, grievances and associated documentation.

Section 24. Accommodations of Persons with Disabilities

If you have a disability or any member of your household listed on this Lease has a disability, JHA shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that JHA provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. JHA may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

Section 25. Remedies are Cumulative

All remedies afforded to us under this Lease shall be deemed cumulative as provided under state law.

Section 26. Insurance

JHA does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

Section 27. Attachments to and Documents which are part of this Lease Agreement

Lease Addendum No. 1: Sheriff's Watch Apartments
Lease Addendum No. 2a: Agreement of Community Service & Economic Self Sufficiency
Lease Addendum No. 2b: Community Service & Economic Self Sufficiency Exemptions
Lease Addendum No. 3: Pet Policy
Lease Addendum No. 4: Trespass Policy
Lease Addendum No. 5: Self-Sufficiency (for Brentwood Park residents)
Lease Addendum No. 6: Truancy and Curfew Policy
Lease Addendum No. 7: Head of Household Personal Property Disposition
Lease Addendum No. 8: Appliance Safety
Lease Addendum No. 9: Mold and Mildew Information
Lease Addendum No. 10: Radon Gas
Lease Addendum No. 11: Tax Credit Properties
Lease Addendum No. 12: Live-in Aide
Lease Addendum No. 13: Responsibility to Maintain Utility Service
Lease Addendum No. 14: Housekeeping
Lease Addendum No. 15: Lead Based Paint
Lease Addendum No. 16 Smoke-Free Addendum
Lease Addendum No. 17 Fair Housing and Nondiscrimination Policy

Although the Rent Policies and Calculation, Transfer Policy, Resident Charge List, and Grievance Procedure are not physically attached to this Lease, the provisions contained therein are incorporated herein by reference and you agree by the signing of this Lease to be bound by the provisions contained in these documents. Copies of the Rent Collection Policy, Transfer Policy, Resident Charge List, and Grievance Procedure are available for your review at each Management Office of JHA. Each Resident and Resident Organization shall receive a copy of the Grievance Procedure. You may obtain copies of other policies upon request.

Section 28. Changes

This Lease, together with any addenda, referenced attachments, or documents now in effect and from time to time amended, are evidence of the entire agreement between you and us. No change to this Lease shall be made except in writing, as an addendum to this Lease, dated and signed by you and

our authorized representative, except that changes may be made to rent, household composition, Rules and Regulations, and JHA policies and procedures, as specified herein.

Changes in the form of lease may be made from time to time provided that we shall give to all Residents and Resident Organizations at least thirty (30) days notice of proposed change(s) and an opportunity for presentation of written comments. All written comments made by the residents and Resident Organizations regarding the proposed changes shall be taken into consideration by JHA before they become effective.

In the event that any changes are made to this lease pursuant to this section, all residents shall be required to execute a copy of this lease as revised or amended within thirty (30) days of being presented with the revised or amended lease.

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ____ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, JHA and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control, shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of JHA or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, guest, visitor, or other persons under your control, shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of JHA or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of JHA or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control, shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between JHA and resident.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #2a: Agreement of Community Service & Economic Self Sufficiency

Beginning October 2000, Public Housing residents were required to comply with Section 12 of the Quality Housing and Work Responsibility Act of 1998. Regulations for this provision are provided in 24 CFR Subpart F 960.600-609. This act was enforced for 2001, suspended for 2002, and has now been reinstated for the 2003 fiscal year.

Beginning October 1, 2003, each Public Housing adult family member, unless exempt (see attached list of exemptions) must contribute 8 hours per month of community service, participate in an economic self-sufficiency program for 8 hours a month, or 8 hours a month of combined contribution. Political activity is not considered community service.

Community service must be verifiable, non-paid volunteer service to the community. A list of suggested activities may be obtained from the community staff or Resident Services. Each non-exempt adult family member is required to provide the Manager's Office written and verifiable proof that they have fulfilled their community service or economic self-sufficiency requirement by the fifth (5th) working day of each month for the service they completed the preceding month.

Any adult member who has not fulfilled their obligation of community service or who has not provided written third (3rd) party verification that such service was provided, will be issued a letter of non-compliance. This letter will briefly describe the non-compliance and notify the resident that the lease will not be renewed at the end of the twelve (12)-month term unless the family member enters into a written agreement to make up the additional missed hours over the next twelve (12) months. All other members of the family who are subject to the service requirement must be currently complying with the service requirements or provide written verifiable proof that the non-complying adult member is no longer residing in the unit. The lease may not be renewed if you or any other family member has violated the service agreement.

You may request a grievance hearing regarding any action that JHA may take to enforce this regulation. You may also exercise any available judicial remedy to set aside any JHA action of non-renewal of the lease because of such determination of non-compliance.

- I hereby acknowledge that I am not exempt from performing the community service or economic self-sufficiency requirements as specified above. (See attached list.)
- I hereby declare that I am exempt from performing the community service or economic self-sufficiency requirements as prescribed by exemption number ____ listed on the attached list of exemptions. I also acknowledge that if my situation changes and I am no longer exempt, I understand that I will be required to perform any remaining months of community service or economic self-sufficiency as specified above. (See attached list.)

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #2b: Community Service & Economic Self Sufficiency Exemptions

The public housing tenants exempt from the community service and economic self-sufficiency exemptions are those persons who are:

- A. Exempted from the community work requirements are all adults:
 - a. Who are age 62 or older;
 - b. Who are blind or disabled or primary caretaker of such individual if requested by the adult resident with a disability as a reasonable accommodation for their disability;
 - c. Who are employed or who are engaged in work activities as defined by the WAGES program or who are exempt from being engaged in work activity as defined by the WAGES program, one parent of a newborn infant (under 90 days of age), SSI recipient or applicant going through the process of approval for SSI or SS disability benefits; adult responsible for the care of a parent or child with a disability who needs 24 hour care CFR 24 Sub. Paragraph 960.601
- B. Is engaged in “work activity” for a weekly minimum of (20) twenty hours or full time student or job training status such as:
 - a. Employment
 - b. On the job training
 - c. Vocational educational training (not to exceed twelve months with respect to any individual); 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 equivalence or in a course of study leading to a certificate of general equivalence.
- C. Able to meet the requirements for being exempted from having to engage in a work activity under the State program funded under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.) or under any other welfare program of the State in which the PHA is located, including a State-administered welfare-to-work program; or
- D. 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 (42 U.S.C. 601 et seq.) or under any other welfare program of the State in which the PHA 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 a program.

Lease Addendum #3: Pet Policy (Page 1 of 2)

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by JHA staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to JHA property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 25 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to JHA property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited from Public Housing.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

Lease Addendum #3: Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches or balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident's lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all JHA/Housing Management Division, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #4: Trespass Policy

The Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 13 (b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #5: Self-Sufficiency (for Brentwood Park residents)

(Page 1 of 2)

The Jacksonville Housing Authority (JHA) and you understand and agree as follows:

Brentwood Park:

Your admission and continued occupancy at Brentwood Park Apartments is subject to you qualifying for the Self-Sufficiency Program and Low Income Housing Tax Credit rules and regulations. In order to qualify, you must be either:

- a) The household cannot consist entirely of full-time students unless:
 - All members of the household are married and are entitled to file a joint tax return
 - The household consists of single parent(s) and their child (or children), and no one in the household is a dependent of a third party
 - At least one member of the household receives assistance under Title IV of the Social Security Act (i.e., TANF)
 - At least one member of the household is participating in an officially sanctioned job training program such as those funded under the Workforce Investment Act (WIA)
 - b) employed with an average of at least twenty (25) hours per week, or
 - c) elderly or a person with a disability.
1. If your status as a full-time student changes, or your employment status changes so that you are not employed an average of at least twenty-five (25) hours per week, you agree to notify the Brentwood Lake Housing Manager in writing within (ten) 10 days of such change to obtain a referral to the Hope VI Social & Supportive Services Program. *In accordance with the JHA Resident Responsibilities Addendum, if you fail to report such change in writing within ten (10) days of change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 or Title 18 of the United States Code.*
 2. In the event you become unemployed or your fulltime student status changes, you must enroll and participate in the Hope VI Social & Supportive Services Program. You will have a maximum of ninety (90) days within a one (1) year period to secure employment (average of at least twenty-five (25) hours–per week) or enroll in a full-time post-secondary education program. *The maximum ninety (90) days to secure employment or enrollment in post-secondary education can be used consecutively or on an as needed basis within a one (1) year period.*
 3. If you cannot comply with the terms of this Lease Addendum, you will not be allowed to reside at Brentwood Lakes, and agree to transfer to another public housing site, assigned by the Jacksonville Housing Authority, at your own expense within five (5) days of notification of your transfer. JHA will provide at least a thirty (30) day notice to the resident prior to the required move.
 4. You understand that if you fail to notify JHA of a change in status as required by this Lease Addendum or you refuse to move after being informed that another unit is available, JHA may terminate your lease.

Lease Addendum #5: Self-Sufficiency (for Brentwood Park residents)

(Page 2 of 2)

This Lease Addendum for Self-Sufficiency will supersede any conflicting provisions in the Lease or the Admissions and Occupancy Policy.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #6: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next twelve (12) months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

**Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday**

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #7: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct the JHA to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of my property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Appliance Safety

The Jacksonville Housing Authority is responsible for all maintenance and service to appliances. Residents should not attempt to repair, service or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office. IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE HOT WATER HEATER. If such adjustments are needed, notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that violation of such is a violation of the Lease, which may result in the cancellation of your Lease.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Mold and Mildew Information (Page 1 of 3)

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

THE RESIDENT IS ABLE TO HELP ALLIEVATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the unit.
- Keep unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food with mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines-especially, if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds, use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on no-porous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Lease Addendum #9: Mold and Mildew Information (Page 2 of 3)

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING THE JHA WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.
- Any evidence of a water leak or excessive moisture in the Unit as well as in any storage room, garage or other common area.
- Evidence of mold or mildew-like growth in the Unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows
- Any inoperable doors or windows
- Discoloration of walls, baseboards, doors, window frames, or ceilings
- Moldy clothing
- Moisture dripping from or around any vents or air conditioning condenser lines

Management will respond in accordance with state law and the lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your Unit, JHA may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while the JHA evaluates, and if the JHA deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that the JHA may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that JHA and their agent may conduct inspections of the Unit at any time with a written 48-hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the Unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through the Jacksonville Housing Authority's work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with the terms of this Addendum.

Lease Addendum #9: Mold and Mildew Information (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #10: Radon Gas

We are required by Florida Statute 404.056 (5) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health department.”

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #11: Tax Credit Properties

Public Housing units located at a Tax Credit property are subject to Section 42 of the Internal Revenue Code of 1986 as amended (Section 42). These properties will include Lindsey Terrace Apartments and Brentwood Park Apartments. The following policies will be in effect for each of these properties:

Lindsey Terrace

In order for a family to be eligible for residency at Lindsey Terrace, the gross annual income for the household cannot exceed 60% of the Area Median Income (AMI) at their initial move-in. This determination will be re-verified on-site just prior to move-in and may require additional documentation as required by Section 42.

Tax credit recertification will be required once per year in addition to Public Housing recertification. At the time of the family’s annual Tax Credit recertification, the gross annual income for the household cannot exceed 140% of the current income limits (60% of AMI). If the household’s income limit exceeds this amount, they will not be able to renew their lease with Lindsey Terrace. They will, however, be offered a transfer to a Public Housing property not subject to Tax Credit regulations.

Brentwood Park

In order for a family to be eligible for residency at Brentwood Lakes, the gross annual income for the household cannot exceed 50% of the Area Median Income (AMI) at their initial move-in. This determination will be re-verified on-site just prior to move-in and may require additional documentation as required by Section 42.

Tax credit recertification will be required once per year in addition to Public Housing recertification. At the time of the family’s annual Tax Credit recertification, the gross annual income for the household cannot exceed 140% of the current income limits (50% of AMI). If the household’s income limit exceeds this amount, they will not be able to renew their lease with Brentwood Park. They will, however, be offered a transfer to a Public Housing property not subject to Tax Credit regulations.

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #12: Live-in Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person(s) (as defined by HUD),
- I am not obligated for the support of the person(s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence as live-in aide.

I understand that I am not a leaseholder at _____, and that I
Unit Address

have no rights to the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the
Resident's Name

House Rules of the Jacksonville Housing Authority.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of JHA

Date

Lease Addendum #13: Responsibility to Maintain Utility Service

According to Section 6 and 13(g) of this lease, it is your responsibility to arrange for and maintain utility service in your unit. You are hereby notified that residents of (*insert name of community*) are required to maintain utility service. Failure to do so will be considered a violation of your lease, and may be grounds for termination of your lease and eviction from Public Housing. Utilities which are cut off and not restored after a seven (7) day notice from the JHA, is a direct violation of the lease and grounds for termination.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.
- 14) Keep all interior and exterior areas of the home free of excessive clutter (e.g., books, clothing, toys, trash, etc.)

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
- 7) Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Lease Addendum #14: Housekeeping (Page 2 of 2)

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

HOUSEKEEPING STANDARDS OUTSIDE THE DWELLING

- 1) Yards: should be free of debris, trash, and abandoned cars.
- 2) Porches and balconies (front and rear): should be clean and free of hazards. Any items stored on the porch and/or balcony shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.
- 3) Steps (front and rear): should be clean, and free of hazards.
- 4) Sidewalks: should be clean and free of hazards.
- 5) Storm doors: should be clean, with glass or screens intact.
- 6) Parking lot: should be free of abandoned cars. There should be no car repairs in the lots.
- 7) Hallways: should be clean and free of hazards.
- 8) Stairwells: should be clean and uncluttered.
- 9) Laundry areas: should be clean and neat. Remove lint from dryers after each use.
- 10) Utility room: should be free of debris, motor vehicle parts, and flammable materials.
- 11) Lawns should be mowed, raked, and edged. Clippings, leaves and debris should be removed and deposited in the proper receptacle. (Scattered Site developments only)
- 12) Flower beds should be weeded. (Scattered Site developments only)

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #15: Lead Based Paint

Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor’s Disclosure

(a) Presence of lead-based paint and/or lead-based paint hazards (check (i) or (ii) below):

- (i) _____ Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

- (ii) _____ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(b) Records and reports available to the lessor (check (i) or (ii) below):

- (i) _____ Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

- (ii) _____ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Lessee’s Acknowledgment (initial)

- (c) _____ Lessee has received copies of all information listed above and/or reviewed the documents in the property manager’s office.
- (d) _____ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home* and/or reviewed the documents in the property manager’s office.

Lessor’s Acknowledgment (initial)

(e) _____ Lessor has informed the lessee of the lessor’s obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #16: Smoke-Free Addendum * (Page 1 of 2)

Smoke-Free Addendum

This Smoke Free Addendum between the resident* and the Jacksonville Housing Authority entered into between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. **Purpose of Smoke Free Policy**: The parties desire to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. **Definition of Smoking**: The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. **Smoke Free Community**: Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. **Residents to Promote Non-Smoking**: Resident shall inform resident's household and guests of the Smoke Free Policy.
5. **JHA to Promote Smoke Free Policy**: JHA shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.

Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.
6. **JHA Not a Guarantor of Smoke Free Environment**: Resident acknowledges the JHA's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the JHA or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. JHA shall use its best efforts to enforce the Smoke Free Policy. JHA is not required to take steps in response to the Smoke Free Policy unless JHA has actual knowledge of said smoking or has been given written notice of said smoking.
7. **Material Breach**: A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by the JHA per Section 13, Resident and Member(s) of the Household Obligations. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.

Lease Addendum #16: Smoke-Free Addendum * (Page 2 of 2)

8. **Disclaimer by JHA:** Resident acknowledges the JHA's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care the JHA or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. JHA specifically disclaims any implied or express warranties that the building, community or resident's unit will have any higher or improved air quality standards than any other rental property. JHA cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that JHA's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that JHA does not assume any higher duty of care to enforce this addendum than any of the other of JHA's obligations under the Lease.

JHA has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that second hand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. JHA reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and Occupancy Policy (AOP) amended for October 1, 2014.

I/We have read and understand the above Smoke Free Policy and agree to abide by it during my/our tenancy

*Does not apply to residents of Lindsey Terrace.

SIGNATURE(S):

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #17: Fair Housing and Nondiscrimination Policy

(Page 1 of 2)

FAIR HOUSING AND NONDISCRIMINATION POLICY

The Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A. No person shall, on the basis of a person's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by the Jacksonville Housing Authority.
- B. The Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A. The Jacksonville Housing Authority forbids sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment, or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.
- B. Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one's position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions

- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

III. Reasonable Accommodations

The Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on the Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 366-3448.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA’s Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. Retaliation Prohibited

The Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

**BRENTWOOD PARK APARTMENT ASSOCIATES, LTD.
TAX CREDIT LEASE AGREEMENT**

1. Parties and Dwelling Unit:

The parties to this Lease Agreement are Brentwood Park Apartment Associates, Ltd. ("BPAAL"), referred to as Landlord and _____, referred to (individually or together) as the resident. The landlord leases to the resident _____, located at Brentwood Park in the housing community known as Unit Number _____.

All notices and other communications required under this Lease Agreement shall be made to the landlord, c/o the Management Office at 761 Village Center Drive, Jacksonville, Florida 32206.

The members of the household listed below are the only persons permitted to reside in the unit. This provision is not intended to exclude the care of foster children or the live-in aide of the resident or resident's household member provided the accommodation of such person(s) conforms to the landlord's occupancy standards and the landlord has granted prior written approval for the foster child(ren) and/or live-in aide to reside in the unit.

Name	Relationship	Sex	Date of Birth	SSN

Resident shall notify the landlord, in writing within ten (10) business days, whenever any member of the household authorized to reside in the unit is no longer residing in the unit. Failure to notify the landlord within ten (10) business days in writing will result in the resident being held liable for all actions of such person and any violation of the Lease Agreement by such person will be grounds for termination and eviction from the unit.

2. Term:

The initial term of the Lease Agreement shall begin on _____ and end on midnight at _____. After the initial term ends, the Lease Agreement will be automatically renewed on an annual basis unless terminated as permitted by Section 17 of this Lease Agreement.

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3. Rent:

- a. The resident agrees to pay \$ _____ for the partial month ending on _____ for prorated rent. For the remainder of the initial term, unless modified by addenda, Resident agrees to pay a rent of \$ _____ per month. This amount is due on the 1st day of the month to the Landlord. At our option and without notice, we may apply money received first to any of your unpaid obligations, then to current rent – regardless of notations on checks or money orders and regardless of when the obligation arose. All sums other than rent are due upon our demand. After the due date, we do not have to accept the rent or any other payments. Partial payment of rent will not be accepted.
- b. Resident’s rent may be lower than the market (unsubsidized rent), which would otherwise be due on the unit. This lower rent is available because the property is operated pursuant to the rules and regulations of the Federal Low Income Housing Tax Credit Program in accordance with Section 42 of the Internal Revenue Code of 1986, as amended (“the Code”) and as enforced by a state agency responsible for monitoring such program (the “State Agency”). Notwithstanding any provisions of the Lease Agreement, the resident agrees (in consideration of such lower rent) that the property shall be operated at all times in strict compliance with Section 42, regulations thereunder, and any regulatory agreement, restrictive covenant, or other agreement with the State Agency (collectively “Section 42 Requirements”).
- c. Resident’s rent may also be reduced as a result of assistance provided through a local public housing agency. If the resident’s rent is reduced or regulated as a result of one or more public programs, provisions which are required by those programs or by the agencies administering those programs are referred to in the Lease as public housing requirements and are applicable even if not specifically set forth.

4. Changes in the Resident’s Rent:

The resident agrees that the amount of rent the resident pays may be changed:

- a. To adjust for changes in the utility allowance as required by the LIHTC Program may be raised with a thirty (30) day notice; or
- b. During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.

5. Charges for Late Payments, Returned Checks, and Court Awards:

If the resident does not pay the full amount of rent shown in Paragraph 3 by the end of the fifth (5th) business day of the month, rent will be considered delinquent. Any payments received after 5:00 pm will considered made the following business day. If you have not paid rent by the fifth (5th) business day of the month you will be charged a late fee of fifty dollars (\$50.00). We strongly encourage all residents to pay their monthly rent payments online on the JHA RENTCafé website. Rent and other payments may also be made at the Manager’s Office in your community in the form of personal check, money order, or cashier’s check payable to “BPAAL” (Brentwood Park Apartment Associates, LTD). Cash is not accepted at the BPAAL community. If one (1) personal check is returned due to non-sufficient funds (NSF), all payments thereafter must be made by money order or cashier’s check. Payments made by third party in the form of personal check will not be accepted unless from a

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payee agency. The landlord may collect a fee in accordance with the resident charge list any time a check is not honored for payment (NSF) through a service charge. The charges discussed in this paragraph are in addition to the regular monthly rent payable by the resident. The landlord may collect a charge for costs and/or reasonable attorneys' fees, which a court may award in favor of the landlord in litigation in which the resident does not prevail.

6. Condition of Dwelling Unit:

By signing this Lease Agreement, the resident acknowledges that Resident has inspected the unit and it is safe, clean, and in good condition. The resident agrees that all appliances and equipment in the unit are in good working order, except as described on the Move-in Inspection Report, which is an addendum to this Lease Agreement. The resident also agrees that the landlord has made no promises to decorate, alter, repair, or improve the unit except as listed on the Move-in Inspection Report.

Landlord will inspect the unit and its appliances and equipment as needed and when Resident vacates the unit. Additional inspections may be held at the landlord's discretion for reasons of housekeeping, health, or safety issues. Upon reasonable notification, a duly authorized agent or representative of Brentwood shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements and repairs, or to show the dwelling unit. A written statement delivered to the premises at least two (2) days before such entry shall be considered reasonable advance notification. Resident or Resident's designee may accompany Landlord. Landlord reserves the right to photograph, videotape, or otherwise visually record the inspection, with reasonable access to such visual record being provided to the resident. Landlord will furnish Resident with a copy of any inspection report. Any such report will be signed by the landlord and the resident and retained in Resident's file. If Resident refuses to sign such report, it will nonetheless be deemed accurate unless Resident provides a written statement identifying his/her disagreement and the resident requests an appointment with Management to dispute finding.

7. Charges for Utilities and Services:

The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The resident agrees that this chart accurately describes the landlord-paid charges and those paid by the resident.

- a. The resident must pay for the utilities checked in column one (1). Payments should be made directly to the appropriate utility company. The resident shall ensure that utility services remain on in the unit while Resident retains occupancy. Failure to maintain utility service(s) shall be considered a violation of the lease. The items in column four (4) are included in the Resident's rent. Resident shall take reasonable measures toward energy conservation in his/her use of utilities.

Utility Resident Pays Directly (column 1)	Utility or Service	Type	Utility Included in the Resident Rent (column 4)
✓	Heat	Electric	
✓	Air Conditioning	Electric	
✓	Lights & Electric	Electric	
✓	Cooking	Electric	
	Water, hot & cold	Electric	✓
	Sewer		✓
✓	Cable TV		
✓	Alarm Monitoring		

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8. Security Deposits:

The resident has deposited \$_____ with the landlord. The landlord will hold this security deposit in a non-interest-bearing account in accordance with state law for the period the resident occupies the unit. After the resident has moved from the unit, the landlord will determine whether the resident is eligible for a refund of any or all of the security deposit. The amount of the refund will be determined in accordance with the following conditions and procedures:

- a. After the resident has moved from the unit, the landlord will inspect the unit and complete a Move-out Inspection Report. The landlord will permit the resident to participate in the inspection, if the resident so requests.
- b. The landlord will refund to the resident the amount of the security deposit as required by state law, less any amount needed to pay the cost of:
 - (1) Unpaid rent;
 - (2) Damages that are not due to normal wear and tear and are not listed on the Move-in Inspection Report prepared prior to initial occupancy;
 - (3) Charges for late payment of rent and returned checks , as described in Paragraph 5;
 - (4) Charges for unreturned keys, as described in Paragraph 9;
 - (5) Charges for cost and/or reasonable attorney’s fees which a court may award in favor of the landlord, in connection with a legal proceeding in which the resident does not prevail; and
 - (6) Any other charges properly owed by the Resident to Landlord.
- c. The landlord agrees to refund the amount computed in Paragraph 8 Section b, as provided in Florida Statutes Section 83.49, as may be amended.
- d. If the unit is rented by more than one person, the residents agree that they will work out the details of dividing any refund among themselves. The landlord may pay the refund to any resident identified in Paragraph 1 of the Lease Agreement.
- e. The resident understands that the landlord will not apply the security deposit, in advance of the resident moving out, to the last month’s rent or to any charges owed by the resident.

9. Keys and Locks:

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Jacksonville Housing Authority must perform all lock services and must maintain a master key to all units.

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10. Defects and Hazards to Life, Health, or Safety:

- a. The resident shall immediately report damages, defects, and hazardous conditions in the unit to the landlord.
- b. The landlord shall be responsible for repair of the unit within a reasonable time. If the damage was caused by Resident, Resident's household or guests, the cost of the repairs shall be charged to the Resident.
- c. The landlord shall offer standard alternative accommodations, if available, in circumstances where necessary repairs cannot be made within a reasonable time.
- d. Resident agrees to pay the cost of all tenant caused repairs, including material and labor as listed in the Resident Charge List, available in the Management Office, for damage caused by carelessness, misuse, or neglect on the part of the resident, his/her family or visitors, or any failure or refusal to fulfill the Obligations by Resident set forth in Paragraph 14 of this Lease Agreement.

11. Restriction and Alterations:

The Resident agrees not to do any of the following without first obtaining the landlord's written permission:

- a. Change or remove any part of the appliances, fixtures or equipment in the unit;
- b. Paint or install wallpaper or contact paper in the unit;
- c. Attach awnings or window guards in the unit;
- d. Attach or place any fixtures, signs, or fences on the building, the common areas, or grounds;
- e. Attach any shelves, screen doors, or other permanent improvements in the unit;
- f. Install or store washers, dryers, dishwashers, fans, heaters, or air conditioners inside or outside the unit or balcony;
- g. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(s) will be attached to the building or unit in any way.
- h. Fire burning heaters are strictly forbidden;
- i. Place water beds in upstairs bedrooms;
- j. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out over night or after use due to health and safety precautions;

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12. Occupancy:

The resident shall have the right to exclusive use and occupancy of the leased premises. "Guest" means any person not listed on this Lease Agreement who temporarily visits the unit or premises with the consent of a household member. All trespassed guests must be in the company of a lessee while on the property. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the Landlord. The notice must indicate the period of time the guest will be staying at the leased premises.

13. Obligations of Landlord:

Landlord shall be obligated, other than for circumstances beyond his/her control, as follows:

- a. To maintain the premises, buildings, facilities, and common areas in decent, safe, and sanitary condition;
- b. To comply with requirements of applicable building codes, housing code, and HUD regulations materially affecting health and safety;
- c. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner;
- d. To keep buildings, facilities and common areas not otherwise assigned to the resident for maintenance and upkeep in a clean and safe condition;
- e. To maintain in good, safe, working order and condition, electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied or required to be supplied by the landlord;
- f. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident household) for the deposit by resident of garbage, ashes, rubbish and other waste removed from the premises by you;
- g. To supply running water, and reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of the resident and supplied by a direct utility connection;
- h. To provide pest control services as necessary;
- i. To maintain grounds, shrubbery, sidewalks, parking areas, laundry areas and other common exterior areas in the community in a clean, orderly and safe condition;
- j. To make necessary repairs with reasonable promptness;
- k. To maintain exterior lighting in good working order;
- l. To comply with all maintenance requirements listed in Florida Statutes Section 83.51, as may be amended, not specifically referenced herein.
- m. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

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14. Obligations of the Resident:

Resident shall be obligated as follows, and shall ensure that Resident's household members, visitors and guests obey the following:

- a. Not to assign the Lease Agreement or to sublease or transfer possession of the premises;
- b. Not to provide accommodations for boarders or lodgers; JHA and/or BPAAL reserves the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent, safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests.
- c. To use the premises solely as a private dwelling for Resident and Resident's household as identified in the Lease Agreement, and not to use or permit its use for any other purposes;
- d. To abide by necessary regulations issued by the landlord for the benefit and well-being of the housing complex and the residents. Regulations shall be posted in Management Office and are incorporated by reference in the Lease Agreement;
- e. To comply with all obligations imposed upon residents by applicable provisions of state law and of building and housing codes materially affecting health and safety;
- f. To comply with the covenants, by-laws and rules and regulations of any community association in which the resident resides under this Lease Agreement;
- g. To keep the unit, adjacent grounds and other such areas as may be assigned to Resident's exclusive use in a clean, orderly and safe condition (but not to make repairs, alterations or redecoration without the landlord's written consent);
- h. To provide reasonable care (including changing batteries) and perform interim testing of smoke detectors to ensure they are in working order;
- i. To dispose of all garbage, ashes, rubbish, and other waste from the premises in sanitary and safe manner. Brentwood management reserves the right to impose a charge of \$25.00 if residents do not adequately dispose of litter and garbage;
- j. To use only as intended all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other devices and appurtenances including elevators;
- k. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of BPAAL, JHA, or employees of BPAAL and/or JHA.
- l. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging or removing any part of the premises or community;
- m. To conduct yourself and to cause other persons who are on the premises with resident's consent (whether or not such person's presence on the premises is then known by the resident, or the resident is aware of the conduct of such persons) to conduct themselves in a manner which is legal, orderly and which will not disturb other residents' peaceful enjoyment of their accommodations and will be

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conducive to maintaining the complex, community facilities, and other areas of the BPAAL property in decent, safe, and sanitary condition;

- n. To provide that the resident, any member of the resident's household, any guest or any other person under the resident's control, shall not engage in criminal activity, including but not limited to drug-related criminal activity, on or off the premises. ("Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance);
- o. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of JHA.
- p. The resident agrees to notify management if they or any occupants are convicted of any felony, or misdemeanor involving a controlled substance, violence to another person or destruction of property. Resident also agrees to notify management if anyone in the household is required to register as a sex offender in any state. Informing management of criminal convictions or sex offender registration does not waive Landlord's right to eviction;
- q. To keep no dog, cat, other animal or pet in or on the premises except with written consent of the landlord, which will be given in accordance with landlord's pet policy and state and federal law, and to comply with all of the landlord's rules concerning the keeping of any approved pet;
- r. To pay late fees, maintenance charges, and reasonable charges (other than normal wear and tear) for damages caused by you, your household, or guests. Charges shall become due and collectible two (2) weeks after the community gives written notice of the charges;
- s. If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance;
- t. To permit the landlord, pursuant to the provisions of Paragraph 17, to enter the premises for the purpose of performing periodic inventories and inspections, reading utility meters, routine maintenance, making improvements or repairs, or showing the premises for re-leasing;
- u. To promptly report to the landlord any needed repairs to the leased premises or any unsafe conditions in the common areas and grounds which may lead to damage or injury;
- v. To notify the landlord of any absence from the unit which exceeds fifteen (15) days;
- w. To leave the unit, upon vacating the premises at the time of move-out, in a clean and safe condition (normal wear and tear excluded) and to return the keys to the landlord. Any property left by the Resident in or about the premises after he/she vacates will be considered as abandoned and may be disposed of as the landlord sees fit;
- x. To park vehicles in authorized parking areas only. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be given a written notice under the appropriate statute to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises by the notification deadline date, we may have the vehicle towed

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off the premises at your expense. We shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed;

- y. The use of BB guns or pellet guns on the property, or the possession of such guns in any common area of the premises by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7) – day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident’s lease will be terminated;
- z. No outdoor cooking within ten (10) feet of the building, or under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community;
- aa. No open containers or drinking of alcoholic beverages in the common areas of the premises;
- bb. To ensure that you, members of your household, and your guests shall not unreasonably obstruct or otherwise hinder other residents or Brentwood staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.;
- cc. All children must play in designated areas only. See your community manager for specific locations. No child age 12 or under shall be left without supervision or arrangement appropriate for the child’s age or mental condition;
- dd. All pool and playground areas are play at your own risk;
- ee. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on site;
- ff. To refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on the community property;
- gg. Vehicle repairs are NOT allowed on BPAAL’s property. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle, or changing tires. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot surface. Residents will be responsible for the costs incurred in cleaning or repairing damage caused by leaking vehicles, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse the property for costs incurred within two weeks of receipt of notice of such costs;
- hh. All guests are required to present a federal or state issued, non-expired picture identification card to sign in and out with each visit at the security guard at the Brentwood Faith Building;
- ii. Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household, and guests shall not smoke anywhere in the community within 25 feet of any units or buildings (this policy excludes Lindsey Terrace);

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- jj. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.
- kk. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4);
- ll. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

15. Certifications and Recertification of Income and Family Composition:

- a. Resident acknowledges that Resident's eligibility for the unit and/or the rent charged has been determined based on Resident's application, including Resident's representations about family income and composition. Resident certifies that all such representations were and are materially truthful and accurate. If Resident has falsely certified to as Resident's income and family composition, such false certification will be deemed a material violation of this Lease Agreement and is ground for termination of the Lease Agreement and eviction of the resident.
- b. At least once each year, Landlord will determine whether the resident is eligible for continued occupancy under limitations applicable to the Low Income Housing Tax Credit program, in accordance with policies which are consistent with the public requirements and which are available at the Management Office.
- c. Regularly Scheduled Recertification: each year, approximately ninety (90) days before the anniversary date of this Lease Agreement, the Landlord will request the resident to report the income and composition of the resident's household and to supply any other information required by the public requirements for the purpose of determining the resident's rent and eligibility. The resident shall, and certifies that they will, provide accurate statements of this information and will do so by the date specified in the landlord's request. The landlord will verify the information supplied by the resident and use the verified information to calculate the amount of the resident's rent and continued eligibility for occupancy.
- d. Failure by a resident to truthfully supply the recertification information as and when required by this Lease Agreement or as requested by Landlord, or to appear for a scheduled rent and income review, will be considered a material violation of the Lease Agreement.
- e. Resident will advise the landlord within ten (10) days if Resident or any household member become a full-time student. The LIHTC Program has specific qualification restrictions with respect to occupancy by full-time students. Resident acknowledges that qualification to remain as a resident is at all times dependent upon the household meeting all student status requirements. In the event that the tenant is no longer qualified, the tenant agrees to vacate the premises upon the earlier of the expiration of the lease or upon 30-day written notice from the landlord of non-qualifying status. The resident may be subject to eviction.

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- f. If, upon annual recertification, Resident's household income exceeds 140% of the applicable program limit, Landlord may elect not to renew the Lease upon a thirty (30) day notice to Resident.

16. Access by Landlord:

Resident agrees that, upon reasonable notification:

- a. The duly authorized agent, employee, or representative of landlord will be permitted to enter Resident's unit during reasonable hours for the purpose of performing routine inspections and maintenance, including pest control, for making improvements or repairs, or to show the premises for re-leasing;
- b. Any Compliance Monitor from Florida Housing may inspect the unit for fulfilling its responsibilities with the Physical Condition Standards inspection under the LITHC program. A written statement specifying the purpose of the landlord entry delivered to the premises at least 48 hours before such entry shall be considered reasonable advance notification. However, Landlord shall have the right to enter Resident's unit without prior notice to Resident if Landlord reasonably believes that an emergency exists, which requires such entrance or if Resident made a request for service. In the event that Resident and all adult members of his/her household are absent from the premises at the time of entry, Landlord shall leave on the premises a written statement of the date, time and purpose of entry prior to leaving the unit;
- c. After the resident has given a notice of intent to move, the resident agrees to permit the landlord to show the unit to prospective residents during reasonable hours. If the resident moves before this lease agreement ends, the Landlord may enter the unit to decorate, remodel, alter or otherwise prepare the unit for re-occupancy;

17. Termination of Tenancy:

- a. To terminate this lease agreement, the resident must give the landlord at least thirty (30) days written notice prior to the end of the term. The resident shall be liable for rent up to the end of the term or to the date the unit is re-rented, whichever date comes first. If the resident fails to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by the tenant indicating a vacate date, JHA may file an eviction.
- b. Any termination of this lease agreement by the landlord must be carried out in accordance with public requirements, state and local law, and the terms of this lease agreement. The Landlord may terminate this lease agreement only for:
 - (1) The resident's serious or repeated violations of the material terms of this lease agreement; or
 - (2) The resident's material failure to carry out obligations under Florida's landlord/tenant law as defined in Florida Statutes Chapter 83, Part II.
- c. Default by Resident: The Resident will be in default if resident, any household member or guest violates any terms of this lease agreement including, but not limited to the following:
 - (1) Obligations of the Resident as identified in Section 14 of this lease agreement;
 - (2) You, any household member, or guest that violates this lease agreement, fire, safety health codes, or criminal laws, regardless of whether or where arrest or conviction occurs;
 - (3) You abandon the apartment;
 - (4) You give incorrect or false answers in a rental application;

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- (5) You or any occupant is arrested, convicted, or given deferred adjudication for a felony offense involving actual or potential physical harm to a person, or involving possession, manufacture, or delivery of a controlled substance, marijuana, or drug paraphernalia under state statute; or
- (6) Any illegal drugs or paraphernalia are found in your apartment;
- (7) Nonpayment of rent, late fees, maintenance charges, and other charges due under the lease agreement;
- (8) Repeated late payment of rent;
- (9) Serious or repeated interference with the rights of other residents;
- (10) Serious or repeated damage to the premises;
- (11) Alteration, repair, sale, destruction or other disposition of the leased premises or any part thereof;
- (12) Failure to report a change of income, employment, or identity of household members, or failure to provide any other information required by this lease agreement;
- (13) Misrepresentation of any material fact, including family income or composition, in the application for housing, or in any statements submitted to the landlord;
- (14) Keeping an animal or other pet in or on the premises in violation of Section 14, Obligations of the Resident, part o;
- (15) Such change in household size or composition as to render inappropriate the resident's continued occupancy of the unit;
- (16) Serious or repeated violation of any of the rules or regulations applicable to the resident's dwelling unit or premises as posted and in effect;
- (17) The resident, any member of the resident's household, a guest, a visitor, or other persons under your control engages in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of BPAAL or any drug-related criminal activity on or off the premises ;
- (18) If your utilities are cut off and not restored after a seven (7) day notice from the landlord, is a direct violation of the lease and grounds for termination.

- d. The landlord shall give written notice of termination of this lease agreement as may be provided by any state or local law.
- e. The notice of lease agreement termination to the resident shall state specific grounds for termination and shall inform the resident of the resident's right to make such reply as the resident may wish or to discuss the proposed termination with the landlord.
- f. *Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for termination. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.

If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.

Termination of the lease shall be as follows:

1. We shall give fourteen (14) calendar days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 14 (p) and/or (s) of the lease.

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Head of Household Initial _____

3. We shall give ten (10) business days written notice in all other cases.

* This provision of the lease does not apply to market rent tenants.

17. Notice:

- a. Except as provided in Section 17, notice to the resident shall be in writing and delivered to the resident or to an adult member of the resident's household residing in the dwelling or sent by prepaid first-class mail, properly addressed to the unit listed on the Lease Agreement. All notices must be in accessible format if the resident is visually impaired.
- b. Notice to the landlord shall be in writing, delivered to the landlord's office or sent by prepaid first-class mail, properly addressed to the landlord's office.

18. Removal of Resident's Personal Property on Termination:

Resident agrees to remove all furniture and other personal property from the premises immediately upon termination of this lease agreement, and to leave the premises clean and in good repair. Any property left on the premises will be deemed abandoned, considered to be trash and will be disposed of by Landlord.

19. Abandonment of Property:

If resident is absent from unit without notice for more than thirty (30) days, the Landlord has the right to consider the unit abandoned as provided by Florida law. Any of the resident's remaining personal property shall be considered abandoned, treated as trash and may be disposed of by landlord seventy-two (72) hours after the landlord's delivering and mailing a written notice to this effect.

Brentwood Initial _____

Head of Household Initial _____

21. Cumulative Rights:

Each and every one of the rights and remedies of Landlord are cumulative, and the exercise of any right or remedy does not waive the landlord’s other rights under the lease agreement or the law. The failure to exercise any right or remedy under the Lease Agreement or law shall not be a waiver thereof, but may be exercised later.

22. Changes to Dwelling Lease Agreement:

- a. Resident Charge List, and other policies and addenda which are incorporated into the lease agreement by reference, will be publicly posted in a conspicuous manner in the management office and shall be furnished to Resident upon request. Landlord may amend such schedules, rules, policies, etc., at any time, provided that Landlord shall give at least a thirty (30) day written notice to each affected Resident setting forth the proposed policy or addendums and the reasons therefor, and providing the Resident an opportunity to present written comments which shall be taken into consideration by Landlord prior to the adoption of the proposed policy or addendum.
- b. This Lease Agreement is the entire agreement between Landlord and Resident. No modifications shall be made during the term of this Lease Agreement except when executed in writing and signed by both parties to the Lease Agreement.
- c. The Landlord may amend the form or content of this Lease Agreement in order to reflect changes in the Public Requirements or otherwise, provided that no amendment to this lease agreement shall be effective except upon the commencement of a new term, after at least sixty (60) days written notice to the resident. The landlord may require the resident to sign a document agreeing to the amendment and may treat the failure to do so as a material lease violation and grounds for eviction. Regardless of whether the resident is asked to or does sign any amendment, Resident agrees to be bound by any such amendment following the effective date of the notice, or to quit and vacate.

23. Accommodation of Persons with Disabilities:

If you or any member of your household listed on this Lease has a disability, BPAAL shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that BPAAL provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. Brentwood may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

24. Contents of this Agreement:

This Lease Agreement and its attachments make up the entire Lease Agreement between the resident and the landlord regarding the unit. If any court declares a particular provision of this Lease Agreement to be invalid or illegal, all other terms of this Lease Agreement will remain in effect and both the landlord and the resident will continue to be bound by them. This Lease Agreement shall be deemed to include all provisions of federal or state law which are required to be included herein and which provide the resident with rights or with notice thereof, provided that the landlord in fact provides to Resident, in a separate notice or document, the notice rights that are required to be provided.

Brentwood Initial _____

Head of Household Initial _____

25. Subordination:

Resident agrees that this Lease is and shall remain subject to and subordinate to all present and future mortgages, deeds to secure debt, deeds of trust, security agreements, financing statements, and other security instruments and other similar encumbrances affecting the lease premises or any part thereof, but only to the extent permitted by Public Requirements, including specifically the U.S. Housing Act of 1937 and regulations hereunder.

26. Hold Harmless:

Landlord does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

Brentwood Initial _____

Head of Household Initial _____

27. Attachments to this Lease Agreement:

The resident certifies that they have received a copy of this lease agreement and the following attachments to this Lease Agreement, and understands that these Attachments are part of this lease agreement.

- Lease Addendum No. 1 Sheriff’s Watch Apartments
- Lease Addendum No. 2 BPAAL Pet Policy
- Lease Addendum No. 3 BPAAL Trespass Policy
- Lease Addendum No. 4 Truancy and Curfew Policy
- Lease Addendum No. 5 Head of Household Personal Property Disposition
- Lease Addendum No. 6 Appliance Safety
- Lease Addendum No. 8 Mold and Mildew
- Lease Addendum No. 9 Radon Gas
- Lease Addendum No. 10 Self-Sufficiency (Brentwood Residents)
- Lease Addendum No. 11 Live-in Aide
- Lease Addendum No. 12 Smoke Detector
- Lease Addendum No. 13 Income Limits
- Lease Addendum No. 14 Fraud
- Lease Addendum No. 15 Housekeeping
- Lease Addendum No. 16 Smoke-Free Addendum
- Lease Addendum No. 17 Fair Housing and Nondiscrimination Policy

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ___ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household’s signature

By: _____
BPAAL Representative’s signature

By: _____
Head of Household’s name

By: _____
BPAAL Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, BPAAL and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of BPAAL or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, guest, visitor, or other persons under your control shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of BPAAL or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of BPAAL or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between BPAAL and resident.

By: _____
Head of Household's signature

By: _____
BPAAL Representative's signature

By: _____
Head of Household's name

By: _____
BPAAL Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by Brentwood staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to the landlord's property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 20 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to BPAAL property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited from Public Housing.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

Brentwood Initial _____

Head of Household Initial _____

Lease Addendum #2: BPAAL Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches or balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident’s lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all BPAAL, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

* These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household’s signature

By: _____
Brentwood Representative’s signature

By: _____
Head of Household’s name

By: _____
Brentwood Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #3: BPAAL Trespass Policy

BPAAL & the Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 14(b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
Brentwood Representative’s signature

By: _____
Head of Household’s name

By: _____
Brentwood Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #4: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next twelve (12) months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

**Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday**

By: _____
Head of Household’s signature

By: _____
Brentwood Representative’s signature

By: _____
Head of Household’s name

By: _____
Brentwood Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #5: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct BPAAL to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #6: Appliance Safety

BPAAL is responsible for all maintenance and service to appliances. Residents should not attempt to repair service or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office.

IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE WATER HEATER. If adjustments are needed the notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that a violation of such is a violation of the Lease, which may result in the termination of your Lease Agreement.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Brentwood Initial _____

Head of Household Initial _____

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

THE RESIDENT IS ABLE TO HELP ALLEVIATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the unit.
- Keep unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines -especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds, use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on nonporous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Brentwood Initial _____

Head of Household Initial _____

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING THE BPAAL WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air).
- Insufficient drying of carpets, carpet pads, shower walls, and bathroom floors.
- Any evidence of a water leak or excessive moisture in the unit as well as in any storage room, garage, or other common area.
- Evidence of mold or mildew-like growth in the unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows.
- Any inoperable doors or windows.
- Discoloration of walls, baseboards, doors, window frames, or ceilings.
- Moldy clothing.
- Moisture dripping from or around any vents, or air conditioning condenser lines.

Management will respond in accordance with state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your unit, Brentwood may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while Brentwood evaluates, and if management deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that Brentwood may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that Brentwood and their agent may conduct inspections of the unit at any time with a written 48-hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through BPAAL's the work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with terms of this Addendum.

Brentwood Initial _____

Head of Household Initial _____

Lease Addendum #7: Mold and Mildew (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Radon Gas

We are required by Florida Statute 404.056 (8) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit.”

By: _____
Head of Household’s signature

By: _____
Brentwood Representative’s signature

By: _____
Head of Household’s name

By: _____
Brentwood Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Self-Sufficiency (Brentwood Residents)

Your admission and continued occupancy at BPAAL is subject to you qualifying for the Self-Sufficiency Program and Low Income Housing Tax Credit rules and regulations. In order to qualify, you must be either:

- a) The household cannot consist entirely of full-time students unless:
 - All members of the household are married and are entitled to file a joint tax return
 - The household consists of single parent(s) and their child (or children), and no one in the household is a dependent of a third party
 - At least one member of the household receives assistance under Title IV of the Social Security Act (i.e., TANF)
 - At least one member of the household is participating in an officially sanctioned job training program such as those funded under the Workforce Investment Act (WIA)
 - b) Employed with an average of at least twenty-five (25) hours per week, or
 - c) Elderly or a person with a disability
1. If your status as a full-time student changes, or your employment status changes so that you are not employed an average of at least twenty-five (25) hours per week, you agree to notify the BPAAL Housing Manager in writing within ten (10) days of such change to obtain a referral to the Hope VI Social & Supportive Services Program. *In accordance with the BPAAL Lease Addendum #14 Fraud, if you fail to report such change in writing within ten (10) days of change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 or Title 18 of the United States Code.*
 2. In the event you become unemployed or your fulltime student status changes, you must enroll and participate in the Hope VI Social & Supportive Services Program. You will have a maximum of ninety (90) days within a one (1) year period to secure employment (average of at least twenty-five (25) hours per week) or enroll in a full-time post-secondary education program. *The maximum ninety (90) days to secure employment or enrollment in post-secondary education can be used consecutively or on an as needed basis within a one (1) year period.*
 3. If you cannot comply with the terms of this Lease Addendum, you will not be allowed to reside at BPAAL, and agree to transfer to another public housing site, assigned by the Jacksonville Housing Authority, at your own expense within five (5) days of notification of your transfer. BPAAL will provide at least a thirty (30) day notice to the resident prior to the required move.
 4. You understand that if you fail to notify the Landlord of a change in status as required by this Lease Addendum or you refuse to move after being informed that another unit is available; BPAAL may terminate your lease.

This Lease Addendum for Self-Sufficiency will supersede any conflicting provisions in the Lease or the Admissions and Occupancy Policy.

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #10: Live-In Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person(s) (as defined by HUD),
- I am not obligated for the support of the person(s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence as live-in aide.

I understand that I am not a leaseholder at _____, and that I have no rights to
Unit Address
the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the House Rules of
Resident Name
BPAAL management.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of Brentwood

Date

Lease Addendum #11: Smoke Detector

“It is the Resident’s responsibility to maintain and keep the smoke detector operational at all times. Circuit breakers are to remain in the “on” position and batteries kept in place at all times. Should the resident disconnect the smoke detector, BPAAL Management assumes no responsibility for any resulting damage. It is essential the detector be kept operational.”

The resident will be charged \$25.00 for disconnecting smoke detectors. Pulling the fire alarm without cause interferes with others peaceful enjoyment and can pose serious hazard. Such conduct is a violation of your lease (Section 14 part l) and may be grounds for termination. Disconnecting smoke detectors is a violation of the lease agreement (Section 14 part h) and subject to lease termination.

By: _____
Head of Household’s signature

By: _____
Brentwood Representative’s signature

By: _____
Head of Household’s name

By: _____
Brentwood Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #12: Income Limits

This clause applies only in the LIHTC units:

“During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.”

By: _____
Head of Household’s signature

By: _____
Brentwood Representative’s signature

By: _____
Head of Household’s name

By: _____
Brentwood Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #13: Fraud

Section 1001 of Title 18 of the United States Code and Chapter 414.39 of the Florida Statutes makes it a crime punishable by a fine of up to \$10,000 or by imprisonment of up to five (5) years or both for making any false, fictitious or fraudulent statement or representation or making or using any false writing or document in any matter within the jurisdiction of any department or agency of the United States. It is a crime if a housing applicant or resident deliberately makes false statements about his/her household income or household composition or fails to disclose a material fact affecting income and rent.

This means that if you, as a resident, knowingly give BPAAL false information about your household income or fail to report changes to your community manager of your family composition or household income in writing within ten (10) business days of a change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 of Title 18 of the United States Code.

If as a result of committing fraud, withholding information, or making a misrepresentation to BPAAL, you receive any rental assistance or lower rent to which you are not entitled, you will be subject to local, state, and federal prosecution.

THIS COULD RESULT IN A FINE, IMPRISONMENT, OR BOTH, AS WELL AS THE LOSS OF YOUR ELIGIBILITY FOR ANY OF THIS AGENCY'S HOUSING PROGRAMS.

I, the undersigned, have read the above statement, or had it read or explained to me. I understand the consequences of not correctly reporting my household income, household composition, or any other requirement of BPAAL.

Should BPAAL discover at any time that the household has provided false information this would constitute a substantial violation of the lease and tenancy would be terminated immediately.

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Porches and/or Balconies –

- 1) Porches and balconies (front and rear) should be clean and free of hazards. Any items stored on the porch and/or patio shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.

Brentwood Initial _____

Head of Household Initial _____

Lease Addendum #14: Housekeeping (Page 2 of 2)

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Brentwood Initial _____

Head of Household Initial _____

Smoke-Free Addendum

This Smoke Free Addendum between the resident and BPAAL entered into between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. **Purpose of Smoke Free Policy:** The parties desire to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. **Definition of Smoking:** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. **Smoke Free Community:** Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. **Residents to Promote Non-Smoking:** Resident shall inform resident's household and guests of the Smoke Free Policy.
5. **BPAAL to Promote Smoke Free Policy:** BPAAL shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.

Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.

6. **BPAAL Not a Guarantor of Smoke Free Environment:** Resident acknowledges the Landlord's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the Landlord or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. BPAAL shall use its best efforts to enforce the Smoke Free Policy. Management is not required to take steps in response to the Smoke Free Policy unless the Landlord has actual knowledge of said smoking or has been given written notice of said smoking.
7. **Material Breach:** A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by BPAAL per Section 14, Obligations of the Resident. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.

Brentwood Initial _____

Head of Household Initial _____

Lease Addendum #15: Smoke-Free Addendum (Page 2 of 2)

8. **Disclaimer by BPAAL:** Resident acknowledges the Landlord's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care the BPAAL or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. BPAAL specifically disclaims any implied or express warranties that the building, community or resident's unit will have any higher or improved air quality standards than any other rental property. BPAAL cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that the Landlord's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that BPAAL does not assume any higher duty of care to enforce this addendum than any of the other of BPAAL's obligations under the Lease.

BPAAL has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that second hand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. BPAAL reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and Occupancy Policy (AOP) amended for October 1, 2014.

I/We have read and understand the above Smoke Free Policy and agree to abide by it during my/our tenancy

SIGNATURE(S):

By: _____
Head of Household's signature

By: _____
Brentwood Representative's signature

By: _____
Head of Household's name

By: _____
Brentwood Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Brentwood Initial _____

Head of Household Initial _____

FAIR HOUSING AND NONDISCRIMINATION POLICY

The Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A. No person shall, on the basis of a person's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by the Jacksonville Housing Authority.
- B. The Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A. The Jacksonville Housing Authority forbids sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment, or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.
- B. Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one's position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions
- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

Brentwood Initial _____

Head of Household Initial _____

III. Reasonable Accommodations

The Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on the Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 366-3448.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA’s Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. Retaliation Prohibited

The Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

**Jacksonville Housing Authority
Dwelling Lease for Lindsey Terrace Apartments**

Client No. _____

Section 1. Parties

SREIT LINDSEY TERRACE LLC, (hereinafter sometimes referred as “us,” “we,” or “Owner”) does hereby lease to _____ (hereinafter referred to as “you” or “yours”),
Unit _____ Number _____ located at _____
_____ and consisting of _____ bedrooms.

Section 2. Term

The initial term of this agreement shall begin on _____ and end at midnight on _____. Upon expiration of the term, this lease shall be automatically renewed for successive terms of one year unless terminated by the Owner or you in accordance with Section 22.

Section 3. Household Members

You may only permit the following persons to occupy this unit:

Name	Sex	SSN	Birth Date	Relationship to Head of Household
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Section 4. Rent

You agree to pay _____ per month as the beginning rental amount. Included in your rent is a utility allowance of _____. You understand that the unit is subsidized and rents are based upon HUD regulations. You agree that rent may be changed during the term of this lease in accordance with Section 10.

Rent will remain in effect unless adjusted in accordance with Section 6 and 10 herein. If your lease was effective after the first day of the month, we have prorated the rent for the first month. If the final period of your tenancy is less than a full month, and you have given us proper notice of your intent to vacate as described in Section 22(A), you shall only be responsible for a prorated share of the rent for that month.

Owner Representative Initial _____

Head of Household Initial _____

Rent is due and payable on the first day of each month and shall be considered delinquent after the 5th business day of the month. Any payment received after 5:00 pm shall be considered to have been made on the following day. If you have not paid rent by the 5th business day of the month, you will be sent a delinquent rent notice, and you will be charged a late fee of thirty-five dollars (\$35.00). If rent is not paid by the expiration date on the delinquent rent notice, your file will be referred to legal counsel for the purpose of filing an eviction complaint with the courts.

All payments must be made at the Manager's Office in the community you live in; payments will only be accepted in the form of personal check, money order, or cashier's check payable to "Lindsey Terrace Apartments." If one (1) personal check is returned due to non-sufficient funds, (NSF) all payments thereafter must be made by money order or cashier's check. Payments made by a third party in the form of a personal check will not be accepted unless from a payee agency. Cash will not be accepted at any location. Payments to Lindsey Terrace may also be made online.

Section 5. Appliances

A stove and refrigerator will be furnished by us without additional cost. You agree to clean and maintain the appliances and to use them in your unit for the purpose intended.

Section 6. Utilities

Residents of some public housing communities are responsible to arrange for and maintain utility service in their unit. If you are responsible for any utilities, you must make contact with the appropriate utility company for utility service(s) and maintain such service(s) during the term of your occupancy. Failure to maintain utility service(s) shall be considered a violation of this lease. Such contract(s) is solely between you and the utility company. If you are responsible to arrange for and maintain utilities for your unit, you are required to sign Addendum #13 of this Lease.

Section 7. Keys and Locks

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Owner must perform all lock services and must maintain a master key to all units.

Section 8. Condition of Dwelling Unit at Initial Occupancy

At the time of initial occupancy or when transferring into a new unit, you agree that you have inspected the unit and find the unit is safe, clean, and in good condition except as indicated on the Unit Inspection Report attached to and made part of the Lease. You also agree that all appliances and equipment are in good working condition and there is no requirement for JHA or the Owner to decorate, improve, alter, or repair the unit or any of its contents except as noted on the Unit

Owner Representative Initial _____

Head of Household Initial _____

Inspection Report. This Unit Inspection Report will be signed by you and an Owner representative. A copy will be given to you immediately after the signing and an additional copy shall be retained in your resident folder. The Owner will also inspect the unit when you vacate and will furnish you with a statement of any charges for maintenance and repair beyond normal wear and tear. The Owner shall provide you with the opportunity to participate in this inspection, unless you have vacated without proper notice to the Owner.

Section 9. Security Deposit

You agree to pay a security deposit of \$200.00 upon the signing of this Lease. We agree to accept, retain, and return this security deposit in a manner consistent with HUD regulations and state laws. You agree and understand that this security deposit will not be applied toward rent or other amounts due under this lease during your tenancy.

At the termination of this Lease, we may use the security deposit to pay unpaid rent, the cost of repairs due to intentional or negligent acts by you or your guest, any collection fees, attorney's fees and court costs caused by your failure to pay rent, make repairs, or any other charges due from you, your household, or guests. A written statement of charges to be deducted, if any, will be given to you.

The Security Deposit will be returned, after adjustments have been made, including consideration of the following:

- A. Your first full year of tenancy has been completed;
- B. At least 30 days written notice, but no more than 60 days as specified in Section 22;
- C. All rent and payments due for excess electric or repair charges are paid;
- D. The dwelling and equipment are left in clean condition; and
- E. The keys to the unit are received by the Owner.

Section 10. Redetermination of Rent, Eligibility, and Unit size

Redetermination of your rent, eligibility and unit size shall be made at least once a year or during interim changes, in accordance with federal regulations. Residents remain responsible to provide, by the date specified, a signed statement giving accurate information as to household composition, ages, income, employment, assets of members of the household and any other information necessary for us to determine whether the rent should be changed, the dwelling size is still appropriate, and you are still eligible. Residents are obligated to continue the recertification process even after you have given a thirty (30) day notice to move, and remain responsible to report changes until the actual date of move-out from the unit, or until a Final Judgment of Eviction is entered. Residents must also fulfill any request from the Management Office which is necessary due to program requirements, including requests for information, documentation, or request for signature on documentation, even in cases where new information will result in a decrease in rent. Failure to do so will be considered a violation of the lease. JHA agrees to timely process documented changes until the Resident's move-out date or, in a case where an eviction is pending, until a Final Judgment of Eviction is entered.

A. Rent as stated in Section 4 hereof shall remain in effect until revised through annual reexamination or unless:

- 1. Your family composition changes or you have a change in income which would justify a reduction or increase in rent pursuant to the Schedule of Rents. A change in family composition or increase or decrease in income or financial condition (e.g., change in

Owner Representative Initial _____

Head of Household Initial _____

job status, increase or decrease in child support, child care expense, medical expenses, etc.) must be reported to your community manager in writing within ten (10) business days of its occurrence.

2. If it is found that you have misrepresented the facts upon which rent is based, so that the rent you are paying is less than what should have been charged, we will increase the rent retroactively and may terminate the Lease. Such increase shall be due and payable when billed.
 3. Directives are issued by the federal government that the Admissions & Occupancy Policy for method of computing rent must be changed.
- B. If any rent adjustment is required, a written notice will be provided to you by the Owner pursuant to Section 18. The notice shall become an attachment to the Lease and shall amend Section 4. With rent decreases, the adjustment shall become effective the first day of the month following the day which you notified us to the change in your situation which would justify a rent decrease. With rent increases, the adjustment shall become effective the first day of the second month following receipt of information, unless the rent increase results from resident's failure to provide necessary documentation in a timely manner or from a finding of intentional misrepresentation under Section 10A (2).
- C. If we determine that the size of the dwelling unit is no longer appropriate, you agree to transfer to an appropriate size unit upon notice by us that such a dwelling unit is available. You shall be responsible for all expenses incurred in the move. A new lease shall be executed (see Section 16). You will remain eligible for continued assistance unless we terminate or do not renew your lease as set forth in Section 22.

Section 11. Obligation to Repay

If you submit false or incomplete information on any application, annual, interim reexamination, or if you fail to abide by the interim reporting requirements contained in Section 10A (1) and, as a result, are charged rent less than the amount required by HUD, you agree to pay the difference between what you are charged and the current rent. This amount is due upon receipt of written notification sent to you by JHA or the Owner which details the retroactive charge. You are not required to pay undercharges in rent due solely to our failure to calculate your rent properly. If you are found to have intentionally submitted false information, you may be subjected to eviction proceedings.

If for any reason, JHA or the Owner turns your debt over to a collection agency, the additional cost of the collection agency will be passed on to the resident. Thirty (30) days after your move-out, JHA or the Owner may send unpaid debts or debts without current payment agreements to a collection agency. The resident will incur an additional cost not to exceed 50% of the entire or remaining debt.

Section 12. Resident's Rights to Use and Occupy Premises

- A. You shall have the right to exclusive use and occupancy of the leased premises which shall include reasonable accommodations of your guest or visitors and, with the consent of us, may include care of foster children, foster adults, or live-in care of a member of your family.
- B. JHA residents shall not engage in a business or profit making activities within their unit or on JHA property or Lindsey Terrace Apartments.

Owner Representative Initial _____

Head of Household Initial _____

Section 13. Resident and Member(s) of the Household Obligations

You agree:

- A. Not to assign, sublet, or transfer possession of the unit, nor to provide accommodation to boarders or lodgers.
- B. Not to use or permit the use of the dwelling unit for any purpose other than as a private dwelling unit solely for yourself and members of the household as named in Section 3. This does not prohibit you from providing reasonable accommodations for guests or visitors. All trespassed guests must be in the company of a lessee while on the property. We reserve the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent, safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests. As used herein, the term "guest" shall mean a person temporarily staying in the unit with the consent of a resident or other member of the household who has expressed or implied authority to do so on behalf of the resident. The dwelling unit must be the household's primary residence. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the Owner.
- C. A resident cannot leave their unit vacant for a period in excess of three (3) months. A resident who is absent from the unit for a period of more than thirty (30) days may be considered to have vacated the unit under Florida law. Extenuating circumstances will be considered with the proper documentation. If you must be absent from your unit for a period of more than thirty (30) days, you must notify your housing manager of such absence and remain current with your rent in addition to maintaining utility service(s), if you are required to maintain such service(s). If you have no rental obligation, you must still notify your manager and maintain utility service(s). If you are absent from your unit for a period in excess of three (3) months, your lease will be subject to termination after written notice from the manager.
- D. Not to make repairs or alterations to the dwelling; not install or store any appliance such as air conditioners, refrigerator, freezers, dryers, television aerials, etc., without prior written consent of the Owner.
- E. Not to keep animals or pets in family developments other than caged birds or fish except in accordance with the Pet Policy attached hereto.
- F. To abide by necessary and reasonable regulations as may be set forth by us for the benefit and well-being of the housing complex and its residents. These regulations shall be posted in the manager's office and are, by this reference, incorporated in this lease. Any proposed modifications to these rules will be posted 30 days prior to their effective date.
- G. To comply with all obligations imposed upon residents by applicable provisions of building and housing codes materially affecting health and safety.
- H. To keep the premises in a clean, decent, safe, sanitary condition, and free from excessive clutter, and to maintain electric, water, gas, and sewer service if it is your responsibility to maintain such utilities. Residents of Scattered Site Public Housing shall be responsible for maintaining their lawns; this includes mowing, trimming, and removing all debris. Also to maintain the common areas in a clean, safe, and sanitary condition.
- I. For Scattered Sites residents only, to dispose of all ashes, garbage, rubbish, and other waste from the premises in a sanitary and safe manner. Ashes, garbage, waste, or other rubbish must be kept in a tight-fitting container and set out only on garbage pick-up days.

Owner Representative Initial _____

Head of Household Initial _____

- J. To use electrical, plumbing, sanitary, heating, ventilating, air conditioning, other facilities and appurtenances including elevators, in a reasonable manner.
- K. To use reasonable care in the operation and maintenance of the smoke alarm and be responsible for reporting any problems with the smoke alarm. Do not hang anything on the fire/sprinkler system pipes.
- L. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging, or removing any part of the premises or community.
- M. To pay late fees, maintenance charges, and reasonable charges for damages caused by you, your household, or guests (other than normal wear and tear). Charges shall become due and collectible two (2) weeks after Lindsey Terrace gives written notice of the charges.
- N. If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.
- O. To conduct yourself and to cause members of your household and guests to conduct themselves in such a manner as: (1) not to disturb other residents' peaceful enjoyment of their accommodations, community facilities, and other areas of the Owner's property; (2) to refrain from and not permit illegal or other activity which would impair the physical or social environment of your complex, community facilities, and other areas of the Owner's property (3) to refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on JHA's property or Lindsey Terrace Apartments; and (4) to act in such a way as to be conducive to maintaining the complex, community facilities, and other areas of the Owner's property in a decent, safe, and sanitary condition.
- P. To ensure that you, members of your household, and guests shall not: (1) engage in any criminal activity that threatens the health, safety, or peaceful enjoyment of the premises by other residents of Lindsey Terrace Apartments or employees of JHA or Lindsey Terrace Apartments or (2) engage in any violent or drug-related criminal activity on or off the premises or (3) knowingly harbor fugitives from the law.
- Q. To ensure that no other person under the tenant's control engages in: (1) any criminal activity that threatens the health, safety, or right to peaceful enjoyment of the premises by other resident: (2) any drug-related criminal activity on the premises. An incident or incidents of actual or threatened domestic violence, dating violence, or stalking will not be considered as a serious or repeated violation of the lease by the victim of that violence.
- R. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of the owner or JHA.
- S. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of the Owner or JHA or employees of the Owner or JHA.
- T. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.

Owner Representative Initial _____

Head of Household Initial _____

- U. To notify us immediately if the premises are damaged to the extent that conditions are created which are hazardous to life, health, or safety of the occupants.
- V. To permit us entry to your unit to perform repairs and make inspection in accordance with Section 17.
- W. To park vehicles in authorized parking areas only. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be given a written notice giving ten (10) days to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises within ten (10) days, we may have the vehicle towed off the premises at your expense. We shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed.
- X. Upon vacating the unit, you are responsible for the unit and equipment therein until the keys are received by staff of the Owner.
- Y. If there are minor children who are members of the household, they must comply with the JHA Truancy and Curfew Policy attached to and made a part of this lease.
- Z. The use of B-B guns or pellet guns on the Owner or JHA property, or the possession of such guns in any common area of the Owner or JHA property by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7)-day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident's lease will be terminated.
- AA. If you would like to have a satellite dish or cable installed for use in your unit, you must make a written request to your community manager. Installation and location of satellite dish and cable lines must be approved by community manager prior to installation. NO SATELLITE DISHES will be permitted to be attached to the Owner's buildings.
- BB. No outdoor cooking within ten (10) feet of the building, under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community.
- CC. No open containers or drinking of alcoholic beverages in the common areas of any JHA property or Lindsey Terrace.
- DD. To ensure that you, members of your household, and your guests shall not unreasonably obstruct, or otherwise hinder other residents, the Owner's staff, or JHA staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.
- EE. All children must play in designated areas only. See your community manager for specific locations. No child age 12 or under shall be left without supervision or arrangement appropriate for the child's age or mental condition.
- FF. All pool and playground areas are play at your own risk.
- GG. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on all sites, except Scattered Sites.
- HH. The legal or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, in any common areas of Lindsey Terrace, JHA property, or in the office is prohibited.
- II. Vehicle repairs are NOT allowed on the Owner's property or JHA property. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle, or changing tires. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the

Owner Representative Initial _____

Head of Household Initial _____

property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot surface. Residents will be responsible for the costs incurred in cleaning or repairing any damage caused by leaking vehicle, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse Lindsey Terrace for costs incurred within two weeks of receipt of notice of such costs.

- JJ. All guests in the following communities are required to present a federal or state issued, non-expired picture identification card to sign in and out with each visit at the security guard station: Brentwood Faith Building, Centennial Towers, Hogan Creek Towers, Oaks at Durkeeville Hope Building, and Twin Towers.
- KK. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4)
- LL. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

Owner Representative Initial _____

Head of Household Initial _____

Section 14. Management Obligations

We Agree:

- A. To maintain the premises, buildings, facilities, and common areas (except for the common areas of Scattered Site Public Housing as provided in Section 13 (G)) in a clean, decent, safe, and sanitary condition.
- B. To supply running water, reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of you and supplied by a direct utility connection.
- C. To maintain in good, safe, working order and condition electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied by the Owner.
- D. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident family) for the deposit of garbage, rubbish, and other waste removed from the premises by you.
- E. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner.
- F. To comply with requirements of applicable building codes, housing codes, and HUD regulations materially affecting health and safety.
- G. If repairs of a defect that is hazardous to life, health, and safety are not made, and the Owner does not offer a temporary alternative accommodation to you within five (5) days of your reporting to the Owner, except in circumstances beyond our control, then your rent shall abate proportionately to the degree of damage during the entire period of the existence of such defect while you are residing in the unrepaired dwelling. Rent shall not abate if you reject reasonable, alternative, temporary accommodations, or if damages are caused by you, your household, or guest(s).
- H. To notify you of the specific grounds for any proposed adverse action by the Owner or JHA. (Such adverse action includes, but is not limited to, proposed lease termination, transfer to another unit, or imposition of charges for maintenance and repair or for excess consumption of utilities).
- I. The Owner and JHA management and staff will refrain from acting or speaking in an abusive or threatening manner to JHA residents.
- J. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

Section 15. Restrictions on Alterations

After the execution of this Lease, you agree not to do any of the following without our written permission:

- A. Change or remove any part of the appliances, fixtures, or equipment that belongs to the Owner;
- B. Paint, install wallpaper, contact paper, or floor covering anywhere in the unit (this shall include but not limited to decorative wall paintings, such as feather painting and sponging);
- C. Attach awnings, window guards, or burglar bars in the unit;
- D. Attach or place any fixtures, signs, or fences on the building, common areas, or grounds;

Owner Representative Initial _____

Head of Household Initial _____

- E. Install any additional shelving, fixtures, doors or make any other permanent improvements to the property;
- F. Install or store washing machines, clothes dryers, dishwashers, freezers, air conditioners, or any other major appliances in the unit without prior written consent of the Owner. (Residents should discuss the purchase of major appliances with their manager prior to buying or renting these items, as many of them will not be able to operate properly on the utility service provided);
- G. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(s) will be attached to the building or unit in any way.
- H. Fire burning heaters are strictly forbidden;
- I. Place water beds in upstairs bedrooms.
- J. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out overnight or after use due to health and safety precautions.

Section 16. Size of Dwelling Unit

You understand that federal regulations permit us to assign units according to the size of the household and the age, sex, and relationship of household members. You agree to transfer to an appropriate size dwelling unit if we determine at an annual or interim re-examination that such a transfer is necessary to correct an overcrowded or over-housed situation and a unit is currently available. Management will initiate the process and notify you pursuant to Section 21.

Section 17. Inspections

- A. The Owner or JHA and you or your representative shall inspect the premises prior to occupancy by you. The Owner or JHA shall furnish you with a written statement of the condition of the premises, the dwelling unit, and equipment provided with the unit. This statement shall be signed by the Owner or JHA and you and another copy retained in your resident's folder.
- B. When you vacate the unit, the Owner shall inspect the unit and furnish you with a written statement of any charges for which you are responsible. You and/or your representative may join in such inspection.
- C. Duly authorized agent or representative of JHA may take photographs and/or video of the unit or any section thereof (including unit interior, exterior, and associated outdoor area) **for reasonable purpose (for example, to document condition of unit)** when entry to unit is made as described in this section.
- D. You agree that, upon reasonable notification, a duly authorized agent, the Owner, or representative of JHA shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements, repairs, or to show the dwelling unit. A written statement delivered to the premises at least two (2) days before such entry shall be considered reasonable advance notification. The written statement shall state the date when the entry to the dwelling unit will occur. However, the Owner or JHA shall have the right to enter Resident’s dwelling without prior notice to you if we believe that an emergency exists, which requires such entrance. If you and all adult members of your household are absent from the premises at time of entry, we shall leave a written statement specifying the date, time, and purpose of entry.

Section 18. Legal Notices

Owner Representative Initial _____

Head of Household Initial _____

Any notice required hereunder shall be sufficient if delivered in writing to you personally, to an adult member of your household residing in the dwelling unit, or if sent by prepaid First Class Mail properly addressed to the unit listed on the Dwelling Lease Agreement. Notice to JHA or the Owner must be in writing, delivered to a JHA or Owner employee at the management office of the complex in which you reside.

Section 19. Posted Notices

Schedules of special charges for services, repairs, utilities, rules, and regulations shall be publicly posted in the complex office and shall be furnished to you on request. Schedules, rules, and regulation may be modified by JHA provided that sixty (60) days written notice is given to each affected resident setting forth the proposed modification, the reasons therefore, and providing you an opportunity to present written comments which shall be taken into consideration by JHA prior to the proposed modification becoming effective. Such notice shall be posted in three (3) conspicuous places within each complex.

Section 20. Community and Social Service Involvement

The resident(s) shall be subject to the requirements of the "Community Service and Self-Sufficiency Requirements for Public Housing" contained in the Community Service Lease Addendum, which is attached to and made part of this lease agreement.

The JHA requires that the non-exempt family members complete and submit a monthly report of their community service to the rental office no later than the fifth (5th) working day of each month (see Community Service Addendum).

Section 21. Transfers

- A. In addition to transfers under Section 16, the Owner or JHA shall have the right to transfer you to another unit of equivalent size, either in the same complex or another complex owned by JHA, in the event that you are involved in a situation in which a resident's peaceful enjoyment of his or her accommodations has been disrupted and has not responded to intervention by management.
- B. Only two (2) transfer offers will be offered to you. You have two (2) business days from the date of the phone call or posting of the offer to accept or reject the offer. If the offer is sent by mail only, three (3) additional business days shall be added to the time of the date of the letter to accept or reject the offer.
 - 1. If you reject the second offer, your name will be removed from the transfer list. If you are in an overhoused unit and reject the second transfer offer, your lease will be terminated.
 - 2. Upon your acceptance of a transfer offer you have five (5) business days in which to complete your transfer move. When you are transferred or move into another JHA unit or unit at Lindsey Terrace Apartments, you hereby acknowledge that the execution of a new lease is a result of either modernization or another authorized transfer purpose. In consideration of your being relocated, you, the Owner, and JHA agree that all obligations,

Owner Representative Initial _____

Head of Household Initial _____

causes of action claims, and defenses existing under the previous lease are hereby preserved and incorporated into this Lease.

3. If the family does not complete the move-in to the new unit and has not turned in the keys to the old unit by the close of business on the fifth business day, the family will be charged rent at both units for each day that the family takes to complete the transfer. Upon your transfer, you agree to execute a new lease and all corresponding Lease Addendums.

- C. Family members age 18 and older who move from the dwelling unit to establish new households shall be removed from the lease. The tenant must notify the Owner of the move-out within ten (10) business days of this occurrence. These individuals may not be readmitted to the unit if an additional bedroom will be needed. JHA will encourage this relative to apply as a new applicant for placement on the waiting list. Medical hardship or other extenuating circumstances will be considered by the Owner and JHA in making exceptions under this paragraph.
- D. If adding an adult member (other than a spouse or co-head) will create an overhoused unit, the additional adult member will be denied.
- E. You agree that if it is determined by the Owner or JHA you were in default under the prior lease, we shall have the right to seek your eviction from the present leased unit and to obtain possession thereof.
- F. A transfer fee of \$200 for administration fees for approved optional transfers plus any damages beyond normal wear and tear may be assessed.

Section 22. Termination of Lease

- A. The Lease may be terminated by you at any time by giving thirty (30) days written notice as specified in Section 18. You agree to leave the unit in a clean and good condition, normal wear and tear excluded, to return all keys to the management office, and to provide us with a forwarding address. If you fail to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by you indicating a vacate date, JHA may file an eviction.
- B. We will not terminate or refuse to renew this Lease other than for violation of the terms of this Lease which include but are not limited to:
 - 1. Discovery after admission of facts that made you ineligible for Admission;
 - 2. Discovery of material false statements or fraud by you in connection with an application for assistance or with reexamination of income or household composition;
 - 3. Failure to accept JHA's offer of a lease revision to an existing Lease in accordance with 24 CFR 966.4(1);
 - 4. JHA and the Owner may terminate your tenancy if you are fleeing to avoid prosecution or custody or confinement after conviction of a crime, or attempt to commit a crime that is a felony under the laws of the place from which you are fleeing, or in the case of the State of New Jersey, is a high misdemeanor, or violating a condition of probation or parole under federal or state law. JHA and the Owner may terminate your lease if it determines that a household member is illegally using a drug or if it determines that a pattern of illegal use of

Owner Representative Initial _____

Head of Household Initial _____

a drug interferes with health, safety, or right to peaceful enjoyment of the premises by other residents (24 CFR 966.4).

- C. Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for hearing or trial. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.
- D. If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.
- E. Termination of the lease shall be as follows:
 - 1. We shall give fourteen (14) days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 13 (M) and/or (N) of the lease.
 - 2. We shall give ten (10) business days written notice in all other cases.
- F. Such notice of termination may be given on any day of the month.
- G. You, the Owner, and JHA have the right to represent their respective interests in court in connection with eviction actions. If our action to evict you is upheld, we have the right to recover possession of the unit in the manner prescribed by state law.
- H. Residents affected by mandatory relocation or displacement as identified in the Uniform Relocation Assistance and Real Property Acquisition for Federal and Federally-Assisted Program (49 CFR Part 24), must comply with a ninety (90) day written notice to vacate the premises or be subject to eviction per the Uniform Relocation Assistance & Real Property Acquisition Act.
- I. The Owner or JHA may terminate the tenancy of a lawful occupant or tenant who engages in criminal acts of violence to a family member or others without evicting victimized lawful occupants.

Section 23. Grievance Procedure

All disputes concerning the obligations of you, the Owner, or JHA shall be processed and resolved pursuant to the Grievance Procedure in effect. The Grievance Procedure will be given to each resident, as well as posted in the complex office.

All grievances or appeals arising from this Lease concerning obligations of either party shall be processed and resolved in accordance with the Grievance Procedure in effect at the time of the grievance or appeal arises. You will be provided with appropriate notice of an opportunity for a hearing in accordance with the Grievance Procedure. If you are entitled to a grievance hearing pursuant to the Grievance Procedure, the Owner or JHA will not take any action against you until the time for you to request a grievance hearing has expired and (if a hearing was timely requested by you) the grievance process has been completed. Changes in the Grievance Procedure may be made from time to time provided that we give you and resident organizations at least thirty (30) days' notice and an opportunity to provide written comments. All written comments received shall be considered.

Selection of Hearing Officer

The Jacksonville Housing Authority shall retain a Hearing Officer by posting a Request for Proposal (RFP). The RFP will be advertised through news media and on JHA's bulletin board. The contract will

Owner Representative Initial _____

Head of Household Initial _____

be for a one (1) year period with the option of JHA renewing the contract for up to four (4) additional one (1) year periods.

Information advertised would include: References indicating background and professional experience involving appeals, grievances and associated documentation.

Section 24. Accommodations of Persons with Disabilities

If you have a disability or any member of your household listed on this Lease has a disability, the Owner shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that the Owner provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. The Owner may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

Section 25. Remedies are Cumulative

All remedies afforded to us under this Lease shall be deemed cumulative as provided under state law.

Section 26. Insurance

The Owner or JHA does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

Section 27. Attachments to and Documents which are part of this Lease Agreement

- Lease Addendum No. 1: Sheriff's Watch Apartments
- Lease Addendum No. 2a: Agreement of Community Service & Economic Self Sufficiency
- Lease Addendum No. 2b: Community Service & Economic Self Sufficiency Exemptions
- Lease Addendum No. 3: Pet Policy
- Lease Addendum No. 4: Trespass Policy
- Lease Addendum No. 5: Truancy and Curfew Policy
- Lease Addendum No. 6: Head of Household Personal Property Disposition
- Lease Addendum No. 7: Appliance Safety
- Lease Addendum No. 9: Mold and Mildew Information
- Lease Addendum No. 10: Radon Gas
- Lease Addendum No. 11: Tax Credit Properties
- Lease Addendum No. 12: Live-in Aide
- Lease Addendum No. 13: Responsibility to Maintain Utility Service
- Lease Addendum No. 14: Housekeeping

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum No. 15: Lead Based Paint

Lease Addendum No. 16: Fair Housing and Nondiscrimination

Although the Rent Collection Policy, Transfer Policy, Resident Charge List, and Grievance Procedure are not physically attached to this Lease, the provisions contained therein are incorporated herein by reference and you agree by the signing of this Lease to be bound by the provisions contained in these documents. Copies of the Rent Collection Policy, Transfer Policy, Resident Charge List, and Grievance Procedure are available for your review at each Management Office of JHA and Lindsey Terrace Apartments. Each Resident and Resident Organization shall receive a copy of the Grievance Procedure. You may obtain copies of other policies upon request.

Section 28. Changes

This Lease, together with any addenda, referenced attachments, or documents now in effect and from time to time amended, are evidence of the entire agreement between you and us. No change to this Lease shall be made except in writing, as an addendum to this Lease, dated and signed by you and our authorized representative, except that changes may be made to rent, household composition, Rules and Regulations, and JHA policies and procedures, as specified herein.

Changes in the form of lease may be made from time to time provided that we shall give to all Residents and Resident Organizations at least thirty (30) days notice of proposed change(s) and an opportunity for presentation of written comments. All written comments made by the residents and Resident Organizations regarding the proposed changes shall be taken into consideration by JHA before they become effective.

In the event that any changes are made to this lease pursuant to this section, all residents shall be required to execute a copy of this lease as revised or amended within thirty (30) days of being presented with the revised or amended lease.

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ___ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, the Owner, JHA, and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control, shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of the Owner or JHA or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control, shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of the Owner or JHA or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of the Owner or JHA or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control, shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between the Owner and resident.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #2a: Agreement of Community Service & Economic Self Sufficiency

Beginning October 2000, Public Housing residents were required to comply with Section 12 of the Quality Housing and Work Responsibility Act of 1998. Regulations for this provision are provided in 24 CFR Subpart F 960.600-609. This act was enforced for 2001, suspended for 2002, and has now been reinstated for the 2003 fiscal year.

Beginning October 1, 2003, each Public Housing adult family member, unless exempt (see attached list of exemptions) must contribute 8 hours per month of community service, participate in an economic self-sufficiency program for 8 hours a month, or 8 hours a month of combined contribution. Political activity is not considered community service.

Community service must be verifiable, non-paid volunteer service to the community. A list of suggested activities may be obtained from the community staff or Resident Services. Each non-exempt adult family member is required to provide the Manager's Office written and verifiable proof that they have fulfilled their community service or economic self-sufficiency requirement by the fifth (5th) working day of each month for the service they completed the preceding month.

Any adult member who has not fulfilled their obligation of community service or who has not provided written third (3rd) party verification that such service was provided, will be issued a letter of non-compliance. This letter will briefly describe the non-compliance and notify the resident that the lease will not be renewed at the end of the twelve (12)-month term unless the family member enters into a written agreement to make up the additional missed hours over the next twelve (12) months. All other members of the family who are subject to the service requirement must be currently complying with the service requirements or provide written verifiable proof that the non-complying adult member is no longer residing in the unit. The lease may not be renewed if you or any other family member has violated the service agreement.

You may request a grievance hearing regarding any action that the Owner or JHA may take to enforce this regulation. You may also exercise any available judicial remedy to set aside any the Owner or JHA action of non-renewal of the lease because of such determination of non-compliance.

- I hereby acknowledge that I am not exempt from performing the community service or economic self-sufficiency requirements as specified above. (See attached list.)
- I hereby declare that I am exempt from performing the community service or economic self-sufficiency requirements as prescribed by exemption number ____ listed on the attached list of exemptions. I also acknowledge that if my situation changes and I am no longer exempt, I understand that I will be required to perform any remaining months of community service or economic self-sufficiency as specified above. (See attached list.)

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

Lease Addendum #2b: Community Service & Economic Self Sufficiency Exemptions

The public housing tenants exempt from the community service and economic self-sufficiency exemptions are those persons who are:

- A. Exempted from the community work requirements are all adults:
 - a. Who are age 62 or older;
 - b. Who are blind or disabled or primary caretaker of such individual if requested by the adult resident with a disability as a reasonable accommodation for their disability;
 - c. Who are employed or who are engaged in work activities as defined by the WAGES program or who are exempt from being engaged in work activity as defined by the WAGES program, one parent of a newborn infant (under 90 days of age), SSI recipient or applicant going through the process of approval for SSI or SS disability benefits; adult responsible for the care of a parent or child with a disability who needs 24 hour care CFR 24 Sub. Paragraph 960.601
- B. Is engaged in "work activity" for a weekly minimum of (20) twenty hours or full time student or job training status such as:
 - a. Employment
 - b. On the job training
 - c. Vocational educational training (not to exceed twelve months with respect to any individual); 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 equivalence or in a course of study leading to a certificate of general equivalence.
- C. Able to meet the requirements for being exempted from having to engage in a work activity under the State program funded under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.) or under any other welfare program of the State in which the PHA is located, including a State-administered welfare-to-work program; or
- D. 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 (42 U.S.C. 601 et seq.) or under any other welfare program of the State in which the PHA 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 a program.

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum #3: Pet Policy (Page 1 of 2)

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by JHA staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to JHA property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 20 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to JHA property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited from Public Housing.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum #3: Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches and balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident's lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all JHA/Housing Management Division, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

* These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #4: Trespass Policy

The Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 13 (b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
Owner Representative’s signature

By: _____
Head of Household’s name

By: _____
Owner Representative’s name

By: _____
Spouse/Co-Tenant’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #5: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next (12) twelve months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday

By: _____
Head of Household’s signature

By: _____
Owner Representative’s signature

By: _____
Head of Household’s name

By: _____
Owner Representative’s name

By: _____
Spouse/Co-Tenant’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum # 6: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct the Owner to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of my property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #7: Appliance Safety

The Owner is responsible for all maintenance and service to appliances. Residents should not attempt to repair, service, or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office. IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE HOT WATER HEATER. If such adjustments are needed, notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that violation of such is a violation of the Lease, which may result in the cancellation of your Lease.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Mold and Mildew Information (Page 1 of 3)

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without mold, we would be struggling with huge amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

Sample

THE RESIDENT IS ABLE TO HELP ALLIEVATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the Unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the Unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the Unit.
- Keep Unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food with mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines- especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds; use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on no-porous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Owner Representative Initial _____

Head of Household Initial _____

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum #8: Mold and Mildew Information (Page 2 of 3)

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING LINDSEY TERRACE APARTMENT'S WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.
- Any evidence of a water leak or excessive moisture in the Unit as well as in any storage room, garage or other common area.
- Evidence of mold or mildew-like growth in the Unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows
- Any inoperable doors or windows
- Discoloration of walls, baseboards, doors, window frames, or ceilings
- Moldy clothing
- Moisture dripping from or around any vents or air conditioning condenser lines

Management will respond in accordance with state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your Unit, the Owner or JHA may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while the Owner or JHA evaluates, and if the Owner or JHA deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that the Owner or JHA may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that the Owner or JHA and their agent may conduct inspections of the Unit at any time with a written 48 hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the Unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through the Owner's work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with the

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum #8: Mold and Mildew Information (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Radon Gas

We are required by Florida Statute 404.056 (5) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit.”

By: _____
Head of Household’s signature

By: _____
Owner Representative’s signature

By: _____
Head of Household’s name

By: _____
Owner Representative’s name

By: _____
Spouse/Co-Tenant’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #10: Tax Credit Properties

Public Housing units located at a Tax Credit property are subject to Section 42 of the Internal Revenue Code of 1986 as amended (Section 42). These properties will include Lindsey Terrace Apartments. The following policies will be in effect for Lindsey Terrace Apartments:

Lindsey Terrace

In order for a family to be eligible for residency at Lindsey Terrace, the gross annual income for the household cannot exceed 60% of the Area Median Income (AMI) at their initial move-in. This determination will be re-verified on-site just prior to move-in and may require additional documentation as required by Section 42.

Tax credit recertification will be required once per year in addition to Public Housing recertification. At the time of the family's annual Tax Credit recertification, the gross annual income for the household cannot exceed 140% of the current income limits (60% of AMI). If the household's income limit exceeds this amount, they will not be able to renew their lease with Lindsey Terrace. They will, however, be offered a transfer to a JHA Public Housing property not subject to Tax Credit regulations.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #11: Live-in Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person (s) (as defined by HUD),
- I am not obligated for the support of the person (s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence, as live-in aide.

I understand that I am not a leaseholder at _____, and that I
Unit Address

have no rights to the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the
Resident's Name
House Rules of the Owner.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of Owner

Date

Lease Addendum #12: Responsibility to Maintain Utility Service

According to Section 6 and 13(g) of this lease, it is your responsibility to arrange for and maintain utility service in your unit. You are hereby notified that residents of Lindsey Terrace Apartments are required to maintain utility service. Failure to do so will be considered a violation of your lease, and may be grounds for termination of your lease and eviction from Public Housing. Utilities which are cut off and not restored after a seven (7) day notice from the JHA or Owner, is a direct violation of the lease and grounds for termination.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
- 7) Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

Owner Representative Initial _____

Head of Household Initial _____

HOUSEKEEPING STANDARDS OUTSIDE THE DWELLING

- 1) Yards: should be free of debris, trash, and abandoned cars.
- 2) Porches and balconies (front and rear): should be clean and free of hazards. Any items stored on the porch and/or balcony shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.
- 3) Steps (front and rear): should be clean, and free of hazards.
- 4) Sidewalks: should be clean and free of hazards.
- 5) Storm doors: should be clean, with glass or screens intact.
- 6) Parking lot: should be free of abandoned cars. There should be no car repairs in the lots.
- 7) Hallways: should be clean and free of hazards.
- 8) Stairwells: should be clean and uncluttered.
- 9) Laundry areas: should be clean and neat. Remove lint from dryers after each use.
- 10) Utility room: should be free of debris, motor vehicle parts, and flammable materials.
- 11) Lawns should be mowed, raked, and edged. Clippings, leaves and debris should be removed and deposited in the proper receptacle. (Scattered site developments only.)
- 12) Flower beds should be weeded. (Scattered site developments only.)

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #14 Lead Based Paint

Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards

Lead Warning Statement

Housing built before 1978 may contain lead-based paint. Lead from paint, paint chips, and dust can pose health hazards if not managed properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre-1978 housing, lessors must disclose the presence of known lead-based paint and/or lead-based paint hazards in the dwelling. Lessees must also receive a federally approved pamphlet on lead poisoning prevention.

Lessor's Disclosure

(a) Presence of lead-based paint and/or lead-based paint hazards (check (i) or (ii) below):

(i) _____ Known lead-based paint and/or lead-based paint hazards are present in the housing (explain).

(ii) _____ Lessor has no knowledge of lead-based paint and/or lead-based paint hazards in the housing.

(j) Records and reports available to the lessor (check (i) or (ii) below):

(i) _____ Lessor has provided the lessee with all available records and reports pertaining to lead-based paint and/or lead-based paint hazards in the housing (list documents below).

(ii) _____ Lessor has no reports or records pertaining to lead-based paint and/or lead-based paint hazards in the housing.

Lessee's Acknowledgment (initial)

(c) _____ Lessee has received copies of all information listed above.

(d) _____ Lessee has received the pamphlet *Protect Your Family from Lead in Your Home*.

Lessor's Acknowledgment (initial)

(e) _____ Lessor has informed the lessee of the lessor's obligations under 42 U.S.C. 4852(d) and is aware of his/her responsibility to ensure compliance.

Certification of Accuracy

The following parties have reviewed the information above and certify, to the best of their knowledge, that the information they have provided is true and accurate.

By: _____
Head of Household's signature

By: _____
Owner Representative's signature

By: _____
Head of Household's name

By: _____
Owner Representative's name

By: _____
Spouse/Co-Tenant's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Tenant's name

By: _____
Household Member over 18 yrs. old name

Owner Representative Initial _____

Head of Household Initial _____

Lease Addendum #15: Fair Housing and Nondiscrimination Policy

(Page 1 of 2)

FAIR HOUSING AND NONDISCRIMINATION POLICY

The Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A.** No person shall, on the basis of a person's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by the Jacksonville Housing Authority.
- B.** The Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A.** The Jacksonville Housing Authority forbids sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment, or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.
- B.** Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one's position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions
- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

Owner Representative Initial _____

Head of Household Initial _____

III. Reasonable Accommodations

The Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on the Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 366-3448.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. **Retaliation Prohibited**

The Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household's signature

By: _____
JHA Representative's signature

By: _____
Head of Household's name

By: _____
JHA Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

**JACKSONVILLE BEACH REDEVELOPMENT, LLC
LEASE AGREEMENT**

1. Parties and Dwelling Unit:

The parties to this Lease Agreement are Jacksonville Beach Redevelopment, LLC, referred to as Landlord and _____, referred to (individually or together) as the resident. The landlord leases to the resident the dwelling located at _____, known as Unit Number _____.

All notices and other communications required under this Lease Agreement shall be made to the landlord, c/o the Management Office at 123 South 8th Street, Jacksonville Beach, FL, 32250.

The members of the household listed below are the only persons permitted to reside in the unit. This provision is not intended to exclude the care of foster children or the live-in aide of the resident or resident's household member provided the accommodation of such person(s) conforms to the landlord's occupancy standards and the landlord has granted prior written approval for the foster child(ren) and/or live-in aide to reside in the unit.

Name	Relationship	Sex	Date of Birth	SSN

Resident shall notify the landlord, in writing within ten (10) business days, whenever any member of the household authorized to reside in the unit is no longer residing in the unit. Failure to notify the landlord within ten (10) business days in writing will result in the resident being held liable for all actions of such person and any violation of the Lease Agreement by such person will be grounds for termination and eviction from the unit.

2. Term:

The initial term of the Lease Agreement shall begin on _____ and end on midnight at _____. After the initial term ends, the Lease Agreement will be automatically renewed on an annual basis unless terminated as permitted by Section 17 of this Lease Agreement.

Property Manager Initial _____
Head of Household Initial _____

3. Rent:

- a. The resident agrees to pay \$ _____ for the partial month ending on _____ for prorated rent. For the remainder of the initial term, unless modified by addenda, Resident agrees to pay a rent of \$ _____ per month. This amount is due on the 1st day of the month to the Landlord. At our option and without notice, we may apply money received first to any of your unpaid obligations, then to current rent – regardless of notations on checks or money orders and regardless of when the obligation arose. All sums other than rent are due upon our demand. After the due date, we do not have to accept the rent or any other payments. Partial payment of rent will not be accepted.

- b. Resident’s rent may also be reduced as a result of assistance provided through a local public housing agency. If the resident’s rent is reduced or regulated as a result of one or more public programs, provisions which are required by those programs or by the agencies administering those programs are referred to in the Lease as public housing requirements and are applicable even if not specifically set forth.

4. Changes in the Resident’s Rent:

The resident agrees that the amount of rent the resident pays may be changed as follows:

Redetermination of your rent, eligibility and unit size shall be made at least once a year or during interim changes, in accordance with federal regulations. Residents remain responsible to provide, by the date specified, a signed statement giving accurate information as to household composition, ages, income, employment, assets of members of the household and any other information necessary for us to determine whether the rent should be changed, the dwelling size is still appropriate, and you are still eligible. Residents are obligated to continue the recertification process even after you have given a thirty (30) day notice to move, and remain responsible to report changes until the actual date of move-out from the unit, or until a Final Judgment of Eviction is entered. Residents must also fulfill any request from the Management Office which is necessary due to program requirements, including requests for information, documentation, or request for signature on documentation, even in cases where new information will result in a decrease in rent. Failure to do so will be considered a violation of the lease. JHA agrees to timely process documented changes until the Resident’s move-out date or, in a case where an eviction is pending, until a Final Judgment of Eviction is entered.

- A. Rent as stated in Section 3 hereof shall remain in effect until revised through annual reexamination or unless:
 - 1. Your family composition changes or you have a change in income which would justify a reduction or increase in rent pursuant to the Schedule of Rents. A change in family composition or increase or decrease in income or financial condition (e.g., change in job status, increase or decrease in child support, child care expense, medical expenses, etc.) must be reported to your community manager in writing within ten (10) business days of its occurrence.

 - 2. If it is found that you have misrepresented the facts upon which rent is based, so that the rent you are paying is less than what should have been charged, we will increase the rent retroactively and may terminate the lease. Such increase shall be due and payable when billed.

Property Manager Initial _____

Head of Household Initial _____

3. Directives are issued by the federal government that the Admissions & Occupancy Policy or method of computing rent must be changed.
- B. If any rent adjustment is required, a written notice will be provided to you by JHA pursuant to Section 18. The notice shall become an attachment to the Lease and shall amend Section 4. With rent decreases, the adjustment shall become effective the first day of the month following the day which you notified us to the change in your situation which would justify a rent decrease. With rent increases, the adjustment shall become effective the first day of the second month following receipt of information, unless the rent increase results from resident's failure to provide necessary documentation in a timely manner or from a finding of intentional misrepresentation under Section 4A(2).
 - C. If we determine that the size of the dwelling unit is no longer appropriate, you agree to transfer to an appropriate size unit upon notice by us that such a dwelling unit is available. You shall be responsible for all expenses incurred in the move. A new lease shall be executed. You will remain eligible for continued assistance unless we terminate or do not renew your lease as set forth in Section 17.

5. Charges for Late Payments, Returned Checks, and Court Awards:

If the resident does not pay the full amount of rent shown in Paragraph 3 by the end of the fifth (5th) business day of the month, rent will be considered delinquent. Any payments received after 5:00 pm will be considered made the following business day. If you have not paid rent by the fifth (5th) business day of the month you will be charged a late fee of fifty dollars (\$50.00). We strongly encourage all residents to pay their monthly rent payments online on the JHA RENTCafé website. Rent and other payments may also be made at the Manager's Office in your community in the form of personal check, money order, or cashier's check payable to "Jacksonville Beach Redevelopment, LLC). Cash is not accepted at the Jacksonville Beach Redevelopment. If one (1) personal check is returned due to non-sufficient funds (NSF), all payments thereafter must be made by money order or cashier's check. Payments made by third party in the form of personal check will not be accepted unless from a payee agency. The landlord may collect a fee in accordance with the resident charge list any time a check is not honored for payment (NSF) through a service charge. The charges discussed in this paragraph are in addition to the regular monthly rent payable by the resident. The landlord may collect a charge for costs and/or reasonable attorneys' fees, which a court may award in favor of the landlord in litigation in which the resident does not prevail.

6. Condition of Dwelling Unit:

By signing this Lease Agreement, the resident acknowledges that Resident has inspected the unit and it is safe, clean, and in good condition. The resident agrees that all appliances and equipment in the unit are in good working order, except as described on the Move-in Inspection Report, which is an addendum to this Lease Agreement. The resident also agrees that the landlord has made no promises to decorate, alter, repair, or improve the unit except as listed on the Move-in Inspection Report.

Landlord will inspect the unit and its appliances and equipment as needed and when Resident vacates the unit. Additional inspections may be held at the landlord's discretion for reasons of housekeeping, health, or safety issues. Upon reasonable notification, a duly authorized agent or representative of the Landlord shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements and repairs, or to show the dwelling unit. A written statement delivered to the premises at least

Property Manager Initial _____

Head of Household Initial _____

two (2) days before such entry shall be considered reasonable advance notification. Resident or Resident's designee may accompany Landlord. Landlord reserves the right to photograph, videotape, or otherwise visually record the inspection, with reasonable access to such visual record being provided to the resident. Landlord will furnish Resident with a copy of any inspection report. Any such report will be signed by the landlord and the resident and retained in Resident's file. If Resident refuses to sign such report, it will nonetheless be deemed accurate unless Resident provides a written statement identifying his/her disagreement and the resident requests an appointment with Management to dispute finding.

7. Charges for Utilities and Services:

The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The resident agrees that this chart accurately describes the landlord-paid charges and those paid by the resident.

- a. The resident must pay for the utilities checked in column one (1). Payments should be made directly to the appropriate utility company. The resident shall ensure that utility services remain on in the unit while Resident retains occupancy. Failure to maintain utility service(s) shall be considered a violation of the lease. The items in column four (4) are included in the Resident's rent. Resident shall take reasonable measures toward energy conservation in his/her use of utilities.

Utility Resident Pays Directly (column 1)	Utility or Service	Type	Utility Included in the Resident Rent (column 4)
✓	Heat	Electric	
✓	Air Conditioning	Electric	
✓	Lights & Electric	Electric	
✓	Cooking	Electric	
	Water, hot & cold	Electric	✓
	Sewer		✓
✓	Cable TV		
✓	Alarm Monitoring		

8. Security Deposits:

The resident has deposited \$_____ with the landlord. Landlord will retain the security deposit during the term of this Agreement in a separate non-interest bearing account for resident's benefit in the following bank: _____, and any subsequent renewals as provided by Chapter 83, Part II, Florida Statutes, as it may be amended. After the resident has moved from the unit, the landlord will determine whether the resident is eligible for a refund of any or all of the security deposit. The amount of the refund will be determined in accordance with the following conditions and procedures:

- a. After the resident has moved from the unit, the landlord will inspect the unit and complete a Move-out Inspection Report. The landlord will permit the resident to participate in the inspection, if the resident so requests.
- b. The landlord will refund to the resident the amount of the security deposit as required by state law, less any amount needed to pay the cost of:
 - (1) Unpaid rent;
 - (2) Damages that are not due to normal wear and tear and are not listed on the Move-in Inspection Report prepared prior to initial occupancy;

Property Manager Initial _____

Head of Household Initial _____

- (3) Charges for late payment of rent and returned checks , as described in Paragraph 3;
 - (4) Charges for unreturned keys, as described in Paragraph 9;
 - (5) Charges for cost and/or reasonable attorney’s fees which a court may award in favor of the landlord, in connection with a legal proceeding in which the resident does not prevail; and
 - (6) Any other charges properly owed by the Resident to Landlord.
- c. The landlord agrees to refund the amount computed in Paragraph 8 Section b, as provided in Florida Statutes Section 83.49, as may be amended.
- d. Resident acknowledges receiving the follow disclosure:
- YOUR LEASE REQUIRES PAYMENT OF CERTAIN DEPOSITS. LANDLORD MAY TRANSFER ADVANCE RENTS TO LANDLORD’S ACCOUNT AS THEY ARE DUE AND WITHOUT NOTICE. WHEN YOU MOVE OUT, YOU MUST GIVE LANDLORD YOUR NEW ADDRESS SO THAT LANDLORD CAN SEND YOU NOTICES REGARDING YOUR DEPOSIT. LANDLORD MUST MAIL YOU NOTICE, WITHIN 30 DAYS AFTER YOU MOVE OUT, OF LANDLORD’S INTENT TO IMPOSE A CLAIM AGAINST THE DEPOSIT. IF YOU DO NOT REPLY TO LANDLORD STATING YOUR OBJECTION TO THE CLAIM WITHIN 15 DAYS AFTER RECEIPT OF LANDLORD’S NOTICE, LANDLORD WILL COLLECT THE CLAIM AND MUST MAIL YOU THE REMAINING DEPOSIT, IF ANY. IF LANDLORD FAILS TO TIMELY MAIL YOU NOTICE, LANDLORD MUST RETURN THE DEPOSIT BUT MAY LATER FILE A LAWSUIT AGAINST YOU FOR DAMAGES. IF YOU FAIL TO TIMELY OBJECT TO A CLAIM, LANDLORD MAY COLLECT FROM THE DEPOSIT, BUT YOU MAY LATER FILE A LAWSUIT CLAIMING A REFUND.YOU SHOULD ATTEMPT TO INFORMALLY RESOLVE ANY DISPUTE BEFORE FILING A LAWSUIT. GENERALLY, THE PARTY IN WHOSE FAVOR A JUDGMENT IS RENDERED WILL BE AWARDED COSTS AND ATTORNEYS’ FEES PAYABLE BY THE LOSING PARTY.THIS DISCLOSURE IS BASIC. PLEASE REFER TO PART II OF CHAPTER 83, FLORIDA STATUTES, TO DETERMINE YOUR LEGAL RIGHTS AND OBLIGATIONS.
- e. If the unit is rented by more than one person, the residents agree that they will work out the details of dividing any refund among themselves. The landlord may pay the refund to any resident identified in Paragraph 1 of the Lease Agreement.
- f. The resident understands that the landlord will not apply the security deposit, in advance of the resident moving out, to the last month’s rent or to any charges owed by the resident.

9. Keys and Locks:

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Jacksonville Housing Authority must perform all lock services and must maintain a master key to all units.

10. Defects and Hazards To Life, Health, or Safety:

- a. The resident shall immediately report damages, defects, and hazardous conditions in the unit to the landlord.

Property Manager Initial _____

Head of Household Initial _____

- b. The landlord shall be responsible for repair of the unit within a reasonable time. If the damage was caused by Resident, Resident's household or guests, the cost of the repairs shall be charged to the Resident.
- c. The landlord shall offer standard alternative accommodations, if available, in circumstances where necessary repairs cannot be made within a reasonable time.
- d. Resident agrees to pay the cost of all tenant caused repairs, including material and labor as listed in the Resident Charge List, available in the Management Office, for damage caused by carelessness, misuse, or neglect on the part of the resident, his/her family or visitors, or any failure or refusal to fulfill the Obligations by Resident set forth in Paragraph 14 of this Lease Agreement.

11. Restriction and Alterations:

The Resident agrees not to do any of the following without first obtaining the landlord's written permission:

- a. Change or remove any part of the appliances, fixtures or equipment in the unit;
- b. Paint or install wallpaper or contact paper in the unit;
- c. Attach awnings or window guards in the unit;
- d. Attach or place any fixtures, signs, or fences on the building, the common areas, or grounds;
- e. Attach any shelves, screen doors, or other permanent improvements in the unit;
- f. Install or store washers, dryers, dishwashers, fans, heaters, or air conditioners inside or outside the unit or balcony;
- g. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(s) will be attached to the building or unit in any way.
- h. Fire burning heaters are strictly forbidden;
- i. Place water beds in upstairs bedrooms;
- j. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out over night or after use due to health and safety precautions;

12. Occupancy:

The resident shall have the right to exclusive use and occupancy of the leased premises. "Guest" means any person not listed on this Lease Agreement who temporarily visits the unit or premises with the consent of a household member. All trespassed guests must be in the company of a lessee while on the property. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total

Property Manager Initial _____

Head of Household Initial _____

of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the Landlord. The notice must indicate the period of time the guest will be staying at the leased premises.

13. Obligations of Landlord:

Landlord shall be obligated, other than for circumstances beyond his/her control, as follows:

- a. To maintain the premises, buildings, facilities, and common areas in decent, safe, and sanitary condition;
- b. To comply with requirements of applicable building codes, housing code, and HUD regulations materially affecting health and safety;
- c. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner;
- d. To keep buildings, facilities and common areas not otherwise assigned to the resident for maintenance and upkeep in a clean and safe condition;
- e. To maintain in good, safe, working order and condition, electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied or required to be supplied by the landlord;
- f. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident household) for the deposit by resident of garbage, ashes, rubbish and other waste removed from the premises by you;
- g. To supply running water, and reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of the resident and supplied by a direct utility connection;
- h. To provide pest control services as necessary;
- i. To maintain grounds, shrubbery, sidewalks, parking areas, laundry areas and other common exterior areas in the community in a clean, orderly and safe condition;
- j. To make necessary repairs with reasonable promptness;
- k. To maintain exterior lighting in good working order;
- l. To comply with all maintenance requirements listed in Florida Statutes Section 83.51, as may be amended, not specifically referenced herein.
- m. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

14. Obligations of the Resident:

Resident shall be obligated as follows, and shall ensure that Resident's household members, visitors and guests obey the following:

- a. Not to assign the Lease Agreement or to sublease or transfer possession of the premises;
- b. Not to provide accommodations for boarders or lodgers; JHA and/or Landlord reserves reserve the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent,

Property Manager Initial _____

Head of Household Initial _____

safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests.

- c. To use the premises solely as a private dwelling for Resident and Resident's household as identified in the Lease Agreement, and not to use or permit its use for any other purposes;
- d. To abide by necessary regulations issued by the landlord for the benefit and well-being of the housing complex and the residents. Regulations shall be posted in Management Office and are incorporated by reference in the Lease Agreement;
- e. To comply with all obligations imposed upon residents by applicable provisions of state law and of building and housing codes materially affecting health and safety;
- f. To comply with the covenants, by-laws and rules and regulations of any community association in which the resident resides under this Lease Agreement;
- g. To keep the unit, adjacent grounds and other such areas as may be assigned to Resident's exclusive use in a clean, orderly and safe condition (but not to make repairs, alterations or redecoration without the landlord's written consent);
- h. To provide reasonable care (including changing batteries) and perform interim testing of smoke detectors to ensure they are in working order;
- i. To dispose of all garbage, ashes, rubbish, and other waste from the premises in sanitary and safe manner. Landlord reserves the right to impose a charge of \$25.00 if residents do not adequately dispose of litter and garbage;
- j. To use only as intended all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other devices and appurtenances including elevators;
- k. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of Jacksonville Beach Redevelopment, JHA, or employees of Jacksonville Beach Redevelopment and/or JHA.
- l. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging or removing any part of the premises or community;
- m. To conduct yourself and to cause other persons who are on the premises with resident's consent (whether or not such person's presence on the premises is then known by the resident, or the resident is aware of the conduct of such persons) to conduct themselves in a manner which is legal, orderly and which will not disturb other residents' peaceful enjoyment of their accommodations and will be conducive to maintaining the complex, community facilities, and other areas of the Jacksonville Beach Redevelopment property in decent, safe, and sanitary condition;
- n. To provide that the resident, any member of the resident's household, any guest or any other person under the resident's control, shall not engage in criminal activity, including but not limited to drug-related criminal activity, on or off the premises. ("Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance);
- o. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of JHA.

Property Manager Initial _____

Head of Household Initial _____

- p. The resident agrees to notify management if they or any occupants are convicted of any felony, or misdemeanor involving a controlled substance, violence to another person or destruction of property. Resident also agrees to notify management if anyone in the household is required to register as a sex offender in any state. Informing management of criminal convictions or sex offender registration does not waive Landlord's right to eviction;
- q. To keep no dog, cat, other animal or pet in or on the premises except with written consent of the landlord, which will be given in accordance with landlord's pet policy and state and federal law, and to comply with all of the landlord's rules concerning the keeping of any approved pet;
- r. To pay late fees, maintenance charges, and reasonable charges (other than normal wear and tear) for damages caused by you, your household, or guests. Charges shall become due and collectible two (2) weeks after the community gives written notice of the charges;
- s. If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.
- t. To permit the landlord, pursuant to the provisions of Paragraph 14, to enter the premises for the purpose of performing periodic inventories and inspections, reading utility meters, routine maintenance, making improvements or repairs, or showing the premises for re-leasing;
- u. To promptly report to the landlord any needed repairs to the leased premises or any unsafe conditions in the common areas and grounds which may lead to damage or injury;
- v. To notify the landlord of any absence from the unit which exceeds fifteen (15) days;
- w. To leave the unit, upon vacating the premises at the time of move-out, in a clean and safe condition (normal wear and tear excluded) and to return the keys to the landlord. Any property left by the Resident in or about the premises after he/she vacates will be considered as abandoned and may be disposed of as the landlord sees fit;
- x. To park vehicles in authorized parking areas only. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be given a written notice under the appropriate statute to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises by the notification deadline date, we may have the vehicle towed off the premises at your expense. We shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed;
- y. The use of BB guns or pellet guns on the property, or the possession of such guns in any common area of the premises by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7) – day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident's lease will be terminated;
- z. No outdoor cooking within ten (10) feet of the building, or under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community;

Property Manager Initial _____

Head of Household Initial _____

- aa. No open containers or drinking of alcoholic beverages in the common areas of the premises;
- bb. To ensure that you, members of your household, and your guests shall not unreasonably obstruct or otherwise hinder other residents or Jacksonville Beach Redevelopment staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.;
- cc. All children must play in designated areas only. See your community manager for specific locations. No child age 12 or under shall be left without supervision or arrangement appropriate for the child's age or mental condition;
- dd. All pool and playground areas are play at your own risk;
- ee. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on site;
- ff. To refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on the community property;
- gg. Vehicle repairs are NOT allowed on Jacksonville Beach Redevelopment's property. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle, or changing tires. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot surface. Residents will be responsible for the costs incurred in cleaning or repairing damage caused by leaking vehicles, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse the property for costs incurred within two weeks of receipt of notice of such costs;
- hh. Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household, and guests shall not smoke anywhere in the community within 25 feet of any units or buildings;
- ii. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.
- jj. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4);
- kk. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

Property Manager Initial _____

Head of Household Initial _____

15. Certifications and Recertification of Income and Family Composition:

- a. Resident acknowledges that Resident’s eligibility for the unit and/or the rent charged has been determined based on Resident’s application, including Resident’s representations about family income and composition. Resident certifies that all such representations were and are materially truthful and accurate. If Resident has falsely certified to as Resident’s income and family composition, such false certification will be deemed a material violation of this Lease Agreement and is ground for termination of the Lease Agreement and eviction of the resident.
- b. Regularly Scheduled Recertification: each year, approximately ninety (90) days before the anniversary date of this Lease Agreement, the Landlord will request the resident to report the income and composition of the resident’s household and to supply any other information required by the public requirements for the purpose of determining the resident’s rent and eligibility. The resident shall, and certifies that they will, provide accurate statements of this information and will do so by the date specified in the landlord’s request. The landlord will verify the information supplied by the resident and use the verified information to calculate the amount of the resident’s rent and continued eligibility for occupancy.
- c. Failure by a resident to truthfully supply the recertification information as and when required by this Lease Agreement or as requested by Landlord, or to appear for a scheduled rent and income review, will be considered a material violation of the Lease Agreement.
- d. If, upon annual recertification, Resident’s household income exceeds 140% of the applicable program limit, Landlord may elect not to renew the Lease upon a thirty (30) day notice to Resident.

16. Access by Landlord:

Resident agrees that, upon reasonable notification:

- a. The duly authorized agent, employee, or representative of landlord will be permitted to enter Resident’s unit during reasonable hours (7:30 a.m. to 8:00 p.m.) for the purpose of performing routine inspections and maintenance, including pest control, for making improvements or repairs, or to show the premises for re-leasing;
- b. A written statement specifying the purpose of the landlord entry delivered to the premises at least 48 hours before such entry shall be considered reasonable advance notification. However, Landlord shall have the right to enter Resident’s unit without prior notice to Resident if Landlord reasonably believes that an emergency exists, which requires such entrance or if Resident made a request for service. In the event that Resident and all adult members of his/her household are absent from the premises at the time of entry, Landlord shall leave on the premises a written statement of the date, time and purpose of entry prior to leaving the unit;
- c. After the resident has given a notice of intent to move, the resident agrees to permit the landlord to show the unit to prospective residents during reasonable hours. If the resident moves before this lease agreement ends, the Landlord may enter the unit to decorate, remodel, alter or otherwise prepare the unit for re-occupancy;

17. Termination Of Tenancy:

Property Manager Initial _____

Head of Household Initial _____

- a. To terminate this lease agreement, the resident must give the landlord at least thirty (30) days written notice prior to the end of the term. The resident shall be liable for rent up to the end of the term or to the date the unit is re-rented, whichever date comes first. If the resident fails to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by the tenant indicating a vacate date, JHA and/or Landlord may file an eviction.
- b. Any termination of this lease agreement by the landlord must be carried out in accordance with public requirements, state and local law, and the terms of this lease agreement. The Landlord may terminate this lease agreement only for:
 - (1) The resident's serious or repeated violations of the material terms of this lease agreement; or
 - (2) The resident's material failure to carry out obligations under Florida's landlord/tenant law as defined in Florida Statutes Chapter 83, Part II.
- c. Default By Resident: The Resident will be in default if resident, any household member or guest violates any terms of this lease agreement including, but not limited to the following:
 - (1) Obligations of the Resident as identified in Section 14 of this lease agreement;
 - (2) You, any household member, or guest that violates this lease agreement, fire, safety health codes, or criminal laws, regardless of whether or where arrest or conviction occurs;
 - (3) You abandon the apartment;
 - (4) You give incorrect or false answers in a rental application;
 - (5) You or any occupant is arrested, convicted, or given deferred adjudication for a felony offense involving actual or potential physical harm to a person, or involving possession, manufacture, or delivery of a controlled substance, marijuana, or drug paraphernalia under state statute; or
 - (6) Any illegal drugs or paraphernalia are found in your apartment;
 - (7) Nonpayment of rent, late fees, maintenance charges, and other charges due under the lease agreement;
 - (8) Repeated late payment of rent;
 - (9) Serious or repeated interference with the rights of other residents;
 - (10) Serious or repeated damage to the premises;
 - (11) Alteration, repair, sale, destruction or other disposition of the leased premises or any part thereof;
 - (12) Failure to report a change of income, employment, or identity of household members, or failure to provide any other information required by this lease agreement;
 - (13) Misrepresentation of any material fact, including family income or composition, in the application for housing, or in any statements submitted to the landlord;
 - (14) Keeping an animal or other pet in or on the premises in violation of Section 14, Obligations of the Resident, part o;
 - (15) Such change in household size or composition as to render inappropriate the resident's continued occupancy of the unit;

Property Manager Initial _____

Head of Household Initial _____

- (16) Serious or repeated violation of any of the rules or regulations applicable to the resident's dwelling unit or premises as posted and in effect;
 - (17) The resident, any member of the resident's household, a guest, a visitor, or other persons under your control engages in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of Jacksonville Beach Redevelopment or any drug-related criminal activity on or off the premises ;
 - (18) If your utilities are cut off and not restored after a seven (7) day notice from the landlord, is a direct violation of the lease and grounds for termination.
- d. The landlord shall give written notice of termination of this lease agreement as may be provided by any Federal, state, or local law.
 - e. The notice of lease agreement termination to the resident shall state specific grounds for termination and shall inform the resident of the resident's right to make such reply as the resident may wish or to discuss the proposed termination with the landlord.
 - f. Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for termination. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.

If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.

Termination of the lease shall be as follows:

- 1. We shall give fourteen (14) calendar days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 14 (p) and (s) of the lease.
- 2. We shall give ten (10) business days written notice in all other cases.

17. Notice:

- a. Except as provided in Section 17, notice to the resident shall be in writing and delivered to the resident or to an adult member of the resident's household residing in the dwelling or sent by prepaid first-class mail, properly addressed to the unit listed on the Lease Agreement. All notices must be in accessible format if the resident is visually impaired.
- b. Notice to the landlord shall be in writing, delivered to the landlord's office or sent by prepaid first-class mail, properly addressed to the landlord's office.

18. Removal of Resident's Personal Property on Termination:

Property Manager Initial _____

Head of Household Initial _____

Resident agrees to remove all furniture and other personal property from the premises immediately upon termination of this lease agreement, and to leave the premises clean and in good repair. Any property left on the premises will be deemed abandoned, considered to be trash and will be disposed of by Landlord.

19. Abandonment of Property:

Landlord may take possession of the unit after resident has moved out. In the absence of actual knowledge of abandonment, it shall be presumed that resident has abandoned the unit if resident is absent from the unit for a period of time equal to one-half the time for periodic rental payments, the rent is not current, and resident has not notified Landlord in writing in advance of an intended absence, or as otherwise provided in this Agreement. By signing this Agreement, resident agrees to the following:

RESIDENT AGREES THAT UPON SURRENDER, ABANDONMENT, OR RECOVERY OF POSSESSION OF THE DWELLING UNIT DUE TO THE DEATH OF THE LAST REMAINING RESIDENT, AS PROVIDED BY CHAPTER 83, FLORIDA STATUTES, LANDLORD SHALL NOT BE LIABLE OR RESPONSIBLE FOR STORAGE OR DISPOSITION OF RESIDENT'S PERSONAL PROPERTY.

The reasonable cost of any storage, removal and/or disposal shall be charged to resident or assessed against resident's security deposit, unless in Landlord's sole discretion, it is determined that documentable conditions existed which prevented resident from occupying the unit.

21. Cumulative Rights:

Each and every one of the rights and remedies of Landlord are cumulative, and the exercise of any right or remedy does not waive the landlord's other rights under the lease agreement or the law. The failure to exercise any right or remedy under the Lease Agreement or law shall not be a waiver thereof, but may be exercised later.

22. Changes to Dwelling Lease Agreement:

- a. Resident Charge List, and other policies and addenda which are incorporated into the lease agreement by reference, will be publicly posted in a conspicuous manner in the management office and shall be furnished to Resident upon request. Landlord may amend such schedules, rules, policies, etc., at any time, provided that Landlord shall give at least a thirty (30) day written notice to each affected Resident setting forth the proposed policy or addendums and the reasons therefor, and providing the Resident an opportunity to present written comments which shall be taken into consideration by Landlord prior to the adoption of the proposed policy or addendum.
- b. This Lease Agreement is the entire agreement between Landlord and Resident. No modifications shall be made during the term of this Lease Agreement except when executed in writing and signed by both parties to the Lease Agreement.
- c. The Landlord may amend the form or content of this Lease Agreement in order to reflect changes in the Public Requirements or otherwise, provided that no amendment to this lease agreement shall be effective except upon the commencement of a new term, after at least sixty (60) days written notice to the resident. The landlord may require the resident to sign a document agreeing to the amendment and may treat the failure to do so as a material lease violation and grounds for eviction. Regardless of whether the resident is asked to or does sign any amendment, Resident agrees to be bound by any such amendment following the effective date of the notice, or to quit and vacate.

23. Accommodation of Persons with Disabilities:

Property Manager Initial _____

Head of Household Initial _____

If you or any member of your household listed on this Lease has a disability, Jacksonville Beach Redevelopment shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that Jacksonville Beach Redevelopment provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. Jacksonville Beach Redevelopment may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

24. Contents of this Agreement:

This Lease Agreement and its attachments make up the entire Lease Agreement between the resident and the landlord regarding the unit. If any court declares a particular provision of this Lease Agreement to be invalid or illegal, all other terms of this Lease Agreement will remain in effect and both the landlord and the resident will continue to be bound by them. This Lease Agreement shall be deemed to include all provisions of federal or state law which are required to be included herein and which provide the resident with rights or with notice thereof, provided that the landlord in fact provides to Resident, in a separate notice or document, the notice rights that are required to be provided.

25. Subordination:

Resident agrees that this Lease is and shall remain subject to and subordinate to all present and future mortgages, deeds to secure debt, deeds of trust, security agreements, financing statements, and other security instruments and other similar encumbrances affecting the lease premises or any part thereof, but only to the extent permitted by Public Requirements, including specifically the U.S. Housing Act of 1937 and regulations hereunder.

26. Hold Harmless:

Landlord does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

Property Manager Initial _____

Head of Household Initial _____

27. Attachments to this Lease Agreement:

The resident certifies that they have received a copy of this lease agreement and the following attachments to this Lease Agreement, and understands that these Attachments are part of this lease agreement.

- Lease Addendum No. 1 Sheriff’s Watch Apartments
- Lease Addendum No. 2 Jacksonville Beach Redevelopment Jacksonville Pet Policy
- Lease Addendum No. 3 Jacksonville Beach Redevelopment Trespass Policy
- Lease Addendum No. 4 Truancy and Curfew Policy
- Lease Addendum No. 5 Head of Household Personal Property Disposition
- Lease Addendum No. 6 Appliance Safety

- Lease Addendum No. 8 Mold and Mildew
- Lease Addendum No. 9 Radon Gas
- Lease Addendum No. 10 Live-in Aide
- Lease Addendum No. 11 Smoke Detector
- Lease Addendum No. 12 Income Limits
- Lease Addendum No. 13 Fraud
- Lease Addendum No. 14 Housekeeping
- Lease Addendum No. 15 Smoke-Free Addendum
- Lease Addendum No. 16 Fair Housing and Nondiscrimination Policy
- Lease Addendum No. 17 PBV Lease Rider
- Lease Addendum No. 18 Tenancy Addendum HUD 52530.c

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ___ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Head of Household’s name

By: _____
Jacksonville Beach Redevelopment name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs .old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, Jacksonville Beach Redevelopment and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of Jacksonville Beach Redevelopment or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, guest, visitor, or other persons under your control shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of Jacksonville Beach Redevelopment or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of Jacksonville Beach Redevelopment or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between Jacksonville Beach Redevelopment and resident.

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by Jacksonville Beach Redevelopment staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to the landlord's property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 20 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to Jacksonville Beach Redevelopment property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited from Public Housing.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #2: Jacksonville Beach Redevelopment Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches or balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident’s lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all Jacksonville Beach Redevelopment, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

* These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household’s signature

By: _____
Head of Household’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Spouse/Co-Head’s name

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #3: Jacksonville Beach Redevelopment Trespass Policy

The Jacksonville Beach Redevelopment & the Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 14(b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Head of Household’s name

By: _____
Jacksonville Beach Redevelopment Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #4: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next twelve (12) months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

**Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday**

By: _____
Head of Household’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Head of Household’s name

By: _____
Jacksonville Beach Redevelopment Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #5: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct Jacksonville Beach Redevelopment to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #6: Appliance Safety

The Jacksonville Beach Redevelopment is responsible for all maintenance and service to appliances. Residents should not attempt to repair service or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office.

IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE WATER HEATER. If adjustments are needed the notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that a violation of such is a violation of the Lease, which may result in the termination of your Lease Agreement.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #7: Mold and Mildew (Page 1 of 3)

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

THE RESIDENT IS ABLE TO HELP ALLIEVATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the unit.
- Keep unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines -especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds, use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on nonporous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Property Manager Initial _____

Head of Household Initial _____

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING THE JACKSONVILLE BEACH REDEVELOPMENT WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air).
- Insufficient drying of carpets, carpet pads, shower walls, and bathroom floors.
- Any evidence of a water leak or excessive moisture in the unit as well as in any storage room, garage, or other common area.
- Evidence of mold or mildew-like growth in the unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows.
- Any inoperable doors or windows.
- Discoloration of walls, baseboards, doors, window frames, or ceilings.
- Moldy clothing.
- Moisture dripping from or around any vents, or air conditioning condenser lines.

Management will respond in accordance with state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your unit, Jacksonville Beach Redevelopment may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while Jacksonville Beach Redevelopment evaluates, and if management deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that Jacksonville Beach Redevelopment may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that Jacksonville Beach Redevelopment and their agent may conduct inspections of the unit at any time with a written 48-hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through Jacksonville Beach Redevelopment's work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with terms of this Addendum.

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #7: Mold and Mildew (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Radon Gas

We are required by Florida Statute 404.056 (8) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit.”

By: _____
Head of Household’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Head of Household’s name

By: _____
Jacksonville Beach Redevelopment Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Live-In Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person(s) (as defined by HUD),
- I am not obligated for the support of the person(s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence as live-in aide.

I understand that I am not a leaseholder at _____, and that I have no rights to
Unit Address
the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the House Rules of
Resident Name
Jacksonville Beach Redevelopment management.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of Jacksonville Beach Redevelopment

Date

Lease Addendum #10: Smoke Detector

“It is the Resident’s responsibility to maintain and keep the smoke detector operational at all times. Circuit breakers are to remain in the “on” position and batteries kept in place at all times. Should the resident disconnect the smoke detector, Jacksonville Beach Redevelopment Management assumes no responsibility for any resulting damage. It is essential the detector be kept operational.”

The resident will be charged \$25.00 for disconnecting smoke detectors. Pulling the fire alarm without cause interferes with others peaceful enjoyment and can pose serious hazard. Such conduct is a violation of your lease (Section 14 part l) and may be grounds for termination. Disconnecting smoke detectors is a violation of the lease agreement (Section 14 part h) and subject to lease termination.

By: _____
Head of Household’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Head of Household’s name

By: _____
Jacksonville Beach Redevelopment Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #11: Income Limits

This clause applies only in the LIHTC units:

“During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.”

By: _____
Head of Household’s signature

By: _____
Jacksonville Beach Redevelopment Representative’s signature

By: _____
Head of Household’s name

By: _____
Jacksonville Beach Redevelopment Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #12: Fraud

Section 1001 of Title 18 of the United States Code and Chapter 414.39 of the Florida Statutes makes it a crime punishable by a fine of up to \$10,000 or by imprisonment of up to five (5) years or both for making any false, fictitious or fraudulent statement or representation or making or using any false writing or document in any matter within the jurisdiction of any department or agency of the United States. It is a crime if a housing applicant or resident deliberately makes false statements about his/her household income or household composition or fails to disclose a material fact affecting income and rent.

This means that if you, as a resident, knowingly give Jacksonville Beach Redevelopment false information about your household income or fail to report changes to your community manager of your family composition or household income in writing within ten (10) business days of a change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 of Title 18 of the United States Code.

If as a result of committing fraud, withholding information, or making a misrepresentation to Jacksonville Beach Redevelopment, you receive any rental assistance or lower rent to which you are not entitled, you will be subject to local, state, and federal prosecution. **THIS COULD RESULT IN A FINE, IMPRISONMENT, OR BOTH, AS WELL AS THE LOSS OF YOUR ELIGIBILITY FOR ANY OF THIS AGENCY'S HOUSING PROGRAMS.**

I, the undersigned, have read the above statement, or had it read or explained to me. I understand the consequences of not correctly reporting my household income, household composition, or any other requirement of Jacksonville Beach Redevelopment.

Should Jacksonville Beach Redevelopment discover at any time that the household has provided false information this would constitute a substantial violation of the lease and tenancy would be terminated immediately.

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Porches and/or Balconies –

- 1) Porches and balconies (front and rear) should be clean and free of hazards. Any items stored on the porch and/or patio shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #13: Housekeeping (Page 2 of 2)

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

Smoke-Free Addendum

This Smoke Free Addendum between the resident and Jacksonville Beach Redevelopment entered into between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. **Purpose of Smoke Free Policy:** The parties desire to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. **Definition of Smoking:** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. **Smoke Free Community:** Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. **Residents to Promote Non-Smoking:** Resident shall inform resident's household and guests of the Smoke Free Policy.
5. **The Jacksonville Beach Redevelopment to Promote Smoke Free Policy:** Jacksonville Beach Redevelopment shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.

Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.

6. **The Jacksonville Beach Redevelopment Not a Guarantor of Smoke Free Environment:** Resident acknowledges the Landlord's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the Landlord or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. Jacksonville Beach Redevelopment shall use its best efforts to enforce the Smoke Free Policy. Management is not required to take steps in response to the Smoke Free Policy unless the Landlord has actual knowledge of said smoking or has been given written notice of said smoking.
7. **Material Breach:** A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by Jacksonville Beach Redevelopment per Section 14, Obligations of the Resident. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #14: Smoke-Free Addendum (Page 2 of 2)

8. **Disclaimer** by Jacksonville Beach Redevelopment: Resident acknowledges the Landlord's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care Jacksonville Beach Redevelopment or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. Jacksonville Beach Redevelopment specifically disclaims any implied or express warranties that the building, community or resident's unit will have any higher or improved air quality standards than any other rental property. Jacksonville Beach Redevelopment cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that the Landlord's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Jacksonville Beach Redevelopment does not assume any higher duty of care to enforce this addendum than any of the other of Jacksonville Beach Redevelopment's obligations under the Lease.

The Jacksonville Beach Redevelopment has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that second hand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. Jacksonville Beach Redevelopment reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and Occupancy Policy (AOP) amended for October 1, 2014.

I/We have read and understand the above Smoke Free Policy and agree to abide by it during my/our tenancy

SIGNATURE(S):

By: _____
Head of Household's signature

By: _____
Jacksonville Beach Redevelopment Representative's signature

By: _____
Head of Household's name

By: _____
Jacksonville Beach Redevelopment Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Property Manager Initial _____

Head of Household Initial _____

FAIR HOUSING AND NONDISCRIMINATION POLICY

The Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A. No person shall, on the basis of a person’s actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by the Jacksonville Housing Authority.

- B. The Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant’s actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A. The Jacksonville Housing Authority forbids sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment, or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.

- B. Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one’s position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions
- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

Property Manager Initial _____

Head of Household Initial _____

Lease Addendum #15: Fair Housing and Nondiscrimination Policy

(Page 2 of 2)

III. Reasonable Accommodations

The Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on the Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 630-3868.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA’s Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. Retaliation Prohibited

The Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household’s signature

By: _____
JHA Representative’s signature

By: _____
Head of Household’s name

By: _____
JHA Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #17: RAD PBV

A. Termination Notification. HUD is incorporating additional termination notification requirements to comply with section 6 of the Act for public housing projects that convert assistance under RAD. In addition to the regulations at 24 CFR § 983.257, related to owner termination of tenancy and eviction, as modified by the waiver in Section 1.6(C)(3) above, the termination procedure for RAD conversions to PBV will require that PHAs provide adequate written notice of termination of the lease which shall not be less than:

1. A reasonable period of time, but not to exceed 30 days:
 - If the health or safety of other tenants, PHA employees, or persons residing in the immediate vicinity of the premises is threatened; or
 - In the event of any drug-related or violent criminal activity or any felony conviction;
2. 14 days in the case of nonpayment of rent; and
3. 30 days in any other case, except that if a State or local law provides for a shorter period of time, such shorter period shall apply.

B. Grievance Process. HUD is incorporating additional procedural rights to comply with the requirements of section 6 of the Act.

For issues related to tenancy and termination of assistance, PBV program rules require the PHA to provide an opportunity for an informal hearing, as outlined in 24 CFR § 982.555. RAD will waive 24 CFR § 982.555(b) in part, which outlines when informal hearings are not required, and require that:

1. In addition to reasons that require an opportunity for an informal hearing given in 24 CFR § 982.555(a)(1)(i)-(vi),¹ an opportunity for an informal hearing must be given to residents for any dispute that a resident may have with respect to a PHA (as owner) action in accordance with the individual's lease or the contract administrator in accordance with RAD PBV requirements that adversely affect the resident's rights, obligations, welfare, or status.
 - For any hearing required under 24 CFR § 982.555(a)(1)(i)-(vi), the contract administrator will perform the hearing, as is the current standard in the program.
 - For any additional hearings required under RAD, the PHA (as owner) will perform the hearing.
2. An informal hearing will not be required for class grievances or to disputes between residents not involving the PHA (as owner) or contract administrator. This hearing requirement shall not apply to and is not intended as a forum for initiating or negotiating policy changes between a group or groups of residents and the PHA (as owner) or contract administrator.
3. The PHA (as owner) give residents notice of their ability to request an informal hearing as outlined in 24 CFR § 982.555(c)(1) for informal hearings that will address circumstances that fall outside of the scope of 24 CFR § 982.555(a)(1)(i)-(vi).
4. The PHA (as owner) provide opportunity for an informal hearing before an eviction.

**THE WAVES AT JACKSONVILLE, LTD.
TAX CREDIT LEASE AGREEMENT**

1. Parties and Dwelling Unit:

The parties to this Lease Agreement are The Waves at Jacksonville, Ltd., referred to as Landlord and _____, referred to (individually or together) as the resident. The landlord leases to the resident _____, located at The Waves At Jacksonville in the housing community known as Unit Number _____.

All notices and other communications required under this Lease Agreement shall be made to the landlord, c/o the Management Office at 123 South 8th Street, Jacksonville Beach, FL, 32250.

The members of the household listed below are the only persons permitted to reside in the unit. This provision is not intended to exclude the care of foster children or the live-in aide of the resident or resident's household member provided the accommodation of such person(s) conforms to the landlord's occupancy standards and the landlord has granted prior written approval for the foster child(ren) and/or live-in aide to reside in the unit.

Name	Relationship	Sex	Date of Birth	SSN

Resident shall notify the landlord, in writing within ten (10) business days, whenever any member of the household authorized to reside in the unit is no longer residing in the unit. Failure to notify the landlord within ten (10) business days in writing will result in the resident being held liable for all actions of such person and any violation of the Lease Agreement by such person will be grounds for termination and eviction from the unit.

2. Term:

The initial term of the Lease Agreement shall begin on _____ and end on midnight at _____. After the initial term ends, the Lease Agreement will be automatically renewed on an annual basis unless terminated as permitted by Section 17 of this Lease Agreement.

The Waves At Jacksonville Initial _____
Head of Household Initial _____

3. Rent:

- a. The resident agrees to pay \$ _____ for the partial month ending on _____ for prorated rent. For the remainder of the initial term, unless modified by addenda, Resident agrees to pay a rent of \$ _____ per month. This amount is due on the 1st day of the month to the Landlord. At our option and without notice, we may apply money received first to any of your unpaid obligations, then to current rent – regardless of notations on checks or money orders and regardless of when the obligation arose. All sums other than rent are due upon our demand. After the due date, we do not have to accept the rent or any other payments. Partial payment of rent will not be accepted.
- b. Resident’s rent may be lower than the market (unsubsidized rent), which would otherwise be due on the unit. This lower rent is available because the property is operated pursuant to the rules and regulations of the Federal Low Income Housing Tax Credit Program in accordance with Section 42 of the Internal Revenue Code of 1986, as amended (“the Code”) and as enforced by a state agency responsible for monitoring such program (the “State Agency”). Notwithstanding any provisions of the Lease Agreement, the resident agrees (in consideration of such lower rent) that the property shall be operated at all times in strict compliance with Section 42, regulations thereunder, and any regulatory agreement, restrictive covenant, or other agreement with the State Agency (collectively “Section 42 Requirements”).
- c. Resident’s rent may also be reduced as a result of assistance provided through a local public housing agency. If the resident’s rent is reduced or regulated as a result of one or more public programs, provisions which are required by those programs or by the agencies administering those programs are referred to in the Lease as public housing requirements and are applicable even if not specifically set forth.

4. Changes in the Resident’s Rent:

The resident agrees that the amount of rent the resident pays may be changed:

- a. To adjust for changes in the utility allowance as required by the LIHTC Program may be raised with a thirty (30) day notice; or
- b. During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.

5. Charges for Late Payments, Returned Checks, and Court Awards:

If the resident does not pay the full amount of rent shown in Paragraph 3 by the end of the fifth (5th) business day of the month, rent will be considered delinquent. Any payments received after 5:00 pm will considered made the following business day. If you have not paid rent by the fifth (5th) business day of the month you will be charged a late fee of fifty dollars (\$50.00). We strongly encourage all residents to pay their monthly rent payments online on the JHA RENTCafé website. Rent and other payments may also be made at the Manager’s Office in your community in the form of personal check, money order, or cashier’s check payable to “The Waves” (The Waves at Jacksonville, LTD). Cash is not accepted at the WAVES AT JACKSONVILLE community. If one (1) personal check is returned due to non-sufficient funds (NSF), all payments thereafter must be made by money order or cashier’s check. Payments made by third party in the form of personal check will not be

The Waves At Jacksonville Initial _____

Head of Household Initial _____

accepted unless from a payee agency. The landlord may collect a fee in accordance with the resident charge list any time a check is not honored for payment (NSF) through a service charge. The charges discussed in this paragraph are in addition to the regular monthly rent payable by the resident. The landlord may collect a charge for costs and/or reasonable attorneys' fees, which a court may award in favor of the landlord in litigation in which the resident does not prevail.

6. Condition of Dwelling Unit:

By signing this Lease Agreement, the resident acknowledges that Resident has inspected the unit and it is safe, clean, and in good condition. The resident agrees that all appliances and equipment in the unit are in good working order, except as described on the Move-in Inspection Report, which is an addendum to this Lease Agreement. The resident also agrees that the landlord has made no promises to decorate, alter, repair, or improve the unit except as listed on the Move-in Inspection Report.

Landlord will inspect the unit and its appliances and equipment as needed and when Resident vacates the unit. Additional inspections may be held at the landlord's discretion for reasons of housekeeping, health, or safety issues. Upon reasonable notification, a duly authorized agent or representative of The Waves At Jacksonville shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements and repairs, or to show the dwelling unit. A written statement delivered to the premises at least two (2) days before such entry shall be considered reasonable advance notification. Resident or Resident's designee may accompany Landlord. Landlord reserves the right to photograph, videotape, or otherwise visually record the inspection, with reasonable access to such visual record being provided to the resident. Landlord will furnish Resident with a copy of any inspection report. Any such report will be signed by the landlord and the resident and retained in Resident's file. If Resident refuses to sign such report, it will nonetheless be deemed accurate unless Resident provides a written statement identifying his/her disagreement and the resident requests an appointment with Management to dispute finding.

7. Charges for Utilities and Services:

The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The resident agrees that this chart accurately describes the landlord-paid charges and those paid by the resident.

- a. The resident must pay for the utilities checked in column one (1). Payments should be made directly to the appropriate utility company. The resident shall ensure that utility services remain on in the unit while Resident retains occupancy. Failure to maintain utility service(s) shall be considered a violation of the lease. The items in column four (4) are included in the Resident's rent. Resident shall take reasonable measures toward energy conservation in his/her use of utilities.

Utility Resident Pays Directly (column 1)	Utility or Service	Type	Utility Included in the Resident Rent (column 4)
✓	Heat	Electric	
✓	Air Conditioning	Electric	
✓	Lights & Electric	Electric	
✓	Cooking	Electric	
✓	Water, hot & cold	Electric	
✓	Sewer		
✓	Cable TV		
✓	Alarm Monitoring		

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8. Security Deposits:

The resident has deposited \$ _____ with the landlord. Landlord will retain the security deposit during the term of this Agreement in a separate non-interest bearing account for resident's benefit in the following bank: TD Bank, and any subsequent renewals as provided by Chapter 83, Part II, Florida Statutes, as it may be amended. After the resident has moved from the unit, the landlord will determine whether the resident is eligible for a refund of any or all of the security deposit. The amount of the refund will be determined in accordance with the following conditions and procedures:

- a. After the resident has moved from the unit, the landlord will inspect the unit and complete a Move-out Inspection Report. The landlord will permit the resident to participate in the inspection, if the resident so requests.
- b. The landlord will refund to the resident the amount of the security deposit as required by state law, less any amount needed to pay the cost of:
 - (1) Unpaid rent;
 - (2) Damages that are not due to normal wear and tear and are not listed on the Move-in Inspection Report prepared prior to initial occupancy;
 - (3) Charges for late payment of rent and returned checks , as described in Paragraph 5;
 - (4) Charges for unreturned keys, as described in Paragraph 9;
 - (5) Charges for cost and/or reasonable attorney's fees which a court may award in favor of the landlord, in connection with a legal proceeding in which the resident does not prevail; and
 - (6) Any other charges properly owed by the Resident to Landlord.
- c. The landlord agrees to refund the amount computed in Paragraph 8 Section b, as provided in Florida Statutes Section 83.49, as may be amended.
- d. Resident acknowledges receiving the follow disclosure:

YOUR LEASE REQUIRES PAYMENT OF CERTAIN DEPOSITS. LANDLORD MAY TRANSFER ADVANCE RENTS TO LANDLORD'S ACCOUNT AS THEY ARE DUE AND WITHOUT NOTICE. WHEN YOU MOVE OUT, YOU MUST GIVE LANDLORD YOUR NEW ADDRESS SO THAT LANDLORD CAN SEND YOU NOTICES REGARDING YOUR DEPOSIT. LANDLORD MUST MAIL YOU NOTICE, WITHIN 30 DAYS AFTER YOU MOVE OUT, OF LANDLORD'S INTENT TO IMPOSE A CLAIM AGAINST THE DEPOSIT. IF YOU DO NOT REPLY TO LANDLORD STATING YOUR OBJECTION TO THE CLAIM WITHIN 15 DAYS AFTER RECEIPT OF LANDLORD'S NOTICE, LANDLORD WILL COLLECT THE CLAIM AND MUST MAIL YOU THE REMAINING DEPOSIT, IF ANY. IF LANDLORD FAILS TO TIMELY MAIL YOU NOTICE, LANDLORD MUST RETURN THE DEPOSIT BUT MAY LATER FILE A LAWSUIT AGAINST YOU FOR DAMAGES. IF YOU FAIL TO TIMELY OBJECT TO A CLAIM, LANDLORD MAY COLLECT FROM THE DEPOSIT, BUT YOU MAY LATER FILE A LAWSUIT CLAIMING A REFUND. YOU SHOULD ATTEMPT TO INFORMALLY RESOLVE ANY DISPUTE BEFORE FILING A LAWSUIT. GENERALLY, THE PARTY IN WHOSE FAVOR A JUDGMENT IS RENDERED WILL BE AWARDED COSTS AND ATTORNEYS' FEES PAYABLE BY THE LOSING PARTY. THIS DISCLOSURE IS BASIC. PLEASE REFER TO PART II OF CHAPTER 83, FLORIDA STATUTES, TO DETERMINE YOUR LEGAL RIGHTS AND OBLIGATIONS.
- e. If the unit is rented by more than one person, the residents agree that they will work out the details of dividing any refund among themselves. The landlord may pay the refund to any resident identified in Paragraph 1 of the Lease Agreement.
- f. The resident understands that the landlord will not apply the security deposit, in advance of the resident moving out, to the last month's rent or to any charges owed by the resident.

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9. Keys and Locks:

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Jacksonville Housing Authority must perform all lock services and must maintain a master key to all units.

10. Defects and Hazards To Life, Health, or Safety:

- a. The resident shall immediately report damages, defects, and hazardous conditions in the unit to the landlord.
- b. The landlord shall be responsible for repair of the unit within a reasonable time. If the damage was caused by Resident, Resident's household or guests, the cost of the repairs shall be charged to the Resident.
- c. The landlord shall offer standard alternative accommodations, if available, in circumstances where necessary repairs cannot be made within a reasonable time.
- d. Resident agrees to pay the cost of all tenant caused repairs, including material and labor as listed in the Resident Charge List, available in the Management Office, for damage caused by carelessness, misuse, or neglect on the part of the resident, his/her family or visitors, or any failure or refusal to fulfill the Obligations by Resident set forth in Paragraph 14 of this Lease Agreement.

11. Restriction and Alterations:

The Resident agrees not to do any of the following without first obtaining the landlord's written permission:

- a. Change or remove any part of the appliances, fixtures or equipment in the unit;
- b. Paint or install wallpaper or contact paper in the unit;
- c. Attach awnings or window guards in the unit;
- d. Attach or place any fixtures, signs, or fences on the building, the common areas, or grounds;
- e. Attach any shelves, screen doors, or other permanent improvements in the unit;
- f. Install or store washers, dryers, dishwashers, fans, heaters, or air conditioners inside or outside the unit or balcony;

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- g. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(s) will be attached to the building or unit in any way.
- h. Fire burning heaters are strictly forbidden;
- i. Place water beds in upstairs bedrooms;
- j. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out over night or after use due to health and safety precautions;

12. Occupancy:

The resident shall have the right to exclusive use and occupancy of the leased premises. "Guest" means any person not listed on this Lease Agreement who temporarily visits the unit or premises with the consent of a household member. All trespassed guests must be in the company of a lessee while on the property. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the Landlord. The notice must indicate the period of time the guest will be staying at the leased premises.

13. Obligations of Landlord:

Landlord shall be obligated, other than for circumstances beyond his/her control, as follows:

- a. To maintain the premises, buildings, facilities, and common areas in decent, safe, and sanitary condition;
- b. To comply with requirements of applicable building codes, housing code, and HUD regulations materially affecting health and safety;
- c. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner;
- d. To keep buildings, facilities and common areas not otherwise assigned to the resident for maintenance and upkeep in a clean and safe condition;
- e. To maintain in good, safe, working order and condition, electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied or required to be supplied by the landlord;
- f. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident household) for the deposit by resident of garbage, ashes, rubbish and other waste removed from the premises by you;
- g. To supply running water, and reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of the resident and supplied by a direct utility connection;
- h. To provide pest control services as necessary;
- i. To maintain grounds, shrubbery, sidewalks, parking areas, laundry areas and other common exterior areas in the community in a clean, orderly and safe condition;
- j. To make necessary repairs with reasonable promptness;

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- k. To install grab bars around each tub/shower area in the dwelling unit, at the request of and **at no charge to** a resident household, with product specifications and installation to meet or exceed 2010 ADA Standards for Accessible Design.
- l. To maintain exterior lighting in good working order;
- m. To comply with all maintenance requirements listed in Florida Statutes Section 83.51, as may be amended, not specifically referenced herein.
- n. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

14. Obligations of the Resident:

Resident shall be obligated as follows, and shall ensure that Resident's household members, visitors and guests obey the following:

- a. Not to assign the Lease Agreement or to sublease or transfer possession of the premises;
- b. Not to provide accommodations for boarders or lodgers; JHA and/or THE WAVES AT JACKSONVILLE reserves reserve the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent, safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests.
- c. To use the premises solely as a private dwelling for Resident and Resident's household as identified in the Lease Agreement, and not to use or permit its use for any other purposes;
- d. To abide by necessary regulations issued by the landlord for the benefit and well-being of the housing complex and the residents. Regulations shall be posted in Management Office and are incorporated by reference in the Lease Agreement;
- e. To comply with all obligations imposed upon residents by applicable provisions of state law and of building and housing codes materially affecting health and safety;
- f. To comply with the covenants, by-laws and rules and regulations of any community association in which the resident resides under this Lease Agreement;
- g. To keep the unit, adjacent grounds and other such areas as may be assigned to Resident's exclusive use in a clean, orderly and safe condition (but not to make repairs, alterations or redecoration without the landlord's written consent);
- h. To provide reasonable care (including changing batteries) and perform interim testing of smoke detectors to ensure they are in working order;
- i. To dispose of all garbage, ashes, rubbish, and other waste from the premises in sanitary and safe manner. The Waves At Jacksonville management reserves the right to impose a charge of \$25.00 if residents do not adequately dispose of litter and garbage;

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- j. To use only as intended all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other devices and appurtenances including elevators;
- k. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of The Waves At Jacksonville, JHA, or employees of The Waves At Jacksonville and/or JHA.
- l. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging or removing any part of the premises or community;
- m. To conduct yourself and to cause other persons who are on the premises with resident's consent (whether or not such person's presence on the premises is then known by the resident, or the resident is aware of the conduct of such persons) to conduct themselves in a manner which is legal, orderly and which will not disturb other residents' peaceful enjoyment of their accommodations and will be conducive to maintaining the complex, community facilities, and other areas of the THE WAVES AT JACKSONVILLE property in decent, safe, and sanitary condition;
- n. To provide that the resident, any member of the resident's household, any guest or any other person under the resident's control, shall not engage in criminal activity, including but not limited to drug-related criminal activity, on or off the premises. ("Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance);
- o. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of JHA.
- p. The resident agrees to notify management if they or any occupants are convicted of any felony, or misdemeanor involving a controlled substance, violence to another person or destruction of property. Resident also agrees to notify management if anyone in the household is required to register as a sex offender in any state. Informing management of criminal convictions or sex offender registration does not waive Landlord's right to eviction;
- q. To keep no dog, cat, other animal or pet in or on the premises except with written consent of the landlord, which will be given in accordance with landlord's pet policy and state and federal law, and to comply with all of the landlord's rules concerning the keeping of any approved pet;
- r. To pay late fees, maintenance charges, and reasonable charges (other than normal wear and tear) for damages caused by you, your household, or guests. Charges shall become due and collectible two (2) weeks after the community gives written notice of the charges;
- s. If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.
- t. To permit the landlord, pursuant to the provisions of Paragraph 17, to enter the premises for the purpose of performing periodic inventories and inspections, reading utility meters, routine maintenance, making improvements or repairs, or showing the premises for re-leasing;
- u. To promptly report to the landlord any needed repairs to the leased premises or any unsafe conditions in the common areas and grounds which may lead to damage or injury;

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- v. To notify the landlord of any absence from the unit which exceeds fifteen (15) days;
- w. To leave the unit, upon vacating the premises at the time of move-out, in a clean and safe condition (normal wear and tear excluded) and to return the keys to the landlord. Any property left by the Resident in or about the premises after he/she vacates will be considered as abandoned and may be disposed of as the landlord sees fit;
- x. To park vehicles in authorized parking areas only. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be given a written notice under the appropriate statute to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises by the notification deadline date, we may have the vehicle towed off the premises at your expense. We shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed;
- y. The use of BB guns or pellet guns on the property, or the possession of such guns in any common area of the premises by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7) – day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident’s lease will be terminated;
- z. No outdoor cooking within ten (10) feet of the building, or under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community;
- aa. No open containers or drinking of alcoholic beverages in the common areas of the premises;
- bb. To ensure that you, members of your household, and your guests shall not unreasonably obstruct or otherwise hinder other residents or The Waves At Jacksonville staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.;
- cc. All children must play in designated areas only. See your community manager for specific locations. No child age 12 or under shall be left without supervision or arrangement appropriate for the child’s age or mental condition;
- dd. All pool and playground areas are play at your own risk;
- ee. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on site;
- ff. To refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on the community property;
- gg. Vehicle repairs are NOT allowed on THE WAVES AT JACKSONVILLE’s property. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle, or changing tires. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot

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surface. Residents will be responsible for the costs incurred in cleaning or repairing damage caused by leaking vehicles, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse the property for costs incurred within two weeks of receipt of notice of such costs;

- hh. Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household, and guests shall not smoke anywhere in the community within 25 feet of any units or buildings (this policy excludes Lindsey Terrace);
- ii. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.
- jj. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4);
- kk. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

15. Certifications and Recertification of Income and Family Composition:

- a. Resident acknowledges that Resident's eligibility for the unit and/or the rent charged has been determined based on Resident's application, including Resident's representations about family income and composition. Resident certifies that all such representations were and are materially truthful and accurate. If Resident has falsely certified to as Resident's income and family composition, such false certification will be deemed a material violation of this Lease Agreement and is ground for termination of the Lease Agreement and eviction of the resident.
- b. At least once each year, Landlord will determine whether the resident is eligible for continued occupancy under limitations applicable to the Low Income Housing Tax Credit program, in accordance with policies which are consistent with the public requirements and which are available at the Management Office.
- c. Regularly Scheduled Recertification: each year, approximately ninety (90) days before the anniversary date of this Lease Agreement, the Landlord will request the resident to report the income and composition of the resident's household and to supply any other information required by the public requirements for the purpose of determining the resident's rent and eligibility. The resident shall, and certifies that they will, provide accurate statements of this information and will do so by the date specified in the landlord's request. The landlord will verify the information supplied by the resident and use the verified information to calculate the amount of the resident's rent and continued eligibility for occupancy.

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- d. Failure by a resident to truthfully supply the recertification information as and when required by this Lease Agreement or as requested by Landlord, or to appear for a scheduled rent and income review, will be considered a material violation of the Lease Agreement.
- e. Resident will advise the landlord within ten (10) days if Resident or any household member become a full-time student. The LIHTC Program has specific qualification restrictions with respect to occupancy by full-time students. Resident acknowledges that qualification to remain as a resident is at all times dependent upon the household meeting all student status requirements. In the event that the tenant is no longer qualified, the tenant agrees to vacate the premises upon the earlier of the expiration of the lease or upon 30 day written notice from the landlord of non-qualifying status. The resident may be subject to eviction.
- f. If, upon annual recertification, Resident's household income exceeds 140% of the applicable program limit, Landlord may elect not to renew the Lease upon a thirty (30) day notice to Resident.

16. Access by Landlord:

Resident agrees that, upon reasonable notification:

- a. The duly authorized agent, employee, or representative of landlord will be permitted to enter Resident's unit during reasonable hours (7:30 am to 8:00 pm) for the purpose of performing routine inspections and maintenance, including pest control, for making improvements or repairs, or to show the premises for re-leasing;
- b. Any Compliance Monitor from Florida Housing may inspect the unit for fulfilling its responsibilities with the Physical Condition Standards inspection under the LIHTC program. A written statement specifying the purpose of the landlord entry delivered to the premises at least 48 hours before such entry shall be considered reasonable advance notification. However, Landlord shall have the right to enter Resident's unit without prior notice to Resident if Landlord reasonably believes that an emergency exists, which requires such entrance or if Resident made a request for service. In the event that Resident and all adult members of his/her household are absent from the premises at the time of entry, Landlord shall leave on the premises a written statement of the date, time and purpose of entry prior to leaving the unit;
- c. After the resident has given a notice of intent to move, the resident agrees to permit the landlord to show the unit to prospective residents during reasonable hours. If the resident moves before this lease agreement ends and turns in the keys to the unit, the Landlord may enter the unit to decorate, remodel, alter or otherwise prepare the unit for re-occupancy;
- d. Individuals identified in sections (a) and (b) above may take photographs of the unit or any section thereof (including unit interior, exterior, and associated outdoor area) when entry to unit is made as described in this section.

17. Termination Of Tenancy:

- a. To terminate this lease agreement, the resident must give the landlord at least thirty (30) days written notice prior to the end of the term. The resident shall be liable for rent up to the end of the term or to the date the unit is re-rented, whichever date comes first. If the resident fails to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by the tenant indicating a vacate date, JHA may file an eviction.

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- b. Any termination of this lease agreement by the landlord must be carried out in accordance with public requirements, state and local law, and the terms of this lease agreement. The Landlord may terminate this lease agreement only for:
- (1) The resident's serious or repeated violations of the material terms of this lease agreement; or
 - (2) The resident's material failure to carry out obligations under Florida's landlord/tenant law as defined in Florida Statutes Chapter 83, Part II.
- c. Default By Resident: The Resident will be in default if resident, any household member or guest violates any terms of this lease agreement including, but not limited to the following:
- (1) Obligations of the Resident as identified in Section 14 of this lease agreement;
 - (2) You, any household member, or guest that violates this lease agreement, fire, safety health codes, or criminal laws, regardless of whether or where arrest or conviction occurs;
 - (3) You abandon the apartment;
 - (4) You give incorrect or false answers in a rental application, or annual or interim reexamination;
 - (5) You, a household resident, or guest engages in violent criminal activity involving actual or potential physical harm to a person, or engages in activity which involves the possession, manufacture, or delivery of a controlled substance or marijuana for which there is a preponderance of the evidence, regardless of whether an arrest or conviction occurs;
 - (6) You, or any household occupant is convicted, or given deferred adjudication for a felony offense involving actual or potential physical harm to a person, or involving possession, manufacture, or delivery of a controlled substance, marijuana, or drug paraphernalia under state statute;
 - (7) You or any occupant is arrested, convicted, or given deferred adjudication for a felony offense involving actual or potential physical harm to a person, or involving possession, manufacture, or delivery of a controlled substance, marijuana, or drug paraphernalia under state statute; or
 - (8) Any illegal drugs or paraphernalia are found in your apartment;
 - (9) Nonpayment of rent, late fees, maintenance charges, and other charges due under the lease agreement;
 - (10) Repeated late payment of rent;
 - (11) Serious or repeated interference with the rights of other residents;
 - (12) Serious or repeated damage to the premises;
 - (13) Alteration, repair, sale, destruction or other disposition of the leased premises or any part thereof;
 - (14) Failure to report a change of income, employment, or identity of household members, or failure to provide any other information required by this lease agreement;
 - (15) Misrepresentation of any material fact, including family income or composition, in the application for housing, or in any statements submitted to the landlord;
 - (16) Keeping an animal or other pet in or on the premises in violation of Section 14, Obligations of the Resident, part o;
 - (17) Such change in household size or composition as to render inappropriate the resident's continued occupancy of the unit;
 - (18) Serious or repeated violation of any of the rules or regulations applicable to the resident's dwelling unit or premises as posted and in effect;
 - (19) The resident, any member of the resident's household, a guest, a visitor, or other persons under your control engages in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of THE WAVES AT JACKSONVILLE or any drug-related criminal activity on or off the premises ;
 - (20) If your utilities are cut off and not restored after a seven (7) day notice from the landlord, is a direct violation of the lease and grounds for termination.

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- d. The landlord shall give written notice of termination of this lease agreement as may be provided by any state or local law.
- e. The notice of lease agreement termination to the resident shall state specific grounds for termination and shall inform the resident of the resident's right to make such reply as the resident may wish or to discuss the proposed termination with the landlord.
- f. Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for termination. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.

If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.

Termination of the lease shall be as follows:

- 1. We shall give fourteen (14) calendar days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 14 (p) and (s) of the lease.
- 2. We shall give ten (10) business days written notice in all other cases.

18. Notice:

- a. Except as provided in Section 17, notice to the resident shall be in writing and delivered to the resident or to an adult member of the resident's household residing in the dwelling or sent by prepaid first-class mail, properly addressed to the unit listed on the Lease Agreement. All notices must be in accessible format if the resident is visually impaired.
- b. Notice to the landlord shall be in writing, delivered to the landlord's office or sent by prepaid first-class mail, properly addressed to the landlord's office.

19. Removal of Resident's Personal Property on Termination:

Resident agrees to remove all furniture and other personal property from the premises immediately upon termination of this lease agreement, and to leave the premises clean and in good repair. Any property left on the premises will be deemed abandoned, considered to be trash and will be disposed of by Landlord.

20. Abandonment of Property:

Landlord may take possession of the unit after resident has moved out. In the absence of actual knowledge of abandonment, it shall be presumed that resident has abandoned the unit if resident is absent from the unit for a period of time equal to one-half the time for periodic rental payments, the rent is not current, and resident has not notified Landlord in writing in advance of an intended absence, or as otherwise provided in this Agreement. By signing this Agreement, resident agrees to the following:

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Head of Household Initial _____

RESIDENT AGREES THAT UPON SURRENDER, ABANDONMENT, OR RECOVERY OF POSSESSION OF THE DWELLING UNIT DUE TO THE DEATH OF THE LAST REMAINING RESIDENT, AS PROVIDED BY CHAPTER 83, FLORIDA STATUTES, LANDLORD SHALL NOT BE LIABLE OR RESPONSIBLE FOR STORAGE OR DISPOSITION OF RESIDENT'S PERSONAL PROPERTY.

The reasonable cost of any storage, removal and/or disposal shall be charged to resident or assessed against resident's security deposit, unless in Landlord's sole discretion, it is determined that documentable conditions existed which prevented resident from occupying the unit.

21. Cumulative Rights:

Each and every one of the rights and remedies of Landlord are cumulative, and the exercise of any right or remedy does not waive the landlord's other rights under the lease agreement or the law. The failure to exercise any right or remedy under the Lease Agreement or law shall not be a waiver thereof, but may be exercised later.

22. Changes to Dwelling Lease Agreement:

- a. Resident Charge List, and other policies and addenda which are incorporated into the lease agreement by reference, will be publicly posted in a conspicuous manner in the management office and shall be furnished to Resident upon request. Landlord may amend such schedules, rules, policies, etc., at any time, provided that Landlord shall give at least a thirty (30) day written notice to each affected Resident setting forth the proposed policy or addendums and the reasons therefor, and providing the Resident an opportunity to present written comments which shall be taken into consideration by Landlord prior to the adoption of the proposed policy or addendum.
- b. This Lease Agreement is the entire agreement between Landlord and Resident. No modifications shall be made during the term of this Lease Agreement except when executed in writing and signed by both parties to the Lease Agreement.
- c. The Landlord may amend the form or content of this Lease Agreement in order to reflect changes in the Public Requirements or otherwise, provided that no amendment to this lease agreement shall be effective except upon the commencement of a new term, after at least sixty (60) days written notice to the resident. The landlord may require the resident to sign a document agreeing to the amendment and may treat the failure to do so as a material lease violation and grounds for eviction. Regardless of whether the resident is asked to or does sign any amendment, Resident agrees to be bound by any such amendment following the effective date of the notice, or to quit and vacate.

23. Accommodation of Persons with Disabilities:

If you or any member of your household listed on this Lease has a disability, THE WAVES AT JACKSONVILLE shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that THE WAVES AT JACKSONVILLE provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. The Waves At Jacksonville may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

24. Contents of this Agreement:

This Lease Agreement and its attachments make up the entire Lease Agreement between the resident and the landlord regarding the unit. If any court declares a particular provision of this Lease Agreement to be invalid or illegal, all other terms of this Lease Agreement will remain in effect and both the landlord and the resident will

The Waves At Jacksonville Initial _____

Head of Household Initial _____

continue to be bound by them. This Lease Agreement shall be deemed to include all provisions of federal or state law which are required to be included herein and which provide the resident with rights or with notice thereof, provided that the landlord in fact provides to Resident, in a separate notice or document, the notice rights that are required to be provided.

25. Subordination:

Resident agrees that this Lease is and shall remain subject to and subordinate to all present and future mortgages, deeds to secure debt, deeds of trust, security agreements, financing statements, and other security instruments and other similar encumbrances affecting the lease premises or any part thereof, but only to the extent permitted by Public Requirements, including specifically the U.S. Housing Act of 1937 and regulations hereunder.

26. Hold Harmless:

Landlord does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

The Waves At Jacksonville Initial _____

Head of Household Initial _____

27. Attachments to the this Lease Agreement:

The resident certifies that they have received a copy of this lease agreement and the following attachments to this Lease Agreement, and understands that these Attachments are part of this lease agreement.

- Lease Addendum No. 1 Sheriff’s Watch Apartments
- Lease Addendum No. 2 The Waves At Jacksonville Pet Policy
- Lease Addendum No. 3 The Waves At Jacksonville Trespass Policy
- Lease Addendum No. 4 Truancy and Curfew Policy
- Lease Addendum No. 5 Head of Household Personal Property Disposition
- Lease Addendum No. 6 Appliance Safety
- Lease Addendum No. 7 Mold and Mildew
- Lease Addendum No. 8 Radon Gas
- Lease Addendum No. 9 Live-in Aide
- Lease Addendum No. 10 Smoke Detector
- Lease Addendum No. 11 Income Limits
- Lease Addendum No. 12 Fraud
- Lease Addendum No. 13 Housekeeping
- Lease Addendum No. 14 Smoke-Free Addendum
- Lease Addendum No. 15 Fair Housing and Nondiscrimination Policy
- Lease Addendum No. 16 Home Purchase Agreement
- Lease Addendum No. 17 PBV Lease Rider
- Lease Addendum No. 18 Tenancy Addendum HUD 52530.c

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ___ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, The Waves At Jacksonville and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of The Waves At Jacksonville or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, guest, visitor, or other persons under your control shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of The Waves At Jacksonville or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of The Waves At Jacksonville or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between The Waves At Jacksonville and resident.

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by The Waves At Jacksonville staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to the landlord's property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 20 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to The Waves At Jacksonville property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited from Public Housing.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

The Waves At Jacksonville Initial _____

Head of Household Initial _____

Lease Addendum #2: The Waves At Jacksonville Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches or balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident’s lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all The Waves At Jacksonville, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

* These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #3: The Waves At Jacksonville Trespass Policy

The Waves At Jacksonville & the Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 14(b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #4: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next twelve (12) months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

**Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday**

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #5: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct The Waves At Jacksonville to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #6: Appliance Safety

The Waves At Jacksonville is responsible for all maintenance and service to appliances. Residents should not attempt to repair service or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office.

IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE WATER HEATER. If adjustments are needed the notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that a violation of such is a violation of the Lease, which may result in the termination of your Lease Agreement.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

THE RESIDENT IS ABLE TO HELP ALLEVIATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the unit.
- Keep unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines -especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds, use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on nonporous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

The Waves At Jacksonville Initial _____

Head of Household Initial _____

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING THE The Waves At Jacksonville WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air).
- Insufficient drying of carpets, carpet pads, shower walls, and bathroom floors.
- Any evidence of a water leak or excessive moisture in the unit as well as in any storage room, garage, or other common area.
- Evidence of mold or mildew-like growth in the unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows.
- Any inoperable doors or windows.
- Discoloration of walls, baseboards, doors, window frames, or ceilings.
- Moldy clothing.
- Moisture dripping from or around any vents, or air conditioning condenser lines.

Management will respond in accordance with state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your unit, The Waves At Jacksonville may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while The Waves At Jacksonville evaluates, and if management deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that The Waves At Jacksonville may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that The Waves At Jacksonville and their agent may conduct inspections of the unit at any time with a written 48-hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through The Waves At Jacksonville's work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with terms of this Addendum.

The Waves At Jacksonville Initial _____

Head of Household Initial _____

Lease Addendum #7: Mold and Mildew (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Radon Gas

We are required by Florida Statute 404.056 (8) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit.”

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Live-In Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person(s) (as defined by HUD),
- I am not obligated for the support of the person(s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence as live-in aide.

I understand that I am not a leaseholder at _____, and that I have no rights to
Unit Address
the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the House Rules of
Resident Name
The Waves At Jacksonville management.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of The Waves At Jacksonville

Date

Lease Addendum #10: Smoke Detector

“It is the Resident’s responsibility to maintain and keep the smoke detector operational at all times. Circuit breakers are to remain in the “on” position and batteries kept in place at all times. Should the resident disconnect the smoke detector, The Waves At Jacksonville Management assumes no responsibility for any resulting damage. It is essential the detector be kept operational.”

The resident will be charged \$25.00 for disconnecting smoke detectors. Pulling the fire alarm without cause interferes with others peaceful enjoyment and can pose serious hazard. Such conduct is a violation of your lease (Section 14 part l) and may be grounds for termination. Disconnecting smoke detectors is a violation of the lease agreement (Section 14 part h) and subject to lease termination.

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #11: Income Limits

This clause applies only in the LIHTC units:

“During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.”

By: _____
Head of Household’s signature

By: _____
The Waves At Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves At Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #12: Fraud

Section 1001 of Title 18 of the United States Code and Chapter 414.39 of the Florida Statutes makes it a crime punishable by a fine of up to \$10,000 or by imprisonment of up to five (5) years or both for making any false, fictitious or fraudulent statement or representation or making or using any false writing or document in any matter within the jurisdiction of any department or agency of the United States. It is a crime if a housing applicant or resident deliberately makes false statements about his/her household income or household composition or fails to disclose a material fact affecting income and rent.

This means that if you, as a resident, knowingly give The Waves At Jacksonville false information about your household income or fail to report changes to your community manager of your family composition or household income in writing within ten (10) business days of a change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 of Title 18 of the United States Code.

If as a result of committing fraud, withholding information, or making a misrepresentation to The Waves At Jacksonville, you receive any rental assistance or lower rent to which you are not entitled, you will be subject to local, state, and federal prosecution. **THIS COULD RESULT IN A FINE, IMPRISONMENT, OR BOTH, AS WELL AS THE LOSS OF YOUR ELIGIBILITY FOR ANY OF THIS AGENCY'S HOUSING PROGRAMS.**

I, the undersigned, have read the above statement, or had it read or explained to me. I understand the consequences of not correctly reporting my household income, household composition, or any other requirement of The Waves At Jacksonville.

Should The Waves At Jacksonville discover at any time that the household has provided false information this would constitute a substantial violation of the lease and tenancy would be terminated immediately.

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Porches and/or Balconies –

- 1) Porches and balconies (front and rear) should be clean and free of hazards. Any items stored on the porch and/or patio shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.

The Waves At Jacksonville Initial _____

Head of Household Initial _____

Lease Addendum #13: Housekeeping (Page 2 of 2)

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

The Waves At Jacksonville Initial _____
Head of Household Initial _____

Smoke-Free Addendum

This Smoke Free Addendum between the resident and The Waves At Jacksonville entered into between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. **Purpose of Smoke Free Policy:** The parties desire to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. **Definition of Smoking:** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. **Smoke Free Community:** Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. **Residents to Promote Non-Smoking:** Resident shall inform resident's household and guests of the Smoke Free Policy.
5. **The Waves At Jacksonville to Promote Smoke Free Policy:** The Waves At Jacksonville shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.

Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.

6. **The Waves At Jacksonville Not a Guarantor of Smoke Free Environment:** Resident acknowledges the Landlord's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the Landlord or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. The Waves At Jacksonville shall use its best efforts to enforce the Smoke Free Policy. Management is not required to take steps in response to the Smoke Free Policy unless the Landlord has actual knowledge of said smoking or has been given written notice of said smoking.
7. **Material Breach:** A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by The Waves At Jacksonville per Section 14, Obligations of the Resident. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.

The Waves At Jacksonville Initial _____

Head of Household Initial _____

Lease Addendum #14: Smoke-Free Addendum (Page 2 of 2)

8. **Disclaimer by** The Waves At Jacksonville: Resident acknowledges the Landlord's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care The Waves At Jacksonville or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. The Waves At Jacksonville specifically disclaims any implied or express warranties that the building, community or resident's unit will have any higher or improved air quality standards than any other rental property. The Waves At Jacksonville cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that the Landlord's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that The Waves At Jacksonville does not assume any higher duty of care to enforce this addendum than any of the other of The Waves At Jacksonville's obligations under the Lease.

The Waves At Jacksonville has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that second hand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. The Waves At Jacksonville reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and Occupancy Policy (AOP) amended for October 1, 2014.

I/We have read and understand the above Smoke Free Policy and agree to abide by it during my/our tenancy

SIGNATURE(S):

By: _____
Head of Household's signature

By: _____
The Waves At Jacksonville Representative's signature

By: _____
Head of Household's name

By: _____
The Waves At Jacksonville Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

FAIR HOUSING AND NONDISCRIMINATION POLICY

The Waves and Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A. No person shall, on the basis of a person's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by the Waves Jacksonville Housing Authority.
- B. The Waves and Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. The Waves and JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with the Waves and/or Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A. The Waves and Jacksonville Housing Authority forbids sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment, or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.
- B. Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one's position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions
- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

III. Reasonable Accommodations

The Waves and Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on the Waves and/or Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 366-3448.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA’s Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. Retaliation Prohibited

The Waves and Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household’s signature

By: _____
The Waves at Jacksonville Representative’s signature

By: _____
Head of Household’s name

By: _____
The Waves at Jacksonville Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

The Waves Apartment Homes

In accordance with our Land Use Restriction Agreement and our continuing efforts to provide affordable housing to low income families and individuals in the form of multi-family units and homeownership opportunities, Landlord will offer a financial incentive for Tenant outlined as follows:

The property owner shall provide financial counseling for assistance with home ownership opportunity to all residents that are in compliance with their lease and have resided at the development for a minimum of two (2) continuous years. The leaseholder must provide appropriate documents showing they have moved directly from the property into homeownership. The owner shall set-aside a total of five percent **(5%) of rent from lease inception towards down payment** when resident moves directly into home ownership. The amount will be credited by the owner at time of, or after, closing on the new home.

***Note: Resident will receive 5% credit of rent paid for all months during which the resident was in compliance with the terms and conditions of the lease.** The amount of the total net rental payments paid under the lease will not include deposits, late fees or pet fees, utilities, or any other optional fees. Damages to the unit in excess of the security deposit will be deducted from the incentive. The benefits of the incentive must accrue from the beginning of the occupancy; vesting period can be no longer than two (2) continuous years of residency. No fee, deposit, or any other such charge can be levied against the resident as a condition of participating in this program.

Tenant agrees that in order to qualify for this incentive, Tenant must abide strictly by this Addendum and the Lease Agreement.

Resident

Date

Resident

Date

Community Manager

Date

A. Termination Notification. HUD is incorporating additional termination notification requirements to comply with section 6 of the Act for public housing projects that convert assistance under RAD. In addition to the regulations at 24 CFR § 983.257, related to Project Owner termination of tenancy and eviction, the termination procedure for RAD conversions to PBV will require that PHAs provide adequate written notice of termination of the lease which shall be:

- i. A reasonable period of time, but not to exceed 30 days:
 - If the health or safety of other tenants, Project Owner employees, or persons residing in the immediate vicinity of the premises is threatened; or
 - In the event of any drug-related or violent criminal activity or any felony conviction;
2. Not less than 14 days in the case of nonpayment of rent; and
3. Not less than 30 days in any other case, except that if a State or local law provides for a shorter period of time, such shorter period shall apply.

B. Grievance Process. Pursuant to requirements in the RAD Statute, HUD is establishing additional procedural rights to comply with section 6 of the Act.

For the termination of assistance and several other PHA determinations, PBV program rules require the PHA to provide an opportunity for an informal hearing, as outlined in 24 CFR § 982.555. RAD will specify alternative requirements for 24 CFR § 982.555(b) in part, which outlines when informal hearings are not required, and require that:

- i. In addition to reasons that require an opportunity for an informal hearing given in 24 CFR § 982.555(a)(1)(i)-(vi),¹ an opportunity for an informal hearing must be given to residents for any dispute that a resident may have with respect to a Project Owner action in accordance with the individual's lease or the contract administrator in accordance with RAD PBV requirements that adversely affect the resident's rights, obligations, welfare, or status.
 - For any hearing required under 24 CFR § 982.555(a)(1)(i)-(v), the contract administrator will perform the hearing, as is the current standard in the program. The hearing officer must be selected in accordance with 24 CFR § 982.555(e)(4)(i).
 - For any additional hearings required under RAD, the Project Owner will perform the hearing.
1. There is no right to an informal hearing for class grievances or to disputes between residents not involving the Project Owner or contract administrator.
2. The Project Owner give residents notice of their ability to request an informal hearing as outlined in 24 CFR § 982.555(c)(1) for informal hearings that will address circumstances that fall outside of the scope of 24 CFR § 982.555(a)(1)(i)-(vi).
3. The Project Owner provides opportunity for an informal hearing before an eviction.

¹ § 982.555(a)(1)(iv) is not relevant to RAD as the tenant-based certificate has been repealed.

Centennial Towers, LTD.
TAX CREDIT LEASE AGREEMENT

1. Parties and Dwelling Unit:

The parties to this Lease Agreement are Centennial Towers, Ltd., referred to as Landlord and _____, referred to (individually or together) as the resident. The landlord leases to the resident _____, unit _____, located at Centennial Towers.

All notices and other communications required under this Lease Agreement shall be made to the landlord, c/o the Management Office at 230 E. 1st Street, Jacksonville, FL 32206.

The members of the household listed below are the only persons permitted to reside in the unit. This provision is not intended to exclude the care of foster children or the live-in aide of the resident or resident's household member provided the accommodation of such person(s) conforms to the landlord's occupancy standards and the landlord has granted prior written approval for the foster child(ren) and/or live-in aide to reside in the unit.

Name	Relationship	Sex	Date of Birth	SSN

Resident shall notify the landlord, in writing within ten (10) business days, whenever any member of the household authorized to reside in the unit is no longer residing in the unit. Failure to notify the landlord within ten (10) business days in writing will result in the resident being held liable for all actions of such person and any violation of the Lease Agreement by such person will be grounds for termination and eviction from the unit.

2. Term:

The initial term of the Lease Agreement shall begin on _____ and end on midnight at _____. After the initial term ends, the Lease Agreement will be automatically renewed on an annual basis unless terminated as permitted by Section 17 of this Lease Agreement.

Centennial Towers Initial _____
Head of Household Initial _____

3. Rent:

- a. The resident agrees to pay \$ _____ for the partial month ending on _____ for prorated rent. For the remainder of the initial term, unless modified by addenda, Resident agrees to pay a rent of \$ _____ per month. This amount is due on the 1st day of the month to the Landlord. At our option and without notice, we may apply money received first to any of your unpaid obligations, then to current rent – regardless of notations on checks or money orders and regardless of when the obligation arose. All sums other than rent are due upon our demand. After the due date, we do not have to accept the rent or any other payments. Partial payment of rent will not be accepted.
- b. Resident’s rent may be lower than the market (unsubsidized rent), which would otherwise be due on the unit. This lower rent is available because the property is operated pursuant to the rules and regulations of the Federal Low Income Housing Tax Credit Program in accordance with Section 42 of the Internal Revenue Code of 1986, as amended (“the Code”) and as enforced by a state agency responsible for monitoring such program (the “State Agency”). Notwithstanding any provisions of the Lease Agreement, the resident agrees (in consideration of such lower rent) that the property shall be operated at all times in strict compliance with Section 42, regulations thereunder, and any regulatory agreement, restrictive covenant, or other agreement with the State Agency (collectively “Section 42 Requirements”).
- c. Resident’s rent may also be reduced as a result of assistance provided through a local public housing agency. If the resident’s rent is reduced or regulated as a result of one or more public programs, provisions which are required by those programs or by the agencies administering those programs are referred to in the Lease as public housing requirements and are applicable even if not specifically set forth.

4. Changes in the Resident’s Rent:

The resident agrees that the amount of rent the resident pays may be changed:

- a. To adjust for changes in the utility allowance as required by the LIHTC Program may be raised with a thirty (30) day notice; or
- b. During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.

5. Charges for Late Payments, Returned Checks, and Court Awards:

If the resident does not pay the full amount of rent shown in Paragraph 3 by the end of the fifth (5th) business day of the month, rent will be considered delinquent. Any payments received after 5:00 pm will considered made the following business day. If you have not paid rent by the fifth (5th) business day of the month you will be charged a late fee of fifty dollars (\$50.00). We strongly encourage all residents to pay their monthly rent payments online on the JHA RENTCafé website. Rent and other payments may also be made at the Manager’s Office in your community in the form of personal check, money order, or cashier’s check payable to “Centennial Towers” (Centennial Towers, LTD). Cash is not accepted at the Centennial Towers community. If one (1) personal check is returned due to non-sufficient funds (NSF), all payments thereafter must be made by money order or cashier’s check. Payments made by third party in the form of personal check will not be accepted unless

Centennial Towers Initial _____

Head of Household Initial _____

from a payee agency. The landlord may collect a fee in accordance with the resident charge list any time a check is not honored for payment (NSF) through a service charge. The charges discussed in this paragraph are in addition to the regular monthly rent payable by the resident. The landlord may collect a charge for costs and/or reasonable attorneys' fees, which a court may award in favor of the landlord in litigation in which the resident does not prevail.

6. Condition of Dwelling Unit:

By signing this Lease Agreement, the resident acknowledges that Resident has inspected the unit and it is safe, clean, and in good condition. The resident agrees that all appliances and equipment in the unit are in good working order, except as described on the Move-in Inspection Report, which is an addendum to this Lease Agreement. The resident also agrees that the landlord has made no promises to decorate, alter, repair, or improve the unit except as listed on the Move-in Inspection Report.

Landlord will inspect the unit and its appliances and equipment as needed and when Resident vacates the unit. Additional inspections may be held at the landlord's discretion for reasons of housekeeping, health, or safety issues. Upon reasonable notification, a duly authorized agent or representative of Centennial Towers shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements and repairs, or to show the dwelling unit. A written statement delivered to the premises at least two (2) days before such entry shall be considered reasonable advance notification. Resident or Resident's designee may accompany Landlord. Landlord reserves the right to photograph, videotape, or otherwise visually record the inspection, with reasonable access to such visual record being provided to the resident. Landlord will furnish Resident with a copy of any inspection report. Any such report will be signed by the landlord and the resident and retained in Resident's file. If Resident refuses to sign such report, it will nonetheless be deemed accurate unless Resident provides a written statement identifying his/her disagreement and the resident requests an appointment with Management to dispute finding.

7. Charges for Utilities and Services:

The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The resident agrees that this chart accurately describes the landlord-paid charges and those paid by the resident.

- a. The resident is responsible to pay for the utilities checked in column one (1). Payments should be made directly to the appropriate utility company. The resident shall ensure that utility services remain on in the unit while Resident retains occupancy. Failure to maintain utility service(s) shall be considered a violation of the lease. The items in column four (4) are included in the Resident's rent. Resident shall take reasonable measures toward energy conservation in his/her use of utilities.

Utility Resident Pays Directly (column 1)	Utility or Service	Type	Utility Included in the Resident Rent (column 4)
	Heat	Electric	✓
	Air Conditioning	Electric	✓
	Lights & Electric	Electric	✓
	Cooking	Electric	✓
	Water, hot & cold	Electric	✓
	Sewer		✓
✓	Cable TV		
✓	Alarm Monitoring		

Centennial Towers Initial _____

Head of Household Initial _____

8. Security Deposits:

The resident has deposited \$_____ with the landlord. Landlord will retain the security deposit during the term of this Agreement in a separate non-interest bearing account for resident's benefit in the following bank: _____, and any subsequent renewals as provided by Chapter 83, Part II, Florida Statutes, as it may be amended.. After the resident has moved from the unit, the landlord will determine whether the resident is eligible for a refund of any or all of the security deposit. The amount of the refund will be determined in accordance with the following conditions and procedures:

- a. After the resident has moved from the unit, the landlord will inspect the unit and complete a Move-out Inspection Report. The landlord will permit the resident to participate in the inspection, if the resident so requests.
- b. The landlord will refund to the resident the amount of the security deposit as required by state law, less any amount needed to pay the cost of:
 - (1) Unpaid rent;
 - (2) Damages that are not due to normal wear and tear and are not listed on the Move-in Inspection Report prepared prior to initial occupancy;
 - (3) Charges for late payment of rent and returned checks , as described in Paragraph 5;
 - (4) Charges for unreturned keys, as described in Paragraph 9;
 - (5) Charges for cost and/or reasonable attorney's fees which a court may award in favor of the landlord, in connection with a legal proceeding in which the resident does not prevail; and
 - (6) Any other charges properly owed by the Resident to Landlord.
- c. The landlord agrees to refund the amount computed in Paragraph 8 Section b, as provided in Florida Statutes Section 83.49, as may be amended.
- d. Resident acknowledges receiving the follow disclosure:

YOUR LEASE REQUIRES PAYMENT OF CERTAIN DEPOSITS. LANDLORD MAY TRANSFER ADVANCE RENTS TO LANDLORD'S ACCOUNT AS THEY ARE DUE AND WITHOUT NOTICE. WHEN YOU MOVE OUT, YOU MUST GIVE LANDLORD YOUR NEW ADDRESS SO THAT LANDLORD CAN SEND YOU NOTICES REGARDING YOUR DEPOSIT. LANDLORD MUST MAIL YOU NOTICE, WITHIN 30 DAYS AFTER YOU MOVE OUT, OF LANDLORD'S INTENT TO IMPOSE A CLAIM AGAINST THE DEPOSIT. IF YOU DO NOT REPLY TO LANDLORD STATING YOUR OBJECTION TO THE CLAIM WITHIN 15 DAYS AFTER RECEIPT OF LANDLORD'S NOTICE, LANDLORD WILL COLLECT THE CLAIM AND MUST MAIL YOU THE REMAINING DEPOSIT, IF ANY. IF LANDLORD FAILS TO TIMELY MAIL YOU NOTICE, LANDLORD MUST RETURN THE DEPOSIT BUT MAY LATER FILE A LAWSUIT AGAINST YOU FOR DAMAGES. IF YOU FAIL TO TIMELY OBJECT TO A CLAIM, LANDLORD MAY COLLECT FROM THE DEPOSIT, BUT YOU MAY LATER FILE A LAWSUIT CLAIMING A REFUND.YOU SHOULD ATTEMPT TO INFORMALLY RESOLVE ANY DISPUTE BEFORE FILING A LAWSUIT. GENERALLY, THE PARTY IN WHOSE FAVOR A JUDGMENT IS RENDERED WILL BE AWARDED COSTS AND ATTORNEYS' FEES PAYABLE BY THE LOSING PARTY.THIS DISCLOSURE IS BASIC. PLEASE REFER TO PART II OF CHAPTER 83, FLORIDA STATUTES, TO DETERMINE YOUR LEGAL RIGHTS AND OBLIGATIONS.
- e. If the unit is rented by more than one person, the residents agree that they will work out the details of dividing any refund among themselves. The landlord may pay the refund to any resident identified in Paragraph 1 of the Lease Agreement.
- f. The resident understands that the landlord will not apply the security deposit, in advance of the resident moving out, to the last month's rent or to any charges owed by the resident.

Centennial Towers Initial _____

Head of Household Initial _____

9. Keys and Locks:

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Jacksonville Housing Authority must perform all lock services and must maintain a master key to all units.

10. Defects and Hazards to Life, Health, or Safety:

- a. The resident shall immediately report damages, defects, and hazardous conditions in the unit to the landlord.
- b. The landlord shall be responsible for repair of the unit within a reasonable time. If the damage was caused by Resident, Resident’s household or guests, the cost of the repairs shall be charged to the Resident.
- c. The landlord shall offer standard alternative accommodations, if available, in circumstances where necessary repairs cannot be made within a reasonable time.
- d. Resident agrees to pay the cost of all tenant caused repairs, including material and labor as listed in the Resident Charge List, available in the Management Office, for damage caused by carelessness, misuse, or neglect on the part of the resident, his/her family or visitors, or any failure or refusal to fulfill the Obligations by Resident set forth in Paragraph 14 of this Lease Agreement.

11. Restriction and Alterations:

The Resident agrees not to do any of the following without first obtaining the landlord’s written permission:

- a. Change or remove any part of the appliances, fixtures or equipment in the unit;
- b. Paint or install wallpaper or contact paper in the unit;
- c. Attach awnings or window guards in the unit;
- d. Attach or place any fixtures, signs, or fences on the building, the common areas, or grounds;
- e. Attach any shelves, screen doors, or other permanent improvements in the unit;
- f. Install or store washers, dryers, dishwashers, fans, heaters, or air conditioners inside or outside the unit or balcony;

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Head of Household Initial _____

- g. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(s) will be attached to the building or unit in any way.
- h. Fire burning heaters are strictly forbidden;
- i. Place water beds in upstairs bedrooms;
- j. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out over night or after use due to health and safety precautions;

12. Occupancy:

The resident shall have the right to exclusive use and occupancy of the leased premises. "Guest" means any person not listed on this Lease Agreement who temporarily visits the unit or premises with the consent of a household member. All trespassed guests must be in the company of a lessee while on the property. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the Landlord. The notice must indicate the period of time the guest will be staying at the leased premises.

13. Obligations of Landlord:

Landlord shall be obligated, other than for circumstances beyond his/her control, as follows:

- a. To maintain the premises, buildings, facilities, and common areas in decent, safe, and sanitary condition;
- b. To comply with requirements of applicable building codes, housing code, and HUD regulations materially affecting health and safety;
- c. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner;
- d. To keep buildings, facilities and common areas not otherwise assigned to the resident for maintenance and upkeep in a clean and safe condition;
- e. To maintain in good, safe, working order and condition, electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied or required to be supplied by the landlord;
- f. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident household) for the deposit by resident of garbage, ashes, rubbish and other waste removed from the premises by you;
- g. To supply running water, and reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of the resident and supplied by a direct utility connection;
- h. To provide pest control services as necessary;
- i. To maintain grounds, shrubbery, sidewalks, parking areas, laundry areas and other common exterior areas in the community in a clean, orderly and safe condition;
- j. To make necessary repairs with reasonable promptness;
- k. To maintain exterior lighting in good working order;

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- l. To comply with all maintenance requirements listed in Florida Statutes Section 83.51, as may be amended, not specifically referenced herein.
- m. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

14. Obligations of the Resident:

Resident shall be obligated as follows, and shall ensure that Resident's household members, visitors and guests obey the following:

- a. Not to assign the Lease Agreement or to sublease or transfer possession of the premises;
- b. Not to provide accommodations for boarders or lodgers; JHA and/or Centennial Towers, Ltd., reserves the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent, safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests.
- c. To use the premises solely as a private dwelling for Resident and Resident's household as identified in the Lease Agreement, and not to use or permit its use for any other purposes;
- d. To abide by necessary regulations issued by the landlord for the benefit and well-being of the housing complex and the residents. Regulations shall be posted in Management Office and are incorporated by reference in the Lease Agreement;
- e. To comply with all obligations imposed upon residents by applicable provisions of state law and of building and housing codes materially affecting health and safety;
- f. To comply with the covenants, by-laws and rules and regulations of any community association in which the resident resides under this Lease Agreement;
- g. To keep the unit, adjacent grounds and other such areas as may be assigned to Resident's exclusive use in a clean, orderly and safe condition (but not to make repairs, alterations or redecoration without the landlord's written consent);
- h. To provide reasonable care (including changing batteries) and perform interim testing of smoke detectors to ensure they are in working order;
- i. To dispose of all garbage, ashes, rubbish, and other waste from the premises in sanitary and safe manner. Landlord reserves the right to impose a charge of \$25.00 if residents do not adequately dispose of litter and garbage;
- j. To use only as intended all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other devices and appurtenances including elevators;
- k. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of Centennial Towers, JHA, or employees of Centennial Towers and/or JHA.

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- l. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging or removing any part of the premises or community;
- m. To conduct yourself and to cause other persons who are on the premises with resident's consent (whether or not such person's presence on the premises is then known by the resident, or the resident is aware of the conduct of such persons) to conduct themselves in a manner which is legal, orderly and which will not disturb other residents' peaceful enjoyment of their accommodations and will be conducive to maintaining the complex, community facilities, and other areas of the Centennial Towers property in decent, safe, and sanitary condition;
- n. To provide that the resident, any member of the resident's household, any guest or any other person under the resident's control, shall not engage in criminal activity, including but not limited to drug-related criminal activity, on or off the premises. ("Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance);
- o. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of JHA.
- p. The resident agrees to notify management if they or any occupants are convicted of any felony, or misdemeanor involving a controlled substance, violence to another person or destruction of property. Resident also agrees to notify management if anyone in the household is required to register as a sex offender in any state. Informing management of criminal convictions or sex offender registration does not waive Landlord's right to eviction;
- q. To keep no dog, cat, other animal or pet in or on the premises except with written consent of the landlord, which will be given in accordance with landlord's pet policy and state and federal law, and to comply with all of the landlord's rules concerning the keeping of any approved pet;
- r. To pay late fees, maintenance charges, and reasonable charges (other than normal wear and tear) for damages caused by you, your household, or guests. Charges shall become due and collectible two (2) weeks after the community gives written notice of the charges;
- s. If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.
- t. To permit the landlord, pursuant to the provisions of Paragraph 17, to enter the premises for the purpose of performing periodic inventories and inspections, reading utility meters, routine maintenance, making improvements or repairs, or showing the premises for re-leasing;
- u. To promptly report to the landlord any needed repairs to the leased premises or any unsafe conditions in the common areas and grounds which may lead to damage or injury;
- v. To notify the landlord of any absence from the unit which exceeds fifteen (15) days;
- w. To leave the unit, upon vacating the premises at the time of move-out, in a clean and safe condition (normal wear and tear excluded) and to return the keys to the landlord. Any property left by the

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Resident in or about the premises after he/she vacates will be considered as abandoned and may be disposed of as the landlord sees fit;

- x. To park vehicles in authorized parking areas only. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be given a written notice under the appropriate statute to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises by the notification deadline date, we may have the vehicle towed off the premises at your expense. We shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed;
- y. The use of BB guns or pellet guns on the property, or the possession of such guns in any common area of the premises by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7) – day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident’s lease will be terminated;
- z. No outdoor cooking within ten (10) feet of the building, or under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community;
- aa. No open containers or drinking of alcoholic beverages in the common areas of the premises;
- bb. To ensure that you, members of your household, and your guests shall not unreasonably obstruct or otherwise hinder other residents or Centennial Towers staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.;
- cc. All children must play in designated areas only. See your community manager for specific locations. No child age 12 or under shall be left without supervision or arrangement appropriate for the child’s age or mental condition;
- dd. All pool and playground areas are play at your own risk;
- ee. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on site;
- ff. To refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on the community property;
- gg. Vehicle repairs are NOT allowed on Centennial Towers’ property. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle, or changing tires. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot surface. Residents will be responsible for the costs incurred in cleaning or repairing damage caused by leaking vehicles, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse the property for costs incurred within two weeks of receipt of notice of such costs;

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- hh. All guests are required to present a federal or state issued, non-expired picture identification card to sign in and out with each visit at the security guard at the property;
- ii. Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household, and guests shall not smoke anywhere in the community within 25 feet of any units or buildings (this policy excludes Lindsey Terrace);
- jj. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.
- kk. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4);
- ll. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

15. Certifications and Recertification of Income and Family Composition:

- a. Resident acknowledges that Resident's eligibility for the unit and/or the rent charged has been determined based on Resident's application, including Resident's representations about family income and composition. Resident certifies that all such representations were and are materially truthful and accurate. If Resident has falsely certified to as Resident's income and family composition, such false certification will be deemed a material violation of this Lease Agreement and is ground for termination of the Lease Agreement and eviction of the resident.
- b. At least once each year, Landlord will determine whether the resident is eligible for continued occupancy under limitations applicable to the Low Income Housing Tax Credit program, in accordance with policies which are consistent with the public requirements and which are available at the Management Office.
- c. Regularly Scheduled Recertification: each year, approximately ninety (90) days before the anniversary date of this Lease Agreement, the Landlord will request the resident to report the income and composition of the resident's household and to supply any other information required by the public requirements for the purpose of determining the resident's rent and eligibility. The resident shall, and certifies that they will, provide accurate statements of this information and will do so by the date specified in the landlord's request. The landlord will verify the information supplied by the resident and use the verified information to calculate the amount of the resident's rent and continued eligibility for occupancy.
- d. Failure by a resident to truthfully supply the recertification information as and when required by this Lease Agreement or as requested by Landlord, or to appear for a scheduled rent and income review, will be considered a material violation of the Lease Agreement.

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- e. Resident will advise the landlord within ten (10) days if Resident or any household member become a full-time student. The LIHTC Program has specific qualification restrictions with respect to occupancy by full-time students. Resident acknowledges that qualification to remain as a resident is at all times dependent upon the household meeting all student status requirements. In the event that the tenant is no longer qualified, the tenant agrees to vacate the premises upon the earlier of the expiration of the lease or upon 30-day written notice from the landlord of non-qualifying status. The resident may be subject to eviction.
- f. If, upon annual recertification, Resident's household income exceeds 140% of the applicable program limit, Landlord may elect not to renew the Lease upon a thirty (30) day notice to Resident.

16. Access by Landlord:

Resident agrees that, upon reasonable notification:

- a. The duly authorized agent, employee, or representative of landlord will be permitted to enter Resident's unit during reasonable hours (7:30 am to 8:00 pm) for the purpose of performing routine inspections and maintenance, including pest control, for making improvements or repairs, or to show the premises for re-leasing;
- b. Any Compliance Monitor from Florida Housing may inspect the unit for fulfilling its responsibilities with the Physical Condition Standards inspection under the LITHC program. A written statement specifying the purpose of the landlord entry delivered to the premises at least 48 hours before such entry shall be considered reasonable advance notification. However, Landlord shall have the right to enter Resident's unit without prior notice to Resident if Landlord reasonably believes that an emergency exists, which requires such entrance or if Resident made a request for service. In the event that Resident and all adult members of his/her household are absent from the premises at the time of entry, Landlord shall leave on the premises a written statement of the date, time and purpose of entry prior to leaving the unit;
- c. After the resident has given a notice of intent to move, the resident agrees to permit the landlord to show the unit to prospective residents during reasonable hours. If the resident moves before this lease agreement ends, the Landlord may enter the unit to decorate, remodel, alter or otherwise prepare the unit for re-occupancy;

17. Termination of Tenancy:

- a. To terminate this lease agreement, the resident must give the landlord at least thirty (30) days written notice prior to the end of the term. The resident shall be liable for rent up to the end of the term or to the date the unit is re-rented, whichever date comes first. If the resident fails to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by the tenant indicating a vacate date, JHA may file an eviction.
- b. Any termination of this lease agreement by the landlord must be carried out in accordance with public requirements, state and local law, and the terms of this lease agreement. The Landlord may terminate this lease agreement only for:
 - (1) The resident's serious or repeated violations of the material terms of this lease agreement; or
 - (2) The resident's material failure to carry out obligations under Florida's landlord/tenant law as defined in Florida Statutes Chapter 83, Part II.

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- c. Default by Resident: The Resident will be in default if resident, any household member or guest violates any terms of this lease agreement including, but not limited to the following:
- (1) Obligations of the Resident as identified in Section 14 of this lease agreement;
 - (2) You, any household member, or guest that violates this lease agreement, fire, safety health codes, or criminal laws, regardless of whether or where arrest or conviction occurs;
 - (3) You abandon the apartment;
 - (4) You give incorrect or false answers in a rental application;
 - (5) You or any occupant is arrested, convicted, or given deferred adjudication for a felony offense involving actual or potential physical harm to a person, or involving possession, manufacture, or delivery of a controlled substance, marijuana, or drug paraphernalia under state statute; or
 - (6) Any illegal drugs or paraphernalia are found in your apartment;
 - (7) Nonpayment of rent, late fees, maintenance charges, and other charges due under the lease agreement;
 - (8) Repeated late payment of rent;
 - (9) Serious or repeated interference with the rights of other residents;
 - (10) Serious or repeated damage to the premises;
 - (11) Alteration, repair, sale, destruction or other disposition of the leased premises or any part thereof;
 - (12) Failure to report a change of income, employment, or identity of household members, or failure to provide any other information required by this lease agreement;
 - (13) Misrepresentation of any material fact, including family income or composition, in the application for housing, or in any statements submitted to the landlord;
 - (14) Keeping an animal or other pet in or on the premises in violation of Section 14, Obligations of the Resident, part o;
 - (15) Such change in household size or composition as to render inappropriate the resident's continued occupancy of the unit;
 - (16) Serious or repeated violation of any of the rules or regulations applicable to the resident's dwelling unit or premises as posted and in effect;
 - (17) The resident, any member of the resident's household, a guest, a visitor, or other persons under your control engages in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of Centennial Towers, or any drug-related criminal activity on or off the premises ;
 - (18) If your utilities are cut off and not restored after a seven (7) day notice from the landlord, is a direct violation of the lease and grounds for termination.
- d. The landlord shall give written notice of termination of this lease agreement as may be provided by any state or local law.
- e. The notice of lease agreement termination to the resident shall state specific grounds for termination and shall inform the resident of the resident's right to make such reply as the resident may wish or to discuss the proposed termination with the landlord.
- f. Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for termination. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.

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If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.

Termination of the lease shall be as follows:

1. We shall give fourteen (14) calendar days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 14 (p) and (s) of the lease.
2. We shall give ten (10) business days written notice in all other cases.

18. Notice:

- a. Except as provided in Section 17, notice to the resident shall be in writing and delivered to the resident or to an adult member of the resident's household residing in the dwelling or sent by prepaid first-class mail, properly addressed to the unit listed on the Lease Agreement. All notices must be in accessible format if the resident is visually impaired.
- b. Notice to the landlord shall be in writing, delivered to the landlord's office or sent by prepaid first-class mail, properly addressed to the landlord's office.

19. Removal of Resident's Personal Property on Termination:

Resident agrees to remove all furniture and other personal property from the premises immediately upon termination of this lease agreement, and to leave the premises clean and in good repair. Any property left on the premises will be deemed abandoned, considered to be trash and will be disposed of by Landlord.

20. Abandonment of Property:

Landlord may take possession of the unit after resident has moved out. In the absence of actual knowledge of abandonment, it shall be presumed that resident has abandoned the unit if resident is absent from the unit for a period of time equal to one-half the time for periodic rental payments, the rent is not current, and resident has not notified Landlord in writing in advance of an intended absence, or as otherwise provided in this Agreement. By signing this Agreement, resident agrees to the following:

RESIDENT AGREES THAT UPON SURRENDER, ABANDONMENT, OR RECOVERY OF POSSESSION OF THE DWELLING UNIT DUE TO THE DEATH OF THE LAST REMAINING RESIDENT, AS PROVIDED BY CHAPTER 83, FLORIDA STATUTES, LANDLORD SHALL NOT BE LIABLE OR RESPONSIBLE FOR STORAGE OR DISPOSITION OF RESIDENT'S PERSONAL PROPERTY.

The reasonable cost of any storage, removal and/or disposal shall be charged to resident or assessed against resident's security deposit, unless in Landlord's sole discretion, it is determined that documentable conditions existed which prevented resident from occupying the unit.

21. Cumulative Rights:

Each and every one of the rights and remedies of Landlord are cumulative, and the exercise of any right or remedy does not waive the landlord's other rights under the lease agreement or the law. The failure to exercise any right or remedy under the Lease Agreement or law shall not be a waiver thereof, but may be exercised later.

22. Changes to Dwelling Lease Agreement:

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Head of Household Initial _____

- a. Resident Charge List, and other policies and addenda which are incorporated into the lease agreement by reference, will be publicly posted in a conspicuous manner in the management office and shall be furnished to Resident upon request. Landlord may amend such schedules, rules, policies, etc., at any time, provided that Landlord shall give at least a thirty (30) day written notice to each affected Resident setting forth the proposed policy or addendums and the reasons therefor, and providing the Resident an opportunity to present written comments which shall be taken into consideration by Landlord prior to the adoption of the proposed policy or addendum.
- b. This Lease Agreement is the entire agreement between Landlord and Resident. No modifications shall be made during the term of this Lease Agreement except when executed in writing and signed by both parties to the Lease Agreement.
- c. The Landlord may amend the form or content of this Lease Agreement in order to reflect changes in the Public Requirements or otherwise, provided that no amendment to this lease agreement shall be effective except upon the commencement of a new term, after at least sixty (60) days written notice to the resident. The landlord may require the resident to sign a document agreeing to the amendment and may treat the failure to do so as a material lease violation and grounds for eviction. Regardless of whether the resident is asked to or does sign any amendment, Resident agrees to be bound by any such amendment following the effective date of the notice, or to quit and vacate.

23. Accommodation of Persons with Disabilities:

If you or any member of your household listed on this Lease has a disability, Centennial Towers shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that Centennial Towers provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. Centennial Towers may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

24. Contents of this Agreement:

This Lease Agreement and its attachments make up the entire Lease Agreement between the resident and the landlord regarding the unit. If any court declares a particular provision of this Lease Agreement to be invalid or illegal, all other terms of this Lease Agreement will remain in effect and both the landlord and the resident will continue to be bound by them. This Lease Agreement shall be deemed to include all provisions of federal or state law which are required to be included herein and which provide the resident with rights or with notice thereof, provided that the landlord in fact provides to Resident, in a separate notice or document, the notice rights that are required to be provided.

25. Subordination:

Resident agrees that this Lease is and shall remain subject to and subordinate to all present and future mortgages, deeds to secure debt, deeds of trust, security agreements, financing statements, and other security instruments and other similar encumbrances affecting the lease premises or any part thereof, but only to the extent permitted by Public Requirements, including specifically the U.S. Housing Act of 1937 and regulations hereunder.

26. Hold Harmless:

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Landlord does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

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27. Attachments to this Lease Agreement:

The resident certifies that they have received a copy of this lease agreement and the following attachments to this Lease Agreement, and understands that these Attachments are part of this lease agreement.

- Lease Addendum No. 1 Sheriff’s Watch Apartments
- Lease Addendum No. 2 Centennial Towers Pet Policy
- Lease Addendum No. 3 Centennial Towers Trespass Policy
- Lease Addendum No. 4 Truancy and Curfew Policy
- Lease Addendum No. 5 Head of Household Personal Property Disposition
- Lease Addendum No. 6 Appliance Safety
- Lease Addendum No. 8 Mold and Mildew
- Lease Addendum No. 9 Radon Gas
- Lease Addendum No. 10 Live-in Aide
- Lease Addendum No. 11 Smoke Detector
- Lease Addendum No. 12 Income Limits
- Lease Addendum No. 13 Fraud
- Lease Addendum No. 14 Housekeeping
- Lease Addendum No. 15 Smoke-Free Addendum
- Lease Addendum No. 16 Fair Housing and Nondiscrimination Policy
- Lease Addendum No. 17 PBV Lease Rider
- Lease Addendum No. 18 Tenancy Addendum HUD 52530.c

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ___ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs .old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, Centennial Towers and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of Centennial Towers or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, guest, visitor, or other persons under your control shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of Centennial Towers or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of Centennial Towers or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between Centennial Towers and resident.

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by Centennial Towers staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to the landlord's property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 20 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to Centennial Towers property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited from Public Housing.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

Centennial Towers Initial _____

Head of Household Initial _____

Lease Addendum #2: Centennial Towers Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches or balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident’s lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all Centennial Towers, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

* These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #3: Centennial Towers Trespass Policy

Centennial Towers & the Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 14(b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #4: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next twelve (12) months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

**Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday**

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #5: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct Centennial Towers to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #6: Appliance Safety

Centennial Towers is responsible for all maintenance and service to appliances. Residents should not attempt to repair service or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office.

IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE WATER HEATER. If adjustments are needed the notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that a violation of such is a violation of the Lease, which may result in the termination of your Lease Agreement.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

THE RESIDENT IS ABLE TO HELP ALLEVIATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the unit.
- Keep unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines -especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds, use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on nonporous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Centennial Towers Initial _____

Head of Household Initial _____

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING THE Centennial Towers WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air).
- Insufficient drying of carpets, carpet pads, shower walls, and bathroom floors.
- Any evidence of a water leak or excessive moisture in the unit as well as in any storage room, garage, or other common area.
- Evidence of mold or mildew-like growth in the unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows.
- Any inoperable doors or windows.
- Discoloration of walls, baseboards, doors, window frames, or ceilings.
- Moldy clothing.
- Moisture dripping from or around any vents, or air conditioning condenser lines.

Management will respond in accordance with state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your unit, Centennial Towers may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while Centennial Towers evaluates, and if management deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that Centennial Towers may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that Centennial Towers and their agent may conduct inspections of the unit at any time with a written 48-hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through Centennial Towers' work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with terms of this Addendum.

Centennial Towers Initial _____

Head of Household Initial _____

Lease Addendum #7: Mold and Mildew (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Radon Gas

We are required by Florida Statute 404.056 (8) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit.”

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Live-In Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person(s) (as defined by HUD),
- I am not obligated for the support of the person(s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence as live-in aide.

I understand that I am not a leaseholder at _____, and that I have no rights to
Unit Address
the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the House Rules of
Resident Name
Centennial Towers management.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of Centennial Towers

Date

Lease Addendum #10: Smoke Detector

“It is the Resident’s responsibility to maintain and keep the smoke detector operational at all times. Circuit breakers are to remain in the “on” position and batteries kept in place at all times. Should the resident disconnect the smoke detector, Centennial Towers Management assumes no responsibility for any resulting damage. It is essential the detector be kept operational.”

The resident will be charged \$25.00 for disconnecting smoke detectors. Pulling the fire alarm without cause interferes with others peaceful enjoyment and can pose serious hazard. Such conduct is a violation of your lease (Section 14 part l) and may be grounds for termination. Disconnecting smoke detectors is a violation of the lease agreement (Section 14 part h) and subject to lease termination.

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #11: Income Limits

This clause applies only in the LIHTC units:

“During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.”

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #12: Fraud

Section 1001 of Title 18 of the United States Code and Chapter 414.39 of the Florida Statutes makes it a crime punishable by a fine of up to \$10,000 or by imprisonment of up to five (5) years or both for making any false, fictitious or fraudulent statement or representation or making or using any false writing or document in any matter within the jurisdiction of any department or agency of the United States. It is a crime if a housing applicant or resident deliberately makes false statements about his/her household income or household composition or fails to disclose a material fact affecting income and rent.

This means that if you, as a resident, knowingly give Centennial Towers false information about your household income or fail to report changes to your community manager of your family composition or household income in writing within ten (10) business days of a change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 of Title 18 of the United States Code.

If as a result of committing fraud, withholding information, or making a misrepresentation to Centennial Towers, you receive any rental assistance or lower rent to which you are not entitled, you will be subject to local, state, and federal prosecution. **THIS COULD RESULT IN A FINE, IMPRISONMENT, OR BOTH, AS WELL AS THE LOSS OF YOUR ELIGIBILITY FOR ANY OF THIS AGENCY'S HOUSING PROGRAMS.**

I, the undersigned, have read the above statement, or had it read or explained to me. I understand the consequences of not correctly reporting my household income, household composition, or any other requirement of Centennial Towers.

Should Centennial Towers discover at any time that the household has provided false information this would constitute a substantial violation of the lease and tenancy would be terminated immediately.

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Porches and/or Balconies –

- 1) Porches and balconies (front and rear) should be clean and free of hazards. Any items stored on the porch and/or patio shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.

Centennial Towers Initial _____

Head of Household Initial _____

Lease Addendum #13: Housekeeping (Page 2 of 2)

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Centennial Towers Initial _____

Head of Household Initial _____

Smoke-Free Addendum

This Smoke Free Addendum between the resident and Centennial Towers entered into between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. **Purpose of Smoke Free Policy:** The parties desire to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. **Definition of Smoking:** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. **Smoke Free Community:** Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. **Residents to Promote Non-Smoking:** Resident shall inform resident's household and guests of the Smoke Free Policy.
5. **Centennial Towers to Promote Smoke Free Policy:** Centennial Towers shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.

Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.

6. **Centennial Towers Not a Guarantor of Smoke Free Environment:** Resident acknowledges the Landlord's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the Landlord or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. Centennial Towers shall use its best efforts to enforce the Smoke Free Policy. Management is not required to take steps in response to the Smoke Free Policy unless the Landlord has actual knowledge of said smoking or has been given written notice of said smoking.
7. **Material Breach:** A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by Centennial Towers per Section 14, Obligations of the Resident. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.

Centennial Towers Initial _____

Head of Household Initial _____

Lease Addendum #14: Smoke-Free Addendum (Page 2 of 2)

8. **Disclaimer by Centennial Towers:** Resident acknowledges the Landlord's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care Centennial Towers or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. Centennial Towers specifically disclaims any implied or express warranties that the building, community or resident's unit will have any higher or improved air quality standards than any other rental property. Centennial Towers cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that the Landlord's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Centennial Towers does not assume any higher duty of care to enforce this addendum than any of the other of Centennial Towers' obligations under the Lease.

The Centennial Towers has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that second hand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. Centennial Towers reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and Occupancy Policy (AOP) amended for October 1, 2014.

I/We have read and understand the above Smoke Free Policy and agree to abide by it during my/our tenancy

SIGNATURE(S):

By: _____
Head of Household's signature

By: _____
Centennial Towers Representative's signature

By: _____
Head of Household's name

By: _____
Centennial Towers Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

FAIR HOUSING AND NONDISCRIMINATION POLICY

Centennial Towers and Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A. No person shall, on the basis of a person's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by Centennial Towers or the Jacksonville Housing Authority.
- B. Centennial Towers and Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. Centennial Towers and JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with Centennial Towers and/or Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A. Centennial Towers and Jacksonville Housing Authority forbids sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment, or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.
- B. Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one's position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions
- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

III. Reasonable Accommodations

Centennial Towers and Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on Centennial Towers and/or Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 366-3448.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA’s Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. Retaliation Prohibited

Centennial Towers and Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household’s signature

By: _____
Centennial Towers Representative’s signature

By: _____
Head of Household’s name

By: _____
Centennial Towers Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

A. Termination Notification. HUD is incorporating additional termination notification requirements to comply with section 6 of the Act for public housing projects that convert assistance under RAD. In addition to the regulations at 24 CFR § 983.257, related to Project Owner termination of tenancy and eviction, the termination procedure for RAD conversions to PBV will require that PHAs provide adequate written notice of termination of the lease which shall be:

- i. A reasonable period of time, but not to exceed 30 days:
 - If the health or safety of other tenants, Project Owner employees, or persons residing in the immediate vicinity of the premises is threatened; or
 - In the event of any drug-related or violent criminal activity or any felony conviction;
2. Not less than 14 days in the case of nonpayment of rent; and
3. Not less than 30 days in any other case, except that if a State or local law provides for a shorter period of time, such shorter period shall apply.

B. Grievance Process. Pursuant to requirements in the RAD Statute, HUD is establishing additional procedural rights to comply with section 6 of the Act.

For the termination of assistance and several other PHA determinations, PBV program rules require the PHA to provide an opportunity for an informal hearing, as outlined in 24 CFR § 982.555. RAD will specify alternative requirements for 24 CFR § 982.555(b) in part, which outlines when informal hearings are not required, and require that:

- i. In addition to reasons that require an opportunity for an informal hearing given in 24 CFR § 982.555(a)(1)(i)-(vi),¹ an opportunity for an informal hearing must be given to residents for any dispute that a resident may have with respect to a Project Owner action in accordance with the individual's lease or the contract administrator in accordance with RAD PBV requirements that adversely affect the resident's rights, obligations, welfare, or status.
 - For any hearing required under 24 CFR § 982.555(a)(1)(i)-(v), the contract administrator will perform the hearing, as is the current standard in the program. The hearing officer must be selected in accordance with 24 CFR § 982.555(e)(4)(i).
 - For any additional hearings required under RAD, the Project Owner will perform the hearing.
- ii. There is no right to an informal hearing for class grievances or to disputes between residents not involving the Project Owner or contract administrator.
- iii. The Project Owner give residents notice of their ability to request an informal hearing as outlined in 24 CFR § 982.555(c)(1) for informal hearings that will address circumstances that fall outside of the scope of 24 CFR § 982.555(a)(1)(i)-(vi).
- iv. The Project Owner provides opportunity for an informal hearing before an eviction.

¹ § 982.555(a)(1)(iv) is not relevant to RAD as the tenant-based certificate has been repealed.

Centennial Towers Initial _____

Head of Household Initial _____

HOGAN CREEK REDEVELOPMENT PARTNERS, LLC

TAX CREDIT LEASE AGREEMENT

1. Parties and Dwelling Unit:

The parties to this Lease Agreement are Hogan Creek Redevelopment Partners, LLC, referred to as Landlord and _____, referred to (individually or together) as the resident. The landlord leases to the resident _____, located at Hogan Creek in the housing community known as Unit Number _____.

All notices and other communications required under this Lease Agreement shall be made to the Landlord, c/o the Management Office at 1320 N. Broad Street, Jacksonville, FL 32202.

The members of the household listed below are the only persons permitted to reside in the unit. This provision is not intended to exclude the care of foster children or the live-in aide of the resident or resident's household member provided the accommodation of such person(s) conforms to the landlord's occupancy standards and the landlord has granted prior written approval for the foster child(ren) and/or live-in aide to reside in the unit.

Name	Relationship	Sex	Date of Birth	SSN

Resident shall notify the landlord, in writing within ten (10) business days, whenever any member of the household authorized to reside in the unit is no longer residing in the unit. Failure to notify the landlord within ten (10) business days in writing will result in the resident being held liable for all actions of such person and any violation of the Lease Agreement by such person will be grounds for termination and eviction from the unit.

2. Term:

The initial term of the Lease Agreement shall begin on _____ and end on midnight at _____. After the initial term ends, the Lease Agreement will be automatically renewed on an annual basis unless terminated as permitted by Section 17 of this Lease Agreement.

Hogan Creek Initial _____

Head of Household Initial _____

3. Rent:

- a. The resident agrees to pay \$ _____ for the partial month ending on _____ for prorated rent. For the remainder of the initial term, unless modified by addenda, Resident agrees to pay a rent of \$ _____ per month. This amount is due on the 1st day of the month to the Landlord. At our option and without notice, we may apply money received first to any of your unpaid obligations, then to current rent – regardless of notations on checks or money orders and regardless of when the obligation arose. All sums other than rent are due upon our demand. After the due date, we do not have to accept the rent or any other payments. Partial payment of rent will not be accepted.
- b. Resident’s rent may be lower than the market (unsubsidized rent), which would otherwise be due on the unit. This lower rent is available because the property is operated pursuant to the rules and regulations of the Federal Low Income Housing Tax Credit (“LIHTC”) Program in accordance with Section 42 of the Internal Revenue Code of 1986, as amended (“the Code”) and as enforced by a state agency responsible for monitoring such program (the “State Agency”). Notwithstanding any provisions of the Lease Agreement, the resident agrees (in consideration of such lower rent) that the property shall be operated at all times in strict compliance with Section 42, regulations thereunder, and any regulatory agreement, restrictive covenant, or other agreement with the State Agency (collectively “Section 42 Requirements”).
- c. Resident’s rent may also be reduced as a result of assistance provided through a local public housing agency. If the resident’s rent is reduced or regulated as a result of one or more public programs, provisions which are required by those programs or by the agencies administering those programs are referred to in the Lease as public housing requirements and are applicable even if not specifically set forth.

4. Changes in the Resident’s Rent:

The resident agrees that the amount of rent the resident pays may be changed:

- a. To adjust for changes in the utility allowance as required by the LIHTC Program may be raised with a thirty (30) day notice; or
- b. During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.

5. Charges for Late Payments, Returned Checks, and Court Awards:

If the resident does not pay the full amount of rent shown in Paragraph 3 by the end of the fifth (5th) business day of the month, rent will be considered delinquent. Any payments received after 5:00 pm will considered made the following business day. If you have not paid rent by the fifth (5th) business day of the month you will be charged a late fee of thirty-five dollars (\$35.00). We strongly encourage all residents to pay their monthly rent payments online on the JHA RENTCafé website. Rent and all other payments may also be made at the Manager’s Office in your community in the form of personal check, money order, or cashier’s check payable to “Hogan Creek” (Hogan Creek Redevelopment Partners, LLC). Cash is not accepted at Hogan Creek community. If one (1) personal check is returned due to non-sufficient funds (NSF), all payments thereafter must be made by

Hogan Creek Initial _____

Head of Household Initial _____

money order or cashier's check. Payments made by third party in the form of personal check will not be accepted unless from a payee agency. The landlord may collect a fee in accordance with the resident charge list any time a check is not honored for payment (NSF) through a service charge. The charges discussed in this paragraph are in addition to the regular monthly rent payable by the resident. The landlord may collect a charge for costs and/or reasonable attorneys' fees, which a court may award in favor of the landlord in litigation in which the resident does not prevail.

6. Condition of Dwelling Unit:

By signing this Lease Agreement, the resident acknowledges that Resident has inspected the unit and it is safe, clean, and in good condition. The resident agrees that all appliances and equipment in the unit are in good working order, except as described on the Move-in Inspection Report, which is an addendum to this Lease Agreement. The resident also agrees that the landlord has made no promises to decorate, alter, repair, or improve the unit except as listed on the Move-in Inspection Report.

Landlord will inspect the unit and its appliances and equipment as needed and when Resident vacates the unit. Additional inspections may be held at the landlord's discretion for reasons of housekeeping, health, or safety issues. Upon reasonable notification, a duly authorized agent or representative of Hogan Creek Redevelopment Partners, LLC, shall be permitted to enter the dwelling unit during reasonable hours to perform routine inspections, maintenance, improvements and repairs, or to show the dwelling unit. A written statement delivered to the premises at least two (2) days before such entry shall be considered reasonable advance notification. Resident or Resident's designee may accompany Landlord. Landlord reserves the right to photograph, videotape, or otherwise visually record the inspection, with reasonable access to such visual record being provided to the resident. Landlord will furnish Resident with a copy of any inspection report. Any such report will be signed by the landlord and the resident and retained in Resident's file. If Resident refuses to sign such report, it will nonetheless be deemed accurate unless Resident provides a written statement identifying his/her disagreement and the resident requests an appointment with Management to dispute finding.

7. Charges for Utilities and Services:

The following charts describe how the cost of utilities and services related to occupancy of the unit will be paid. The resident agrees that this chart accurately describes the landlord-paid charges and those paid by the resident.

- a. The resident must pay for the utilities checked in column one (1). Payments should be made directly to the appropriate utility company. The resident shall ensure that utility services remain on in the unit while Resident retains occupancy. Failure to maintain utility service(s) shall be considered a violation of the lease. The items in column four (4) are included in the Resident's rent. Resident shall take reasonable measures toward energy conservation in his/her use of utilities.

Utility Resident Pays Directly (column 1)	Utility or Service	Type	Utility Included in the Resident Rent (column 4)
	Heat	Electric	✓
	Air Conditioning	Electric	✓
	Lights & Electric	Electric	✓
	Cooking	Electric	✓
	Water, hot & cold	Electric	✓
	Sewer		✓
✓	Cable TV		
✓	Alarm Monitoring		

Hogan Creek Initial _____

Head of Household Initial _____

8. Security Deposits:

The resident has deposited \$_____ with the landlord. Landlord will retain the security deposit during the term of this Agreement in a separate non-interest bearing account for resident's benefit in the following bank: _____, and any subsequent renewals as provided by Chapter 83, Part II, Florida Statutes, as it may be amended.. After the resident has moved from the unit, the landlord will determine whether the resident is eligible for a refund of any or all of the security deposit. The amount of the refund will be determined in accordance with the following conditions and procedures:

- a. After the resident has moved from the unit, the landlord will inspect the unit and complete a Move-out Inspection Report. The landlord will permit the resident to participate in the inspection, if the resident so requests.
- b. The landlord will refund to the resident the amount of the security deposit as required by state law, less any amount needed to pay the cost of:
 - (1) Unpaid rent;
 - (2) Damages that are not due to normal wear and tear and are not listed on the Move-in Inspection Report prepared prior to initial occupancy;
 - (3) Charges for late payment of rent and returned checks , as described in Paragraph 5;
 - (4) Charges for unreturned keys, as described in Paragraph 9;
 - (5) Charges for cost and/or reasonable attorney's fees which a court may award in favor of the landlord, in connection with a legal proceeding in which the resident does not prevail; and
 - (6) Any other charges properly owed by the Resident to Landlord.
- c. The landlord agrees to refund the amount computed in Paragraph 8 Section b, as provided in Florida Statutes Section 83.49, as may be amended.
- d. Resident acknowledges receiving the follow disclosure:

YOUR LEASE REQUIRES PAYMENT OF CERTAIN DEPOSITS. LANDLORD MAY TRANSFER ADVANCE RENTS TO LANDLORD'S ACCOUNT AS THEY ARE DUE AND WITHOUT NOTICE. WHEN YOU MOVE OUT, YOU MUST GIVE LANDLORD YOUR NEW ADDRESS SO THAT LANDLORD CAN SEND YOU NOTICES REGARDING YOUR DEPOSIT. LANDLORD MUST MAIL YOU NOTICE, WITHIN 30 DAYS AFTER YOU MOVE OUT, OF LANDLORD'S INTENT TO IMPOSE A CLAIM AGAINST THE DEPOSIT. IF YOU DO NOT REPLY TO LANDLORD STATING YOUR OBJECTION TO THE CLAIM WITHIN 15 DAYS AFTER RECEIPT OF LANDLORD'S NOTICE, LANDLORD WILL COLLECT THE CLAIM AND MUST MAIL YOU THE REMAINING DEPOSIT, IF ANY. IF LANDLORD FAILS TO TIMELY MAIL YOU NOTICE, LANDLORD MUST RETURN THE DEPOSIT BUT MAY LATER FILE A LAWSUIT AGAINST YOU FOR DAMAGES. IF YOU FAIL TO TIMELY OBJECT TO A CLAIM, LANDLORD MAY COLLECT FROM THE DEPOSIT, BUT YOU MAY LATER FILE A LAWSUIT CLAIMING A REFUND.YOU SHOULD ATTEMPT TO INFORMALLY RESOLVE ANY DISPUTE BEFORE FILING A LAWSUIT. GENERALLY, THE PARTY IN WHOSE FAVOR A JUDGMENT IS RENDERED WILL BE AWARDED COSTS AND ATTORNEYS' FEES PAYABLE BY THE LOSING PARTY.THIS DISCLOSURE IS BASIC. PLEASE REFER TO PART II OF CHAPTER 83, FLORIDA STATUTES, TO DETERMINE YOUR LEGAL RIGHTS AND OBLIGATIONS.
- e. If the unit is rented by more than one person, the residents agree that they will work out the details of dividing any refund among themselves. The landlord may pay the refund to any resident identified in Paragraph 1 of the Lease Agreement.
- f. The resident understands that the landlord will not apply the security deposit, in advance of the resident moving out, to the last month's rent or to any charges owed by the resident.

Hogan Creek Initial _____

Head of Household Initial _____

9. Keys and Locks:

We agree to provide two (2) keys to you for your unit upon execution of this Lease. You agree to return these keys when you vacate the unit during regular business hours. Keys returned after regular business hours are credited as returned the following business day. If you fail to do so, your account will be charged for either an additional key copy or a new lock in accordance with the Resident Charge List. If you fail to return one key, you will be charged for a new key plus labor for changing the lock. Due to health and safety issues, you agree not to install additional or different locks, bars, or gates on any door or window in the unit. If management unlocks your unit to regain entry, your account will be charged for the lockout in accordance with the Resident Charge List. Management will only unlock the unit for the head of household, spouse or co-head.

The Jacksonville Housing Authority must perform all lock services and must maintain a master key to all units.

10. Defects and Hazards to Life, Health, or Safety:

- a. The resident shall immediately report damages, defects, and hazardous conditions in the unit to the landlord.
- b. The landlord shall be responsible for repair of the unit within a reasonable time. If the damage was caused by Resident, Resident’s household or guests, the cost of the repairs shall be charged to the Resident.
- c. The landlord shall offer standard alternative accommodations, if available, in circumstances where necessary repairs cannot be made within a reasonable time.
- d. Resident agrees to pay the cost of all tenant caused repairs, including material and labor as listed in the Resident Charge List, available in the Management Office, for damage caused by carelessness, misuse, or neglect on the part of the resident, his/her family or visitors, or any failure or refusal to fulfill the Obligations by Resident set forth in Paragraph 14 of this Lease Agreement.

11. Restriction and Alterations:

The Resident agrees not to do any of the following without first obtaining the landlord’s written permission:

- a. Change or remove any part of the appliances, fixtures or equipment in the unit;
- b. Paint or install wallpaper or contact paper in the unit;
- c. Attach awnings or window guards in the unit;
- d. Attach or place any fixtures, signs, or fences on the building, the common areas, or grounds;
- e. Attach any shelves, screen doors, or other permanent improvements in the unit;
- f. Install or store washers, dryers, dishwashers, fans, heaters, or air conditioners inside or outside the unit or balcony;

Hogan Creek Initial _____

Head of Household Initial _____

- g. Place any aerials, antennas, cable, or other electrical connections on the unit or building without an approved written request in advance of installation. NO satellite dish(s) will be attached to the building or unit in any way.
- h. Fire burning heaters are strictly forbidden;
- i. Place water beds in upstairs bedrooms;
- j. No wading, kiddie, or inflatable pools with or without water in them are allowed to be left out over night or after use due to health and safety precautions;

12. Occupancy:

The resident shall have the right to exclusive use and occupancy of the leased premises. "Guest" means any person not listed on this Lease Agreement who temporarily visits the unit or premises with the consent of a household member. All trespassed guests must be in the company of a lessee while on the property. No individual guest may spend more than fourteen (14) cumulative calendar days in a six (6) month period or a total of twenty-eight (28) cumulative calendar days during any twelve (12) month period without written consent of the Landlord. The notice must indicate the period of time the guest will be staying at the leased premises.

13. Obligations of Landlord:

Landlord shall be obligated, other than for circumstances beyond his/her control, as follows:

- a. To maintain the premises, buildings, facilities, and common areas in decent, safe, and sanitary condition;
- b. To comply with requirements of applicable building codes, housing code, and HUD regulations materially affecting health and safety;
- c. To make necessary repairs to the premises in a prompt, efficient, and workmanlike manner;
- d. To keep buildings, facilities and common areas not otherwise assigned to the resident for maintenance and upkeep in a clean and safe condition;
- e. To maintain in good, safe, working order and condition, electrical, plumbing, sanitary, heating, ventilating, and other facilities and appurtenances, including elevators, supplied or required to be supplied by the landlord;
- f. To provide and maintain appropriate receptacles and facilities (except containers for the exclusive use of an individual resident household) for the deposit by resident of garbage, ashes, rubbish and other waste removed from the premises by you;
- g. To supply running water, and reasonable amounts of hot water, and reasonable amounts of heat at appropriate times of the year, except where heat or hot water is generated by an installation within the exclusive control of the resident and supplied by a direct utility connection;
- h. To provide pest control services as necessary;
- i. To maintain grounds, shrubbery, sidewalks, parking areas, laundry areas and other common exterior areas in the community in a clean, orderly and safe condition;
- j. To make necessary repairs with reasonable promptness;
- k. To maintain exterior lighting in good working order;

Hogan Creek Initial _____

Head of Household Initial _____

- l. To comply with all maintenance requirements listed in Florida Statutes Section 83.51, as may be amended, not specifically referenced herein.
- m. JHA employees, clients, agents, vendors, and other non-employees who conduct business with the Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by its Fair Housing and Nondiscrimination Policy. If you believe that JHA's Policy has been violated, you are encouraged to promptly notify JHA's Human Resources Director or Vice President of Public Housing.

14. Obligations of the Resident:

Resident shall be obligated as follows, and shall ensure that Resident's household members, visitors and guests obey the following:

- a. Not to assign the Lease Agreement or to sublease or transfer possession of the premises;
- b. Not to provide accommodations for boarders or lodgers; JHA and/or Hogan Creek Redevelopment Partners, LLC, reserves reserve the right to exclude certain guests and visitors who will not be conducive to maintaining the complex in a decent, safe, and sanitary condition. Former residents who have been evicted are not permitted as overnight guests.
- c. To use the premises solely as a private dwelling for Resident and Resident's household as identified in the Lease Agreement, and not to use or permit its use for any other purposes;
- d. To abide by necessary regulations issued by the landlord for the benefit and well-being of the housing complex and the residents. Regulations shall be posted in Management Office and are incorporated by reference in the Lease Agreement;
- e. To comply with all obligations imposed upon residents by applicable provisions of state law and of building and housing codes materially affecting health and safety;
- f. To comply with the covenants, by-laws and rules and regulations of any community association in which the resident resides under this Lease Agreement;
- g. To keep the unit, adjacent grounds and other such areas as may be assigned to Resident's exclusive use in a clean, orderly and safe condition (but not to make repairs, alterations or redecoration without the landlord's written consent);
- h. To provide reasonable care (including changing batteries) and perform interim testing of smoke detectors to ensure they are in working order;
- i. To dispose of all garbage, ashes, rubbish, and other waste from the premises in sanitary and safe manner. Hogan Creek Redevelopment Partners, LLC, management reserves the right to impose a charge of \$25.00 if residents do not adequately dispose of litter and garbage;
- j. To use only as intended all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other devices and appurtenances including elevators;
- k. To refrain from and cause members of your household and guests (as defined herein), to refrain from acting or speaking in an abusive or threatening manner to other residents of Hogan Creek, JHA, or employees of Hogan Creek Redevelopment Partners, LLC, and/or JHA.

Hogan Creek Initial _____

Head of Household Initial _____

- l. To refrain from and to cause your household members and guests to refrain from destroying, defacing, damaging or removing any part of the premises or community;
- m. To conduct yourself and to cause other persons who are on the premises with resident's consent (whether or not such person's presence on the premises is then known by the resident, or the resident is aware of the conduct of such persons) to conduct themselves in a manner which is legal, orderly and which will not disturb other residents' peaceful enjoyment of their accommodations and will be conducive to maintaining the complex, community facilities, and other areas of the Hogan Creek Redevelopment Partners, LLC, property in decent, safe, and sanitary condition;
- n. To provide that the resident, any member of the resident's household, any guest or any other person under the resident's control, shall not engage in criminal activity, including but not limited to drug-related criminal activity, on or off the premises. ("Drug-related criminal activity" means the illegal manufacture, sale, distribution, use or possession with intent to manufacture, sell, distribute, or use a controlled substance);
- o. To ensure that neither you, any member of your household, nor guests engage in an abuse or pattern of abuse of alcohol that affects the health, safety, or right to peaceful enjoyment of the premises by other residents of JHA or employees of JHA.
- p. The resident agrees to notify management if they or any occupants are convicted of any felony, or misdemeanor involving a controlled substance, violence to another person or destruction of property. Resident also agrees to notify management if anyone in the household is required to register as a sex offender in any state. Informing management of criminal convictions or sex offender registration does not waive Landlord's right to eviction;
- q. To keep no dog, cat, other animal or pet in or on the premises except with written consent of the landlord, which will be given in accordance with landlord's pet policy and state and federal law, and to comply with all of the landlord's rules concerning the keeping of any approved pet;
- r. To pay late fees, maintenance charges, and reasonable charges (other than normal wear and tear) for damages caused by you, your household, or guests. Charges shall become due and collectible two (2) weeks after the community gives written notice of the charges;
- s. If JHA permits you to enter into a repayment agreement for any outstanding charges or debts due or owed to JHA, late and/or missed payments constitute default of the repayment agreement and may result in termination of tenancy and/or assistance.
- t. To permit the landlord, pursuant to the provisions of Paragraph 17, to enter the premises for the purpose of performing periodic inventories and inspections, reading utility meters, routine maintenance, making improvements or repairs, or showing the premises for re-leasing;
- u. To promptly report to the landlord any needed repairs to the leased premises or any unsafe conditions in the common areas and grounds which may lead to damage or injury;
- v. To notify the landlord of any absence from the unit which exceeds fifteen (15) days;
- w. To leave the unit, upon vacating the premises at the time of move-out, in a clean and safe condition (normal wear and tear excluded) and to return the keys to the landlord. Any property left by the

Hogan Creek Initial _____

Head of Household Initial _____

Resident in or about the premises after he/she vacates will be considered as abandoned and may be disposed of as the landlord sees fit;

- x. To park vehicles in authorized parking areas only. Vehicles must be operable and have current tags. If a vehicle is inoperable or does not have current tags, the owner or head of household will be given a written notice under the appropriate statute to either have such condition corrected or have the vehicle moved from the premises. Should the owner or head of household fail to either correct such condition or move the vehicle from the premises by the notification deadline date, we may have the vehicle towed off the premises at your expense. We shall notify you in writing of the location to which the vehicle has been towed by the end of the business day on which it has been removed;
- y. The use of BB guns or pellet guns on the property, or the possession of such guns in any common area of the premises by anyone less than 18 years of age, is prohibited. The head of household of any minor found in violation of this provision will receive a seven (7) – day notice to cure. If the minor or any other minor in the household is found in violation of this provision during the twelve (12) months following a notice to cure, the resident’s lease will be terminated;
- z. No outdoor cooking within ten (10) feet of the building, or under any coverings (e.g., balconies, hallways, breezeways, or patios) due to health, safety, and fire hazards. See your community manager for designated areas at your community;
- aa. No open containers or drinking of alcoholic beverages in the common areas of the premises;
- bb. To ensure that you, members of your household, and your guests shall not unreasonably obstruct or otherwise hinder other residents or Hogan Creek Redevelopment Partners, LLC, staff from using the common areas of ingress and egress, such as parking lots, sidewalks, stairways, breezeways, lobbies, hallways, etc.;
- cc. All children must play in designated areas only. See your community manager for specific locations. No child age 12 or under shall be left without supervision or arrangement appropriate for the child’s age or mental condition;
- dd. All pool and playground areas are play at your own risk;
- ee. No garbage bags or trashcans are to be stored on the patios, porches, beside the unit, etc. All trash must be placed inside the dumpsters located on site;
- ff. To refrain from the illegal use or illegal possession of firearms and/or other offensive weapons, as defined by the laws and courts of the State of Florida, anywhere on the community property;
- gg. Vehicle repairs are NOT allowed on the property of Hogan Creek Redevelopment Partners, LLC. Vehicle repairs include, but are not limited to, changing or adding oil or fluids to the vehicle, or changing tires. Changing a flat tire is permitted. Vehicles with an excessive fluid leak (oil, transmission fluid, radiator, etc.) will not be parked within the physical boundaries of the property at any time. Any vehicle with an excessive fluid leak will be removed from the property within 48 hours upon written notification from management. The resident(s) in the Lease will be responsible for any cleaning and/or damages to the parking lot surface. Residents will be responsible for the costs incurred in cleaning or repairing damage caused by leaking vehicles, including vehicles belonging to their guests and visitors. Residents held responsible under this section shall reimburse the property for costs incurred within two weeks of receipt of notice of such costs;

Hogan Creek Initial _____

Head of Household Initial _____

- hh. All guests are required to present a federal or state issued, non-expired picture identification card to sign in and out with each visit at the security guard at the property;
- ii. Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household, and guests shall not smoke anywhere in the community within 25 feet of any units or buildings (this policy excludes Lindsey Terrace);
- jj. Reasonable Accommodation for Medical Marijuana is prohibited. The Jacksonville Housing Authority must uphold federal laws, which prohibit all forms of marijuana use, including medical marijuana. HUD provided a reference to a copy of a Memo dated February 10, 2011 that addressed this issue. The Federal Drug law states that marijuana is categorized as a Schedule I substance under the Controlled Substances Act (CSA). See 21 U.S.C. § 801 et seq. The manufacture, distribution, or possession of marijuana is a federal criminal offense, and it may not be legally prescribed by a physician for any reason. While State Law permits physicians to prescribe medical marijuana, federal law prohibits its use and therefore is prohibited in any public housing and any other federally assisted housing.
- kk. Residents are prohibited from feeding feral or free-roaming cats in all communities, including feeding on road right-of-ways, parks, and common land of the community. Jacksonville Municipal Code Sec. 462.312 (a) (4);
- ll. Residents are prohibited from feeding waterfowl (geese, ducks, etc.) in all communities, including feeding on road right-of-ways, parks, and common land of the community.

15. Certifications and Recertification of Income and Family Composition:

- a. Resident acknowledges that Resident's eligibility for the unit and/or the rent charged has been determined based on Resident's application, including Resident's representations about family income and composition. Resident certifies that all such representations were and are materially truthful and accurate. If Resident has falsely certified to as Resident's income and family composition, such false certification will be deemed a material violation of this Lease Agreement and is ground for termination of the Lease Agreement and eviction of the resident.
- b. At least once each year, Landlord will determine whether the resident is eligible for continued occupancy under limitations applicable to the Low Income Housing Tax Credit program, in accordance with policies which are consistent with the public requirements and which are available at the Management Office.
- c. Regularly Scheduled Recertification: each year, approximately ninety (90) days before the anniversary date of this Lease Agreement, the Landlord will request the resident to report the income and composition of the resident's household and to supply any other information required by the public requirements for the purpose of determining the resident's rent and eligibility. The resident shall, and certifies that they will, provide accurate statements of this information and will do so by the date specified in the landlord's request. The landlord will verify the information supplied by the resident and use the verified information to calculate the amount of the resident's rent and continued eligibility for occupancy.

Hogan Creek Initial _____

Head of Household Initial _____

- d. Failure by a resident to truthfully supply the recertification information as and when required by this Lease Agreement or as requested by Landlord, or to appear for a scheduled rent and income review, will be considered a material violation of the Lease Agreement.
- e. Resident will advise the landlord within ten (10) days if Resident or any household member become a full-time student. The LIHTC Program has specific qualification restrictions with respect to occupancy by full-time students. Resident acknowledges that qualification to remain as a resident is at all times dependent upon the household meeting all student status requirements. In the event that the tenant is no longer qualified, the tenant agrees to vacate the premises upon the earlier of the expiration of the lease or upon 30-day written notice from the landlord of non-qualifying status. The resident may be subject to eviction.
- f. If, upon annual recertification, Resident's household income exceeds 140% of the applicable program limit, Landlord may elect not to renew the Lease upon a thirty (30) day notice to Resident.

16. Access by Landlord:

Resident agrees that, upon reasonable notification:

- a. The duly authorized agent, employee, or representative of landlord will be permitted to enter Resident's unit during reasonable hours (7:30 am to 8:00 pm) for the purpose of performing routine inspections and maintenance, including pest control, for making improvements or repairs, or to show the premises for re-leasing;
- b. Any Compliance Monitor from Florida Housing may inspect the unit for fulfilling its responsibilities with the Physical Condition Standards inspection under the LIHTC program. A written statement specifying the purpose of the landlord entry delivered to the premises at least 48 hours before such entry shall be considered reasonable advance notification. However, Landlord shall have the right to enter Resident's unit without prior notice to Resident if Landlord reasonably believes that an emergency exists, which requires such entrance or if Resident made a request for service. In the event that Resident and all adult members of his/her household are absent from the premises at the time of entry, Landlord shall leave on the premises a written statement of the date, time and purpose of entry prior to leaving the unit;
- c. After the resident has given a notice of intent to move, the resident agrees to permit the landlord to show the unit to prospective residents during reasonable hours. If the resident moves before this lease agreement ends, the Landlord may enter the unit to decorate, remodel, alter or otherwise prepare the unit for re-occupancy;
- d. Individuals identified in sections (a) and (b) above may take photographs of the unit or any section thereof (including unit interior, exterior, and associated outdoor areas) when entry to unit is made as described in this section.

17. Termination Of Tenancy:

- a. To terminate this lease agreement, the resident must give the landlord at least thirty (30) days written notice prior to the end of the term. The resident shall be liable for rent up to the end of the term or to the date the unit is re-rented, whichever date comes first. If the resident fails to vacate the unit by the specified date listed on the Vacate Notice or written documentation provided by the tenant indicating a vacate date, JHA may file an eviction.

Hogan Creek Initial _____

Head of Household Initial _____

- b. Any termination of this lease agreement by the landlord must be carried out in accordance with public requirements, state and local law, and the terms of this lease agreement. The Landlord may terminate this lease agreement only for:
- (1) The resident's serious or repeated violations of the material terms of this lease agreement; or
 - (2) The resident's material failure to carry out obligations under Florida's landlord/tenant law as defined in Florida Statutes Chapter 83, Part II.
- c. Default By Resident: The Resident will be in default if resident, any household member or guest violates any terms of this lease agreement including, but not limited to the following:
- (1) Obligations of the Resident as identified in Section 14 of this lease agreement;
 - (2) You, any household member, or guest that violates this lease agreement, fire, safety health codes, or criminal laws, regardless of whether or where arrest or conviction occurs;
 - (3) You abandon the apartment;
 - (4) You give incorrect or false answers in a rental application;
 - (5) You or any occupant is arrested, convicted, or given deferred adjudication for a felony offense involving actual or potential physical harm to a person, or involving possession, manufacture, or delivery of a controlled substance, marijuana, or drug paraphernalia under state statute; or
 - (6) Any illegal drugs or paraphernalia are found in your apartment;
 - (7) Nonpayment of rent, late fees, maintenance charges, and other charges due under the lease agreement;
 - (8) Repeated late payment of rent;
 - (9) Serious or repeated interference with the rights of other residents;
 - (10) Serious or repeated damage to the premises;
 - (11) Alteration, repair, sale, destruction or other disposition of the leased premises or any part thereof;
 - (12) Failure to report a change of income, employment, or identity of household members, or failure to provide any other information required by this lease agreement;
 - (13) Misrepresentation of any material fact, including family income or composition, in the application for housing, or in any statements submitted to the landlord;
 - (14) Keeping an animal or other pet in or on the premises in violation of Section 14, Obligations of the Resident, part o;
 - (15) Such change in household size or composition as to render inappropriate the resident's continued occupancy of the unit;
 - (16) Serious or repeated violation of any of the rules or regulations applicable to the resident's dwelling unit or premises as posted and in effect;
 - (17) The resident, any member of the resident's household, a guest, a visitor, or other persons under your control engages in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of Hogan Creek Redevelopment Partners, LLC, or any drug-related criminal activity on or off the premises ;
 - (18) If your utilities are cut off and not restored after a seven (7) day notice from the landlord, is a direct violation of the lease and grounds for termination.
- d. The landlord shall give written notice of termination of this lease agreement as may be provided by any state or local law.
- e. The notice of lease agreement termination to the resident shall state specific grounds for termination and shall inform the resident of the resident's right to make such reply as the resident may wish or to discuss the proposed termination with the landlord.

Hogan Creek Initial _____

Head of Household Initial _____

- f. Lease Termination Notice – If we elect to terminate this Lease, we will do so only in accordance with HUD regulations and state laws. We may evict you from your unit only by bringing an action before a court of law. You will be notified in writing of the reason(s) for termination. You may review any of our documents, records, or regulations that are directly relevant to the termination. You have the right to have copies of documents made at your expense and the right to request a grievance hearing in accordance with the Grievance Procedure, if applicable.

If you are entitled to a grievance hearing, this lease will not terminate (even if the notice to terminate under state law has expired) until the grievance process has been completed.

Termination of the lease shall be as follows:

1. We shall give fourteen (14) calendar days written notice of termination if said termination is caused by your failure to pay rent and/or all other charges after notice is provided to the resident pursuant to Section 14 (p) and (s) of the lease.
2. We shall give ten (10) business days written notice in all other cases.

18. Notice:

- a. Except as provided in Section 17, notice to the resident shall be in writing and delivered to the resident or to an adult member of the resident’s household residing in the dwelling or sent by prepaid first-class mail, properly addressed to the unit listed on the Lease Agreement. All notices must be in accessible format if the resident is visually impaired.
- b. Notice to the landlord shall be in writing, delivered to the landlord’s office or sent by prepaid first-class mail, properly addressed to the landlord’s office.

19. Removal of Resident’s Personal Property on Termination:

Resident agrees to remove all furniture and other personal property from the premises immediately upon termination of this lease agreement, and to leave the premises clean and in good repair. Any property left on the premises will be deemed abandoned, considered to be trash and will be disposed of by Landlord.

20. Abandonment of Property:

Landlord may take possession of the unit after resident has moved out. In the absence of actual knowledge of abandonment, it shall be presumed that resident has abandoned the unit if resident is absent from the unit for a period of time equal to one-half the time for periodic rental payments, the rent is not current, and resident has not notified Landlord in writing in advance of an intended absence, or as otherwise provided in this Agreement. By signing this Agreement, resident agrees to the following:

RESIDENT AGREES THAT UPON SURRENDER, ABANDONMENT, OR RECOVERY OF POSSESSION OF THE DWELLING UNIT DUE TO THE DEATH OF THE LAST REMAINING RESIDENT, AS PROVIDED BY CHAPTER 83, FLORIDA STATUTES, LANDLORD SHALL NOT BE LIABLE OR RESPONSIBLE FOR STORAGE OR DISPOSITION OF RESIDENT’S PERSONAL PROPERTY.

The reasonable cost of any storage, removal and/or disposal shall be charged to resident or assessed against resident's security deposit, unless in Landlord’s sole discretion, it is determined that documentable conditions existed which prevented resident from occupying the unit.

Hogan Creek Initial _____

Head of Household Initial _____

21. Cumulative Rights:

Each and every one of the rights and remedies of Landlord are cumulative, and the exercise of any right or remedy does not waive the landlord’s other rights under the lease agreement or the law. The failure to exercise any right or remedy under the Lease Agreement or law shall not be a waiver thereof, but may be exercised later.

22. Changes to Dwelling Lease Agreement:

- a. Resident Charge List, and other policies and addenda which are incorporated into the lease agreement by reference, will be publicly posted in a conspicuous manner in the management office and shall be furnished to Resident upon request. Landlord may amend such schedules, rules, policies, etc., at any time, provided that Landlord shall give at least a thirty (30) day written notice to each affected Resident setting forth the proposed policy or addendums and the reasons therefor, and providing the Resident an opportunity to present written comments which shall be taken into consideration by Landlord prior to the adoption of the proposed policy or addendum.
- b. This Lease Agreement is the entire agreement between Landlord and Resident. No modifications shall be made during the term of this Lease Agreement except when executed in writing and signed by both parties to the Lease Agreement.
- c. The Landlord may amend the form or content of this Lease Agreement in order to reflect changes in the Public Requirements or otherwise, provided that no amendment to this lease agreement shall be effective except upon the commencement of a new term, after at least sixty (60) days written notice to the resident. The landlord may require the resident to sign a document agreeing to the amendment and may treat the failure to do so as a material lease violation and grounds for eviction. Regardless of whether the resident is asked to or does sign any amendment, Resident agrees to be bound by any such amendment following the effective date of the notice, or to quit and vacate.

23. Accommodation of Persons with Disabilities:

If you or any member of your household listed on this Lease has a disability, Hogan Creek Redevelopment Partners, LLC, shall provide reasonable accommodation to the extent necessary to provide this individual with an opportunity to use and occupy the unit in a manner equal to all other residents. You may request, at any time during your residency, that Hogan Creek Redevelopment Partners, LLC, provide reasonable accommodation, so that you can meet lease requirements or other requirements of tenancy. Hogan Creek Redevelopment Partners, LLC, may terminate the lease if you submit false statements or falsify any documentation in order to receive a reasonable accommodation.

24. Contents of this Agreement:

This Lease Agreement and its attachments make up the entire Lease Agreement between the resident and the landlord regarding the unit. If any court declares a particular provision of this Lease Agreement to be invalid or illegal, all other terms of this Lease Agreement will remain in effect and both the landlord and the resident will continue to be bound by them. This Lease Agreement shall be deemed to include all provisions of federal or state law which are required to be included herein and which provide the resident with rights or with notice thereof, provided that the landlord in fact provides to Resident, in a separate notice or document, the notice rights that are required to be provided.

25. Subordination:

Hogan Creek Initial _____

Head of Household Initial _____

Resident agrees that this Lease is and shall remain subject to and subordinate to all present and future mortgages, deeds to secure debt, deeds of trust, security agreements, financing statements, and other security instruments and other similar encumbrances affecting the lease premises or any part thereof, but only to the extent permitted by Public Requirements, including specifically the U.S. Housing Act of 1937 and regulations hereunder.

26. Hold Harmless:

Landlord does not maintain insurance to cover your personal property or personal injury. We are not responsible to any resident, guest, or occupant for damage or loss of personal property or personal injury from (including but not limited to) fire, smoke, rain, flood, water and pipe leaks, hail, ice, snow, lightning, wind, explosions, earthquake, interruption of utilities, theft, hurricane, negligence of other residents, occupants, or invited/uninvited guests, or vandalism, unless otherwise required by law.

We urge you to get your own insurance for losses to your personal property or injuries due to theft, fire, water damage, pipe leaks and the like.

Hogan Creek Initial _____

Head of Household Initial _____

27. Attachments to this Lease Agreement:

The resident certifies that they have received a copy of this lease agreement and the following attachments to this Lease Agreement, and understands that these Attachments are part of this lease agreement.

- Lease Addendum No. 1 Sheriff’s Watch Apartments
- Lease Addendum No. 2 Hogan Creek Redevelopment Partners, LLC, Pet Policy
- Lease Addendum No. 3 Hogan Creek Redevelopment Partners, LLC, Trespass Policy
- Lease Addendum No. 4 Truancy and Curfew Policy
- Lease Addendum No. 5 Head of Household Personal Property Disposition
- Lease Addendum No. 6 Appliance Safety
- Lease Addendum No. 7 Mold and Mildew
- Lease Addendum No. 8 Radon Gas
- Lease Addendum No. 9 Live-in Aide
- Lease Addendum No. 10 Smoke Detector
- Lease Addendum No. 11 Income Limits
- Lease Addendum No. 12 Fraud
- Lease Addendum No. 13 Housekeeping
- Lease Addendum No. 14 Smoke-Free Addendum
- Lease Addendum No. 15 Fair Housing and Nondiscrimination Policy
- Lease Addendum No. 16 PBV Lease Rider
- Lease Addendum No. 17 Tenancy Addendum HUD 52530.c

IN WITNESS WHEREOF, the parties have executed this Lease Agreement this ___ day of _____, at Jacksonville, Florida, upon receipt of the agreed initial payment.

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #1: Sheriff's Watch Apartments

In consideration of the execution or renewal of the lease for the dwelling unit identified in the Dwelling Lease, Hogan Creek Redevelopment Partners, LLC, and resident agree as follows:

1. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in criminal activity in common areas or on the grounds that threaten the health, safety, or right to peaceful enjoyment of other tenants or employees of Hogan Creek Redevelopment Partners, LLC, or any drug-related criminal activity on or off the premises.
2. The resident, any member of the resident's household, guest, visitor, or other persons under your control shall not engage in any act intended to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of other tenants or employees of Hogan Creek Redevelopment Partners, LLC, or any drug-related criminal activity on or off the premises.
3. The resident, or any member of the resident's household, will not permit the dwelling unit to be used for or to facilitate criminal activity which threatens the health, safety, or right to peaceful enjoyment of the residents or employees of Hogan Creek Redevelopment Partners, LLC, or drug-related criminal activity, regardless of whether the individual engaging in such activity is a member of the household or a guest or visitor.
4. The resident or any of the resident's household will not engage in the illegal manufacture, sales, distribution, use, or possession of illegal drugs at any location, whether on or off the premises.
5. The resident, any member of the resident's household, a guest, a visitor, or other persons under your control shall not engage in acts of violence or threats of violence, including, but not limited to, the unlawful discharge of firearms on or near the premises and developments.
6. Violation of any of the above provisions shall be a material violation of the Lease and good cause for termination of residency. A single violation of any of the provisions of this addendum shall be deemed a serious violation and material noncompliance with the Lease.
7. It is understood and agreed that a single violation shall be good cause for termination of this Lease and that proof of any of the violations named above shall not require an arrest or criminal conviction, but shall be by a preponderance of the evidence. You may request a grievance hearing.
8. This Lease Addendum is incorporated into the Dwelling Lease executed or renewed this day between Hogan Creek Redevelopment Partners, LLC, and resident.

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Household Member over 18 yrs. old name

By: _____
Household Member over 18 yrs. old name

This policy applies to any household pet, guest's pet(s), and temporarily housed pet(s) ("pet-sitting")

1. Before the pet is obtained, a pet application must be approved by management and the pet deposit must be paid in full. An application for a pet can be obtained from the rental office.
2. A security deposit of \$250.00 is required for pet ownership in all residences.* \$200 of the deposit is refundable less pet damage at move-out or when the pet is removed. \$50 is a non-refundable nominal fee. There is a limit of one dog or one cat per household.* The pet deposit only applies to dogs and cats.
3. All dog or cat owners must submit to the property manager an up-to-date immunization record from a qualified veterinarian and must display a current license tag and pet ID tag for the pet. Immunization records and pet license tags are to be re-certified at the time of the pet owner's application and each re-certification. Pet owners must submit a photograph of the pet to the property manager within seven days of arrival on the premises. If no such photograph is submitted, the pet owner agrees to allow management to take a photograph. If the pet owner fails to submit a photograph or make the pet available for a photograph by management, the pet owner will be sent a notice to comply within seven days. Failure to comply with the notice will be grounds for termination of the pet owner's lease.
4. Pet owners with a dog or cat must make appropriate arrangements when work needs to be performed in the unit by Hogan Creek Redevelopment Partners, LLC, staff such as unit inspections and maintenance work. The pet owner must either be home or arrange for the pet to be contained or removed from the unit. Pet owners will be responsible for all damages to the landlord's property by their pet.
5. Flea control must be maintained at all times.
6. A dog or cat will be allowed with the following provisions:
 - a. A dog or cat must not exceed 20 pounds at maturity.*
 - b. A dog or cat must be kept in the resident's unit.
 - c. A dog or cat must be on a leash and under the owner's control at all times
 - d. The pet should not at any time be left unattended outside, nor left unattended attached to a leash or similar device connected to clothesline, pole or any object outdoors.
7. The pet owner agrees to be responsible for all damages to Hogan Creek Redevelopment Partners, LLC, property caused by their pet. The resident must sign a statement assigning responsibility to no less than two persons to care for the pet if owner dies, is incapacitated or is otherwise unable to care for the pet.
8. Pet may include only one small-domesticated dog or cat not weighing more than 20 pounds at maturity, gerbils, hamsters, and small turtles.* Birds shall not exceed 5 pounds.* Turtles and fish must be kept in an aquarium. Birds, gerbils and hamsters must be kept in a cage.
9. All other pet(s) are prohibited.* Prohibited pet(s) include but are not limited to: snakes, pigs, spiders, lizards, iguanas, pit bulls, dogs and cats exceeding 20 pounds at maturity, and farm, wild, or exotic animals.*

Hogan Creek Initial _____

Head of Household Initial _____

Lease Addendum #2: Hogan Creek Pet Policy (Page 2 of 2)

10. For sanitary reasons there will be a designated area on the premises for pet exercise.
11. Pet owners must properly clean up and dispose of all removable pet waste. Pet owners must not allow their pets to waste on the porches or balconies. Failure to do so will result in the resident being charge a \$25.00 fee for each cleanup performed by the Housing Management maintenance staff.
12. Pet must be neutered/spayed and in good health. Pet must be free of diseases, such as mange. If it is discovered that a pet is suffering from a disease, the owner will be issued a seven-day notice to have the condition cured and must submit to the office written evidence from a veterinarian that the condition is being treated. Failure to submit such evidence will be grounds for termination of the resident’s lease unless the resident removes the pet from the premises. Pet cannot be taken to common areas of the community such as the playground, laundry room, or office.* Pet is not allowed in the lobby except when passing through the lobby as necessary to access units or to exit the building.* Pet must be restrained on a leash or similar device at all times while outside the unit. Otherwise, pet must be kept in the unit.
13. A pet owner is in violation of the city ordinance on animal control when his/her animal causes objectionable noises, odors, destroys or damages the property of others.
14. Pet owners must comply with all Hogan Creek Redevelopment Partners, LLC, State of Florida, and federal regulations on animal regulatory laws and ordinances regarding licensing or registration requirements.
15. Residents in violation of any of this policy may result in the termination of lease and grounds for eviction.

* These provisions do not apply to animals that are authorized to assist persons with disabilities. However, residents remain responsible for damage(s) caused by an approved service animal.

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #3: Hogan Creek Redevelopment Partners, LLC, Trespass Policy

Hogan Creek Redevelopment Partners, LLC, & the Jacksonville Housing Authority’s mission is to provide safe, decent and sanitary housing, including safeguarding the quiet enjoyment of its property for its residents, guests, and employees.

The JHA shall enforce its right to exclude certain guests and visitors as set forth in Section 14(b) of the Dwelling Lease and in accordance with this Trespass Policy, attached to and made a part of the Dwelling Lease, and you agree to be bound by the terms of said policy.

This Policy carries out that objective by instituting standards and procedures for the formal trespassing of such persons in a manner consistent with applicable legal rights under the Dwelling Lease, and State and Federal guidelines.

If a visitor to the premises has received a trespass notice from local law enforcement or a JHA notice to exclude guests, that individual must be escorted by a lessee if resident has invited trespassed individual onto the property.

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #4: Truancy and Curfew Policy

Truancy

The following shall be considered events of truancy: On school days, a minor child who is a member of the resident’s household is picked up by police officers between the hours of 9:00 a.m., and 2:00 p.m., on the grounds of the housing complex, and the police officers determine that such minor child has no valid reason for absence from school.

A resident is referred to the Attendance Intervention Team or the State Attorney as a result of failure to attend school as required under School District Attendance Policy.

If the housing manager is advised that either of the two above events have occurred, the resident will be issued a truancy notice, and warned that if, during the next twelve (12) months, the minor child who is the subject of the warning is picked up by police officers between the hours of 9:00 a.m. and 2:00 p.m. on the grounds of the housing complex and the police officer determines the minor child has no valid reason for absence from school, the resident’s lease will be cancelled without another warning notice being given.

Curfew

If a minor child who is a member of the resident’s household is picked up by the police in violation of the local curfew ordinance on the premises of the housing complex, the resident shall be issued a curfew notice and warned that a subsequent violation of the curfew ordinance during the following twelve (12) months will be considered grounds for termination of the resident’s lease. Should a subsequent curfew violation occur on the premises during the following twelve (12) months, the resident’s lease will be cancelled without another warning being given.

**Jacksonville, Florida Curfew under 18 years old
11 p.m. – 5 a.m., Sunday thru Thursday
12 a.m. – 6 a.m., Friday thru Saturday**

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #5: Head of Household Personal Property Disposition

The landlord shall not be liable for storage or disposition of the personal property in the dwelling unit occupied by the undersigned head of household or any member of his/her household, upon surrender or abandonment of the dwelling unit.

Contact Information: It is the resident's responsibility to update the contact information.

Upon my death or incapacitation, I direct Hogan Creek Redevelopment Partners, LLC, to forward any and all of my personal property (including, but not limited to, security deposit, furniture, vehicle, etc.) to:

_____	_____	_____
Name/Relationship (Primary Beneficiary)	Address	Phone#
_____	_____	_____
Name/Relationship (Contingent Beneficiary)	Address	Phone#

Effective on this date _____, unless otherwise specified in writing to the Management Office.

If such individuals are deceased, incapacitated, or otherwise unavailable, I understand that any and all of property may be disposed of according to state law.

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #6: Appliance Safety

Hogan Creek Redevelopment Partners, LLC, is responsible for all maintenance and service to appliances. Residents should not attempt to repair service or adjust any appliance. Therefore, if any repairs or adjustments are required, you must report this to the Management Office.

IT IS ALSO PROHIBITED TO ADJUST THE WATER TEMPERATURE ON THE WATER HEATER. If adjustments are needed the notify management and they will make any necessary changes.

You hereby acknowledge that you understand the above statement and that a violation of such is a violation of the Lease, which may result in the termination of your Lease Agreement.

This Addendum for Appliance Safety is hereby incorporated into the Dwelling Lease.

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #7: Mold and Mildew (Page 1 of 3)

MOLD: Mold is found virtually everywhere in our environment-both indoors and outdoors and both new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what level of mold that leads to adverse health effects. Nonetheless, appropriate precautions need to be taken.

THE RESIDENT IS ABLE TO HELP ALLIEVATE MOLD BY PERFORMING THE FOLLOWING STEPS:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the unit. Resident agrees to use all air-conditioning in a reasonable manner and use heating systems in moderation, and to keep the unit properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the unit.
- Keep unit clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, dealings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines -especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds, use ceiling fans if present, and replace air filters according to management rules.
- If small areas of mold have already occurred on nonporous surfaces (such as ceramic tile, formica, vinyl flooring, metal, wood or plastic), and the mold is not due to an ongoing leak or moisture problem, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because adjacent areas may contain mold in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous items such as fibers in sofas, chairs, drapes and carpets - provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

Hogan Creek Initial _____

Head of Household Initial _____

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT BY USING Hogan Creek Redevelopment Partners, LLC, WORK ORDER PROCESS:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air).
- Insufficient drying of carpets, carpet pads, shower walls, and bathroom floors.
- Any evidence of a water leak or excessive moisture in the unit as well as in any storage room, garage, or other common area.
- Evidence of mold or mildew-like growth in the unit that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows.
- Any inoperable doors or windows.
- Discoloration of walls, baseboards, doors, window frames, or ceilings.
- Moldy clothing.
- Moisture dripping from or around any vents, or air conditioning condenser lines.

Management will respond in accordance with state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your unit, Hogan Creek Redevelopment Partners, LLC, may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while Hogan Creek Redevelopment Partners, LLC, evaluates, and if management deems necessary, corrects the problem. Your signature on the lease addendum indicates your agreement that Hogan Creek Redevelopment Partners, LLC, may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Resident understands that a persistent mold and mildew condition in the unit may lead to termination of the lease, if the cause is attributable to the resident.

INSPECTIONS: Resident agrees that Hogan Creek Redevelopment Partners, LLC, and their agent may conduct inspections of the unit at any time with a written 48-hour notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the unit, Resident's property and the Apartments as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident(s)' failure to report any mold, mildew or moisture problem through Hogan Creek Redevelopment Partners, LLC's work order process. Resident shall indemnify and hold Owner and Owner's agent harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with terms of this Addendum.

Hogan Creek Initial _____

Head of Household Initial _____

Lease Addendum #7: Mold and Mildew (Page 3 of 3)

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provision of this Addendum shall govern. Except as specifically stated herein, all other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #8: Radon Gas

We are required by Florida Statute 404.056 (8) to give the following information to you.

“Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present health risks to persons who are exposed to it over time. Levels of radon that exceed federal and state guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your county public health unit.”

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #9: Live-In Aide

I hereby certify that I am a live-in aide and meet all of the following requirements:

- I must be at least 18 years of age or have been emancipated by the court.
- I reside with a person(s) with a disability or an elderly person(s) (as defined by HUD),
- I am not obligated for the support of the person(s), and
- I would not be living in this unit except to provide support services.
- I am not currently living in any government or federally assisted unit(s) either as head of household, spouse, co-head, family member or as live-in aide (double subsidy). The assisted unit will remain my one and only residence as live-in aide.

I understand that I am not a leaseholder at _____, and that I have no rights to
Unit Address
the unit. In the event that the person to whom I am providing services no longer lives in the unit, I understand that I have no rights to the unit and must vacate the premises immediately.

While I am providing assistance to _____, I agree to abide by the House Rules of
Resident Name
Hogan Creek Redevelopment Partners, LLC, management.

Live-in Aide's Name (PRINT)

Social Security Number

Live-in Aide's Signature

Date

Representative of Hogan Creek Redevelopment Partners, LLC

Date

Lease Addendum #10: Smoke Detector

“It is the Resident’s responsibility to maintain and keep the smoke detector operational at all times. Circuit breakers are to remain in the “on” position and batteries kept in place at all times. Should the resident disconnect the smoke detector, Hogan Creek Redevelopment Partners, LLC, Management assumes no responsibility for any resulting damage. It is essential the detector be kept operational.”

The resident will be charged \$25.00 for disconnecting smoke detectors. Pulling the fire alarm without cause interferes with others peaceful enjoyment and can pose serious hazard. Such conduct is a violation of your lease (Section 14 part l) and may be grounds for termination. Disconnecting smoke detectors is a violation of the lease agreement (Section 14 part h) and subject to lease termination.

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #11: Income Limits

This clause applies only in the LIHTC units:

“During the term of this lease, if the LIHTC income limits increase, the rent which is based on Income Limits may be raised with a thirty (30) day notice to the new LIHTC maximum rent charge.”

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #12: Fraud

Section 1001 of Title 18 of the United States Code and Chapter 414.39 of the Florida Statutes makes it a crime punishable by a fine of up to \$10,000 or by imprisonment of up to five (5) years or both for making any false, fictitious or fraudulent statement or representation or making or using any false writing or document in any matter within the jurisdiction of any department or agency of the United States. It is a crime if a housing applicant or resident deliberately makes false statements about his/her household income or household composition or fails to disclose a material fact affecting income and rent.

This means that if you, as a resident, knowingly give Hogan Creek Redevelopment Partners, LLC, false information about your household income or fail to report changes to your community manager of your family composition or household income in writing within ten (10) business days of a change, you may be charged with fraud under Chapter 414.39 and/or Section 1001 of Title 18 of the United States Code.

If as a result of committing fraud, withholding information, or making a misrepresentation to Hogan Creek Redevelopment Partners, LLC, you receive any rental assistance or lower rent to which you are not entitled, you will be subject to local, state, and federal prosecution. **THIS COULD RESULT IN A FINE, IMPRISONMENT, OR BOTH, AS WELL AS THE LOSS OF YOUR ELIGIBILITY FOR ANY OF THIS AGENCY'S HOUSING PROGRAMS.**

I, the undersigned, have read the above statement, or had it read or explained to me. I understand the consequences of not correctly reporting my household income, household composition, or any other requirement of Hogan Creek Redevelopment Partners LLC.

Should Hogan Creek Redevelopment Partners, LLC, discover at any time that the household has provided false information this would constitute a substantial violation of the lease and tenancy would be terminated immediately.

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

HOUSEKEEPING STANDARDS INSIDE THE DWELLING

General –

- 1) Means of ingress and egress (ways to enter and exit the unit) must be accessible and not obstructed by furniture or property.
- 2) Walls: should be clean, free of dirt, grease, holes, cobwebs, and stains.
- 3) Floors: should be clean, clear, dry and free of hazards.
- 4) Ceilings: should be clean and free of cobwebs.
- 5) Windows: should be clean and not nailed shut. Shades or blinds should be intact.
- 6) Woodwork: should be clean, free of dust, gouges, or scratches.
- 7) Doors: should be clean, free of grease and stains. Doorstops should be present. Locks should work.
- 8) Heating units: should be dusted and access uncluttered.
- 9) Trash: shall be disposed of properly and not left in the unit.
- 10) Entire unit should be free of rodent or insect infestation. In case of infestation, resident must promptly notify JHA and follow all JHA and pest control treatment instructions.
- 11) Clothes must be hung in closets neatly or placed in drawers. All closet doors must be able to operate properly without interference from any contents inside the closets.
- 12) All windows must be covered appropriately. Sheets, blankets, aluminum foil, or other unauthorized items are not acceptable window coverings
- 13) Odors: indoor spaces must be free from high levels of sewer gas, fuel gas, mold, mildew, other harmful pollutants, or unpleasant odors.

Kitchen –

- 1) Stove: should be clean and free of food and grease.
- 2) Refrigerator: should be clean. Freezer door should close properly and freezer have no more than one inch of ice.
- 3) Cabinets: should be clean and neat. Cabinet surfaces and countertop should be free of grease and spilled food. Cabinets should not be overloaded. Storage under the sink should be limited to small or lightweight items to permit access for repairs.
- 4) Exhaust Fan: should be free of excessive grease and dust.
- 5) Sink: should be clean, free of grease and garbage. Dirty dishes should be washed and put away in a timely manner.
- 6) Food storage areas: should be neat and clean without spilled food.
Trash/garbage: should be stored in a covered container until removed to the disposal area.

Bathroom –

- 1) Toilet and tank: should be clean and odor free.
- 2) Tub and shower: should be clean and free of excessive mildew and mold. Where applicable, shower curtains should be in place, and of adequate length.
- 3) Lavatory: should be clean.
- 4) Exhaust fans: should be free of excessive dust.
- 5) Floor should be clean and dry.

Porches and/or Balconies –

- 1) Porches and balconies (front and rear) should be clean and free of hazards. Any items stored on the porch and/or patio shall not impede access to the unit. Furniture on porches and balconies must be designed and intended for outdoor use.

Hogan Creek Initial _____

Head of Household Initial _____

Lease Addendum #13: Housekeeping (Page 2 of 2)

Storage Areas –

- 1) Linen closet: should be neat and clean.
- 2) Other closets: should be neat and clean. No highly volatile or flammable materials should be stored in the unit.
- 3) Other storage areas: should be clean, neat and free of hazards.

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

Hogan Creek Initial _____

Head of Household Initial _____

Smoke-Free Addendum

This Smoke Free Addendum between the resident and Hogan Creek Redevelopment Partners, LLC, entered into between parties agrees that resident, resident's household members, and guests shall abide by the following:

1. **Purpose of Smoke Free Policy:** The parties desire to mitigate (i) the increased maintenance, cleaning and redecorating costs from smoking and (ii) the increased risk of fire from smoking.
2. **Definition of Smoking:** The term "smoking" means inhaling, exhaling, breathing, or carrying any lighted cigar, cigarette, tobacco product, or similar lighted product, including water pipes (hookahs), in any manner or in any form.
3. **Smoke Free Community:** Resident agrees and acknowledges that the unit to be occupied by resident, members of resident's household, or any guests has been designated as a smoke-free living environment. Resident, members of resident's household or guests shall not smoke within the Unit rented by resident, including any associated balconies, decks, or patios, nor anywhere on the grounds of the property that is within 25 feet of any housing unit or other building.
4. **Residents to Promote Non-Smoking:** Resident shall inform resident's household and guests of the Smoke Free Policy.
5. **Hogan Creek Redevelopment Partners, LLC, to Promote Smoke Free Policy:** Hogan Creek Redevelopment Partners, LLC, shall post non-smoking signs at entrances and exits, common areas, hallways, and in conspicuous places "in close proximity to" the smoke free building. The smoke-free policy extends to all outdoor areas up to 25 feet from the housing units or other buildings, or to the property boundaries in situations where the boundary is less than 25 feet from the JHA owned buildings.

Management will take reasonable steps to promptly remedy known and reported violations of the smoke-free policy.

6. **Hogan Creek Redevelopment Partners, LLC, Not a Guarantor of Smoke Free Environment:** Resident acknowledges the Landlord's adoption of a smoke-free living environment, and the efforts to designate the units as smoke-free. However, this addendum does not make the Landlord or any of its managing agents the guarantor of resident's health or of the smoke free condition of resident's unit and community. Hogan Creek Redevelopment Partners, LLC, shall use its best efforts to enforce the Smoke Free Policy. Management is not required to take steps in response to the Smoke Free Policy unless the Landlord has actual knowledge of said smoking or has been given written notice of said smoking.
7. **Material Breach:** A material breach of this addendum shall be a material breach of the Lease and grounds for termination of the Lease by Hogan Creek Redevelopment Partners, LLC, per Section 14, Obligations of the Resident. Resident shall be responsible for all damages and costs associated with termination of Lease due to material breach.

Hogan Creek Initial _____

Head of Household Initial _____

Lease Addendum #14: Smoke-Free Addendum (Page 2 of 2)

8. **Disclaimer by** Hogan Creek Redevelopment Partners, LLC: Resident acknowledges the Landlord's adoption of a smoke free living environment, and the efforts to designate the community as smoke free does not in any way change the standard of care Hogan Creek Redevelopment Partners, LLC, or managing agent would have to a resident, resident's household, or guests to render units and the community any safer, habitable, or improved in terms of air quality standards. Hogan Creek Redevelopment Partners, LLC, specifically disclaims any implied or express warranties that the building, community or resident's unit will have any higher or improved air quality standards than any other rental property. Hogan Creek Redevelopment Partners, LLC, cannot and does not warrant or promise that the community or unit will be free from secondhand smoke. Resident acknowledges that the Landlord's ability to police, monitor, or enforce this addendum is dependent in significant part on voluntary compliance by residents, other household members and guests. Residents with respiratory ailments, allergies, or any other physical or mental condition relating to smoke are put on notice that Hogan Creek Redevelopment Partners, LLC, does not assume any higher duty of care to enforce this addendum than any of the other Hogan Creek Redevelopment Partners, LLC's obligations under the Lease.

The Hogan Creek Redevelopment Partners, LLC, has adopted a "Smoke Free" Policy for its housing in accordance with the provisions of HUD's PIH Notice 2012-25 (May 29, 2012). It has been well established that smoking cessation has demonstrated health benefits, and that second hand smoke represents a serious health risk to non-smokers.

Smoking in dwelling units is strictly prohibited. Hogan Creek Redevelopment Partners, LLC, reserves the rights including, but not limited to, termination of tenancy through eviction or the imposition of a reasonable charge for cleaning the unit where a violation has been found.

Admission and Occupancy Policy (AOP) amended for October 1, 2014.

I/We have read and understand the above Smoke Free Policy and agree to abide by it during my/our tenancy

SIGNATURE(S):

By: _____
Head of Household's signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's signature

By: _____
Head of Household's name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative's name

By: _____
Spouse/Co-Head's signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head's name

By: _____
Household Member over 18 yrs. old name

FAIR HOUSING AND NONDISCRIMINATION POLICY

Hogan Creek Redevelopment Partners, LLC, and Jacksonville Housing Authority and its employees are committed to following the letter and spirit of the law by respecting the diversity and differences of our customers, and by providing equal service to all, without regard to race, color, religion, sex, disability, familial status, national origin, age, sexual orientation, gender identity, political beliefs, veteran status, or any other characteristic protected by law.

I. Discrimination

- A. No person shall, on the basis of a person's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristics protected by law, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any housing program or activity or in any housing conditions or practices conducted by Hogan Creek Redevelopment Partners, LLC, or Jacksonville Housing Authority.
- B. Hogan Creek Redevelopment Partners, LLC, and Jacksonville Housing Authority shall admit housing participants to JHA properties, without regard to a participant's actual or perceived identity with regard to race, color, religion, gender, age, marital or familial status, disability, sexual orientation, gender identity, political beliefs, national or ethnic origin, veteran status, or any other characteristic protected by law.

No qualified individual with a disability will be excluded, solely on the basis of disability, from participation in or the benefits of a program or activity administered by the Jacksonville Housing Authority. Hogan Creek Redevelopment Partners, LLC, and JHA will provide reasonable accommodations when appropriate.

Employees, clients, agents, vendors, and other non-employees who conduct business with Hogan Creek Redevelopment Partners, LLC, and/or Jacksonville Housing Authority are strictly prohibited from engaging in discrimination or harassment prohibited by this policy.

II. Sexual Harassment or Other Forms of Harassment Prohibited

- A. Hogan Creek Redevelopment Partners, LLC, and Jacksonville Housing Authority forbid sexual harassment, or any other form of illegal harassment, of any employee, resident, volunteer or visitor. The Jacksonville Housing Authority will not tolerate sexual harassment or any other form of illegal harassment by any of its employees, participants, volunteers, vendors, or agents.
- B. Harassment can include abusive, threatening, or discourteous written, verbal, or physical behavior based upon sex, race, religion, disability, age, national origin, sexual orientation, gender identity, or any other characteristic protected by law.

Examples of the kinds of conduct that constitute sexual or other harassment in violation of this policy include the following:

- Demands for sexual favors
- Use of one's position or power to request sexual favors
- Jokes or teasing that are based upon sex, race, religion, disability, or other characteristic
- Repeated flirtations, advances, or propositions
- Graphic or degrading comments
- The display of sexually suggestive or offensive objects or pictures
- Unwanted physical contact

Lease Addendum #15: Fair Housing and Nondiscrimination Policy

(Page 2 of 2)

III. Reasonable Accommodations

Hogan Creek Redevelopment Partners, LLC, and Jacksonville Housing Authority will make reasonable accommodations for individuals with disabilities (as defined by law) when necessary and appropriate to provide equal access to amenities, services, and programs. A reasonable accommodation may include an adjustment to rules or practices, or a reasonable modification to living space or common areas. Accommodations that impose an undue financial or administrative burden on Hogan Creek Redevelopment Partners, LLC, and/or Jacksonville Housing Authority are not reasonable and will not be provided.

Applicants, residents, or other individuals requesting accommodations should contact the Property Manager or program Director.

IV. Procedures

If you have any questions or concerns regarding this Policy, you should contact the Human Resources Director at (904) 366-3448.

If you believe this Policy has been violated, you are encouraged to promptly notify JHA’s Human Resources Director at (904) 366-3448 or kparde@jaxha.org. Your concerns will be kept confidential to the extent possible, promptly investigated, and addressed as appropriate.

V. Retaliation Prohibited

Hogan Creek Redevelopment Partners, LLC, and Jacksonville Housing Authority strictly prohibits any act of retaliation against an individual who, in good faith, files a complaint or reports a concern alleging a violation of this policy or against an individual who participates in an investigation of a violation of this policy.

Any concerns regarding retaliation should be reported immediately to the Property Manager, program Vice President, or Human Resources Director, as outlined above.

By: _____
Head of Household’s signature

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s signature

By: _____
Head of Household’s name

By: _____
Hogan Creek Redevelopment Partners, LLC, Representative’s name

By: _____
Spouse/Co-Head’s signature

By: _____
Household Member over 18 yrs. old signature

By: _____
Spouse/Co-Head’s name

By: _____
Household Member over 18 yrs. old name

Lease Addendum #16: RAD PBV

A. Termination Notification. HUD is incorporating additional termination notification requirements to comply with section 6 of the Act for public housing projects that convert assistance under RAD. In addition to the regulations at 24 CFR § 983.257, related to Project Owner termination of tenancy and eviction, the termination procedure for RAD conversions to PBV will require that PHAs provide adequate written notice of termination of the lease which shall be:

- i. A reasonable period of time, but not to exceed 30 days:
 - If the health or safety of other tenants, Project Owner employees, or persons residing in the immediate vicinity of the premises is threatened; or
 - In the event of any drug-related or violent criminal activity or any felony conviction;
2. Not less than 14 days in the case of nonpayment of rent; and
3. Not less than 30 days in any other case, except that if a State or local law provides for a shorter period of time, such shorter period shall apply.

B. Grievance Process. Pursuant to requirements in the RAD Statute, HUD is establishing additional procedural rights to comply with section 6 of the Act.

For the termination of assistance and several other PHA determinations, PBV program rules require the PHA to provide an opportunity for an informal hearing, as outlined in 24 CFR § 982.555. RAD will specify alternative requirements for 24 CFR § 982.555(b) in part, which outlines when informal hearings are not required, and require that:

- i. In addition to reasons that require an opportunity for an informal hearing given in 24 CFR § 982.555(a)(1)(i)-(vi),¹ an opportunity for an informal hearing must be given to residents for any dispute that a resident may have with respect to a Project Owner action in accordance with the individual's lease or the contract administrator in accordance with RAD PBV requirements that adversely affect the resident's rights, obligations, welfare, or status.
 - For any hearing required under 24 CFR § 982.555(a)(1)(i)-(v), the contract administrator will perform the hearing, as is the current standard in the program. The hearing officer must be selected in accordance with 24 CFR § 982.555(e)(4)(i).
 - For any additional hearings required under RAD, the Project Owner will perform the hearing.
1. There is no right to an informal hearing for class grievances or to disputes between residents not involving the Project Owner or contract administrator.
2. The Project Owner give residents notice of their ability to request an informal hearing as outlined in 24 CFR § 982.555(c)(1) for informal hearings that will address circumstances that fall outside of the scope of 24 CFR § 982.555(a)(1)(i)-(vi).
3. The Project Owner provides opportunity for an informal hearing before an eviction.

¹ § 982.555(a)(1)(iv) is not relevant to RAD as the tenant-based certificate has been repealed.

Hogan Creek Jacksonville Initial _____

Head of Household Initial _____

Tab 6 – Administrative Plan

Administrative Plan effective October 1, 2023

Section 8 Utility Allowances effective October 1, 2023



Jacksonville Housing

Housing Choice Voucher Program Administrative Plan Fiscal Year 2024

EFFECTIVE
OCTOBER 2023

*Jacksonville Housing
1300 Broad Street N.
Jacksonville, FL 32202*

EFFECTIVE
JANUARY 2024

*Housing Opportunity Through Modernization
Act (HOTMA) Addendum*

Approved by the Jacksonville Housing Board of Commissioners: _____

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CHAPTER 1 STATEMENT OF POLICIES AND OBJECTIVES

INTRODUCTION

The U.S. Housing Act of 1937 authorized local Public Housing Agencies (Public Housing Authorities/PHAs) to be established by individual states. Jacksonville Housing (JH known as PHA) current Housing Choice Voucher (HCV) program evolved from various acts, amendments, and rules. The most recent changes are the Quality Housing and Work Responsibility Act of 1998 (QHWRA) and the 1999 Housing and Urban Development (HUD) rule that provided for the merger of the certificate and voucher programs into one housing choice voucher program. This Administrative Plan clarifies PHA policies to facilitate the operation of the HCV Program. Administration of the HCV Program and the functions and responsibilities of PHA staff shall be in compliance with the PHA's personnel policy, HUD regulations, and all federal and state laws including fair housing laws and regulations.

A. HOUSING CHOICE VOUCHER PROGRAM MISSION STATEMENT

The mission of the HCV Program is to promote adequate and affordable housing, economic opportunity, and a suitable living environment free from discrimination.

Our mission is performed with:

1. Dignity - allowing each applicant and participant a sense of self-esteem;
2. Fairness - remaining objective at all times, remembering that there are two sides to every story;
3. Respect - treating others in a non-judgmental manner; and
4. Sensitivity - demonstrating empathy by ensuring that the program information provided is complete and accurate.

B. LOCAL OBJECTIVES

The Housing Choice Voucher Program is designed to achieve these major objectives:

1. To provide access to decent, safe, and sanitary housing for very low-income families while maintaining their rent payments at a fair and affordable level.
2. Improve the housing stock in the Jacksonville Metropolitan Statistical Area as defined by the United States Department of Housing & Urban Development (HUD)
3. To promote fair housing and the opportunity for very low-income families of all ethnic backgrounds to have access to the widest possible choice of housing to meet their housing needs;
4. To encourage self-sufficiency of participant families and assist in the identification of opportunities which address educational and socio-economic needs;
5. To ensure that all units meet Housing Quality Standards (HQS);
6. To administer an efficient, high-performing PHA through continuous improvement of the PHA's support systems and commitment to its employees, their development, and the maintenance of high standards and professionalism;
7. To administer a housing program that provides an incentive to private property owners to rent to very low-income families;
8. To expand affordable housing opportunities in areas of low poverty concentration;

9. To create positive public awareness and expand the level of family, owner, and community support in accomplishing the PHA's mission;
10. To ensure compliance with Title VI of the Civil Rights Act of 1964 and all other applicable federal laws and regulations so the admissions and continued occupancy are conducted without regard to race, color, sex, religion, creed, national or ethnic origin, age, familial or marital status, disability, sexual orientation, or gender identity; and
11. To promote a safe environment by denying initial assistance to applicants and continued assistance to participants who have demonstrated a history of violent criminal or drug related activity.

C. PURPOSE OF THE PLAN

The purpose of this Administrative Plan is to establish guidelines for PHA staff to follow in determining eligibility for admission and continued eligibility. These policies are governed by the requirements of the Department of Housing and Urban Development (HUD) with latitude for local policies and procedures. These policies and procedures for admissions and continued occupancy are binding upon applicants, participants, owners and the PHA. References to the Code of Federal Regulations (CFR) in the title of a section or paragraph are intended for reference only, and not to restrict the PHA from setting its own policies, as permitted by law.

The PHA is responsible for complying with all changes in HUD regulations pertaining to its programs. If any changes conflict with this Administrative Plan, HUD regulations will take precedence.

This Administrative Plan is set forth to define the PHA's local policies for operation of the housing programs in the context of federal laws and regulations. All issues related to the Housing Choice Voucher Program which are not addressed in this document are governed by such federal regulations, HUD memos, notices, policies, or other applicable federal, state or local law. The PHA may opt to implement the Streamlining Administrative Regulations as set forth by PIH Notice 2016-05. The PHA's Commission and/or its other governing bodies will approve any significant amendment to this Administrative Plan.

A significant amendment to the Administrative Plan is defined in the PHA Annual Plan.

D. FAMILY OUTREACH

The PHA will publicize and disseminate information to make known the availability of housing assistance and related services for low-income families on a regular basis, when appropriate. When the PHA's wait list is opened, the PHA will publicize the availability and nature of housing assistance for low-income families in newspapers of general circulation, non-English speaking media, and by other suitable means.

To reach persons who do not have access to newspapers, the PHA will distribute fact sheets to the broadcasting media and initiate personal contact with members of the news media and community service personnel. The PHA may also utilize public service announcements.

The PHA will communicate the status of housing availability to other service providers in the community and advise them of housing eligibility factors and guidelines so they can make proper referrals for housing assistance.

E. PRIVACY RIGHTS

Applicants and participants, including all adults in their households, are required to sign the HUD 9886 Authorization for Release of Information. This document incorporates the Federal Privacy Act Statement and describes the conditions under which HUD and the PHA will release family information. The PHA's policy regarding release of information is in accordance with State and local laws that may restrict the release of family information.

The PHA will maintain all accommodation records in a confidential manner. Under federal privacy laws, a PHA is required to keep confidential any personal information about an applicant or tenant obtained in a confidential manner or from a confidential source.

Per HUD Guidelines at 24 CFR §5.212 (Compliance with the Privacy Act and other requirements), the PHA adheres to the following practices and procedures that are designed to safeguard the privacy of applicants and program participants:

- All applicant and participant files are stored in a secure location, which is only accessible to authorized staff.
- Files are never left unattended in common areas.
- PHA staff will not discuss family information contained in files unless it is related to the enforcement of the program.
- PHA staff will be required to disclose whether they have relatives living in PHA housing or receiving assistance from PHA housing programs.
- PHA staff will disclose information to third-party contacts with the proper release of information from the client and with the client's consent.

F. OWNER OUTREACH

The PHA encourages property owners to participate in the HCV Program. Owners may list their units for rent at www.affordablehousing.com.

Jacksonville Housing staff responds to and initiates personal contact with private property owners and managers by conducting meetings, formal and informal discussions. Printed and online material is offered to familiarize owners and managers with the opportunities available under the program. Jacksonville Housing may also actively participate in a community-based organization(s) comprised of owners and managers of single family and multi-family rental units.

Jacksonville Housing highly encourages program participation by owners of units located outside areas of poverty or minority concentration. Jacksonville Housing may periodically evaluate the demographic distribution of assisted families to identify these areas. The purpose of these activities is to provide choices and improved housing opportunities to families. Voucher holders are informed of areas where they may lease units inside the PHA's jurisdiction. Families are given a list of resources to help them locate units outside areas of poverty or minority

concentration. Jacksonville Housing may periodically request the HUD Field Office to furnish a list of HUD-held, tax credits and HOME properties available for rent.

Jacksonville Housing will advertise the opening of the waiting list(s) in various newspapers and minority media as well as notify social service agencies of the opening and closing dates for applications. Persons interested in applying can do so at www.jaxha.org/rent-cafe. Paper applications are made available upon request at Jacksonville Housing.

G. MANAGEMENT ASSESSMENT OBJECTIVES

Jacksonville Housing operates its housing assistance programs with efficiency and can demonstrate to HUD auditors that the PHA is using its resources in a manner that reflects its commitment to quality and service. The PHA policies and practices are consistent with the goals and objectives of the following HUD Section Eight Management Assessment Program (SEMAP) indicators:

1. Selection from the Wait List
2. Reasonable Rent
3. Determination of Adjusted Income
4. Utility Allowance Schedule
5. Housing Quality Standards (HQS) Quality Control Inspections
6. HQS Enforcement
7. Expanding Housing Opportunities
8. Fair Market Rent (FMR) / Exception Rent & Payment Standards
9. Annual Reexaminations
10. Correct Tenant Rent Calculations
11. Pre-Contract HQS Inspections
12. Annual HQS Inspections
13. Lease-up
14. Family Self-Sufficiency Enrollment
- 14a. Percent of FSS Participants with Escrow Account Balances
15. Bonus Indicator (De-concentration)

Quality control reviews are performed by Jacksonville Housing Supervisors or other qualified personnel (other than the person who performed the work), as required by HUD, on the following SEMAP factors:

1. Selection from the wait list
2. Rent reasonableness
3. Determination of adjusted income
4. HQS enforcement
5. HQS quality control

Samples of files and records will be drawn in an unbiased manner, leaving a clear audit trail. The minimum sample size for review will relate directly to each factor.

H. RECORDS FOR MONITORING PHA PERFORMANCE

In order to demonstrate compliance with HUD and other pertinent regulations, Jacksonville Housing will maintain records, reports and other documentation for a time that is in accordance with HUD requirements. This documentation will be organized in a manner that will allow an auditor, housing professional or other interested party to follow, monitor and or assess the PHA's operational procedures objectively and with accuracy.

Jacksonville Housing acknowledges that its performance ratings are important to sustain its capacity to maintain flexibility and authority. Jacksonville Housing intends to diligently manage its current program operations and continuously make efforts to be in full compliance with HCV SEMAP. The PHA's policies and procedures of this HUD program are established so the SEMAP standards are adhered to and can be objectively reviewed by an auditor whose purpose is to evaluate performance.

I. LANGUAGE ASSISTANCE FOR LIMITED ENGLISH PROFICIENCY (LEP) PERSONS

Jacksonville Housing provides individuals with Limited English Proficiency (LEP) equal access to participation in its programs at the same level as native English speakers. Specific information can be found this Administrative Plan: Language Access Plan describing outreach activities and translation of documents to assist families with limited English proficiency.

CHAPTER 2 APPLYING FOR ADMISSIONS

INTRODUCTION (24 CFR §982.204)

The policy of the PHA is to ensure that all families who express an interest in housing assistance are given an equal opportunity to apply and are treated in a fair manner. This chapter describes the policies and procedures for completing a pre-application, an application for assistance, placement, and denial of placement on the waitlist, and limitations on who may apply. The primary purpose of the intake function is to gather information about the family, but the PHA will also utilize this process to provide information to the family so that an accurate and timely decision of eligibility can be made. Pre-applicants will be placed on the wait list in accordance with this Plan.

A. OPENING/CLOSING OF THE WAIT LIST (24 CFR §§ 982.206, 982.54(d)(1))

Opening the Wait List

When an HCV waitlist is open, any family requesting placement on an HCV waitlist will be given the opportunity to complete a pre-application. When the PHA opens the waitlist the PHA must announce the opening of the waitlist. The PHA will advertise through local and non-English-speaking media. The PHA will distribute fact sheets to broadcast media and may utilize public service announcements, City and County offices, and local community service providers.

The notice will contain:

- The dates, times, and locations where families may obtain a pre-application or how to sign up online;
- The programs for which pre-applications will be taken; and
- A brief description of the program limitations, if any, on who may apply.

The notices will be made in an accessible format if requested. They will provide potential pre-applicants with information that includes the PHA address and telephone number, how to submit a pre-application, information on eligibility requirements, and the availability of local preferences.

Jacksonville Housing may also provide information about the opening and closing of its wait lists on its website, www.jaxha.org.

Upon request from a person with a disability, additional time can be granted as a reasonable accommodation for the submission of a pre-application after the closing deadline. This accommodation is to allow persons with disabilities the opportunity to submit a pre-application in cases when a social service organization provides inaccurate or untimely information about the closing date, or some other factor related to their disability prevents them from timely submitting the pre-application.

Closing the Wait List

The PHA, at its discretion, may restrict and/or suspend pre-application intake or close wait lists in whole or in part. The PHA may open or close the list by local preference category or by bedroom size. The PHA may stop pre-applications if there are enough pre-applicants to fill

anticipated openings for the next twenty-four months. The waitlist may not be closed if it would have a discriminatory effect inconsistent with applicable civil rights laws.

Jacksonville Housing Policy

Jacksonville Housing will announce the closing of the wait list by posting the closing date on www.jaxha.org. When the period for accepting pre-applications is over, Jacksonville Housing will not accept additional pre-applications or maintain a list of those who wish to be notified when the wait list is open as this would be administratively burdensome to Jacksonville Housing.

TENANT-BASED WAIT LIST

Note: Project-Based Vouchers are discussed in Chapter 17.

B. ADMINISTRATION AND MANAGEMENT OF THE WAITING LIST

(24 CFR §982.204(b))

Pre-applicants may apply to the HCV program during open waitlist periods ONLY. A single wait list is utilized for admission to the tenant-based voucher program.

The application process involves the pre-application for admission to determine placement on the waitlist. Duplicate pre-applications will not be accepted. "Duplicate Pre-Application" is defined in the glossary. It will not benefit applicants to submit multiple pre-applications (i.e., this does not improve the chances of being selected).

Selection from the Tenant-Based Voucher Wait List includes review of pre-applications, preferences verification and then date and time of application.

The next phase is the "final determination of eligibility for admission" and selection from the waiting list. At this time Jacksonville Housing will ensure that verification of all HUD and PHA eligibility factors are current and accurate.

Pre-applications will not require an interview. The information on the pre-application will not be verified until the pre-applicant has been selected for final eligibility determination. Final eligibility will be determined when the application process has been completed and all information has been verified.

C. PRE-APPLICANT STATUS WHILE ON THE WAIT LIST (24 CFR §982.204)

Pre-applicants are required to inform Jacksonville Housing of any changes in family composition, income, address, or preference status within 30 days of the change by going to Jacksonville Housing website at www.jaxha.org RentCafe applicant portal to update the information submitted on the pre-application. Changes submitted in writing will still be accepted. Pre-applicants are also required to respond to requests from Jacksonville Housing to update information on their pre-applications or to determine their continued interest in assistance. It is important that pre-applicants keep Jacksonville Housing informed of any changes in the information submitted at the pre-application stage. Pre-applicants must notify Jacksonville Housing if they move or any other circumstances that might affect their pre-application change.

It is not the responsibility of Jacksonville Housing to keep the address or any other pre-application information current. This is the responsibility of the pre-applicant.

If Jacksonville Housing receives returned mail from the Post Office, Jacksonville Housing will refer to other waitlists within JH inventory for any updated address information prior to removing the pre-applicant from the waitlist. If there is no updated address information found from these sources, the pre-applicant will be removed without further notice and the envelope and letter, or electronic communication will be maintained in accordance with PHA retention policy. If the family provides proof that the return mail or electronic communication was due to an error of the PHA or the Postal Service, the family will be reinstated to the wait list.

All changes in income and family size that occur prior to the execution of a Housing Assistance Payment (HAP) contract will be considered.

Jacksonville Housing will process pre-applications for families for wait lists for which funding and vouchers are available.

D. CHANGE IN PRE-APPLICATION STATUS

If the pre-applicant head of household passes away or moves out of the household, the remaining spouse/partner or co-head may retain the household's position on the waitlist. In the absence of the spouse/partner or co-head, another adult who is on the original pre-application may become the head of the household. It is the responsibility of the spouse/partner, co-head, or another adult who is on the original pre-application to provide any such information to the PHA.

Jacksonville Housing will consider all of the following when deciding who will retain the position on the waitlist or the voucher:

1. Remaining member who has custody of any dependent children.
2. The composition of the new family unit, and which unit contains elderly or disabled members.
3. Whether domestic violence was involved in the breakup.
4. Which family members remain in the unit.
5. Recommendations of a social service professional.

E. WAITING LIST PREFERENCES (24 CFR §982.207)

Preferences will be used to select families from the waiting list. The applicant's cumulative points will determine the preference status and position on the waiting list.

If the preference verification indicates that an applicant does not qualify for the preference, the applicant will be returned to the waiting list without the local preference and will be notified in writing of the determination.

If the applicant's family or individual falsifies documents or knowingly makes false or misleading statements, they will be removed from the waiting list.

Changes in an applicant's circumstances while on the waiting list may affect the family's eligibility for a preference. Applicants are **required** to notify Jacksonville Housing, in

writing, of relevant changes in their circumstances within 30 days of any such change. When an applicant claims an additional preference, the applicant will be placed on the waiting list in the proper order of their newly claimed preference.

Jacksonville Housing preferences:

- Disabled
- Domestic Violence
- Elderly
- Family
- Residency/Local
- Veteran
- Government Action

(Please see glossary of definitions for preferences)

F. COMPLETION OF AN APPLICATION

Once a family is selected from a waitlist, they are mailed an initial letter, paper or electronic application. They will transition from a pre-applicant to an applicant once they respond to either the letter, application, or electronic communication via the RentCafe applicant portal. Duplicate applications will not be accepted.

All preferences claimed on the pre-application or while the family is on the wait list will be verified after the family is selected from the waitlist, but prior to determining final eligibility. Therefore, it is important that applicant families notify Jacksonville Housing of any changes that would affect the preferences contained in their pre-application (e.g., moving out of Duval County, change in rent burden due to increased income, etc.).

The qualification for a preference must exist at the time the preference is verified, regardless of the length of time a pre-applicant has been on the waitlist. The claim of a preference is based on current status. If the family fails to meet any preference that they claimed on the pre-application, they will be returned to the wait list unless they were not selected for the preference. If applicants are returned to the waitlist, they will not have the right to request an informal review of this action.

Pre-applicants will be required to complete an application (including a *Personal Declaration Form*) in the RentCafe applicant portal. The pre-applicant will sign and certify that all information is complete and accurate. Jacksonville Housing will verify said information.

Jacksonville Housing, at its discretion, and at any time, may suspend, restrict, or stop application intake and processing.

The Requirement to Attend the Interview

Jacksonville Housing utilizes the application interview to discuss the family's circumstances in greater detail, to clarify information that has been provided by the family, and to ensure that the information is complete. The interview is also used as a vehicle to meet the informational needs

of the family by providing information about the application and verification process, as well as to advise the family of other PHA services or programs that may be available.

All adult family members are required to attend the interview. Jacksonville Housing may offer an alternate method to an in-person interview. Exceptions may be made for good cause as defined in the glossary. A Reasonable Accommodation (RA) may be made upon request by or on behalf of family members with disabilities if they are unable to attend the interview as a result of their disabilities.

All adult family members are required to sign the housing application and all authorization forms.

If the pre-applicant does not respond in writing to the initial application letter, Jacksonville Housing will withdraw the pre-applicant from the waiting list. (A family applying is not considered an applicant until they respond to the initial letter and begin the application process).

If the pre-applicant contacts Jacksonville Housing within 10 days of the missed appointment or deadline provided in the initial letter, Jacksonville Housing may reschedule the appointment with “good cause” (as defined in the Glossary of this Administrative Plan).

If an applicant is denied due to failure to attend the interview, but responded to the initial letter, the applicant will be notified in writing and offered an opportunity to request an informal review. If the family provides proof that the missed interview was due to an error of Jacksonville Housing, the Postal Service, good cause, or there are other mitigating circumstances acceptable to Jacksonville Housing, the family will be reinstated to the process.

Every adult household member must sign a consent form to release criminal conviction records and to allow PHAs to receive records and use them in accordance with HUD regulations. If the PHA determines that additional information or document(s) are needed, the PHA will request the document(s) or information in writing. The family will be given 10 days to supply the information.

If the information is not supplied in this time period, Jacksonville Housing will provide the applicant family notification of denial for assistance absent mitigating circumstances.

G. VERIFICATION (24 CFR §982.201)

Information provided by the applicant will be verified, using the verification procedures described in Chapter 7 of this Administrative Plan. Family composition, income, allowances and deductions, assets, full-time student status, eligibility, and rent-calculation factors, along with other relevant information will be verified. Verifications may not be more than sixty days old at the time of issuance of the voucher.

H. FINAL DETERMINATION AND NOTIFICATION OF ELIGIBILITY (24 CFR §982.201)

After the verification process is complete, Jacksonville Housing will make a final determination of eligibility. This decision is based on information provided by the family, the verification

completed by Jacksonville Housing, and the current eligibility criteria. If the family is determined to be eligible, Jacksonville Housing will mail and/or email a notification of eligibility. A briefing will be scheduled for the issuance of a voucher and the family's orientation to the HCV Program. Attendance at this briefing session is mandatory as Jacksonville Housing will provide important information related to participation in the HCV Program.

I. TIME OF SELECTION

When funding is available, families will be selected from the wait list in their determined sequence, regardless of family size, subject to income targeting requirements. When there is insufficient funding available for the family at the top of the list, Jacksonville Housing will not admit any other applicant until funding is available for the first applicant.

J. REMOVAL FROM THE WAITING LIST

The waiting list will be purged periodically by mailing and emailing a notice sent to all applicants to ensure that the waiting list is current and accurate. The notice will request current information and confirmation of continued interest in the HCV Program.

If an applicant fails to respond within forty-five (45) days of the date of the letter/notice, the applicant will be removed from the waiting list. If the applicant's family contacts Jacksonville Housing within forty-five days from the purge deadline to report a change in address, they will be given the opportunity to update their address and be reinstated. If an applicant's family is removed from the waiting list for failure to respond within the forty-five-day grace period, the PHA will consider mitigating circumstances before determining that the family will not be reinstated. If the family provides proof that the return mail was due to an error of Jacksonville Housing, the Postal Service, or there are other mitigating circumstances acceptable to Jacksonville Housing, the family will be reinstated.

CHAPTER 3 ELIGIBILITY FOR ADMISSIONS

INTRODUCTION

This chapter defines both HUD and the PHA's criteria for admission and denial of admission to the program. The policy of this PHA is to strive for objectivity and consistency in applying these criteria to evaluate the eligibility of families who apply. The PHA staff will review all information provided by the family carefully and without regard to factors other than those referenced in this chapter. Families will be provided the opportunity to explain their circumstances, to furnish additional information, if needed, and to receive an explanation of the basis for any adverse decision made by the PHA pertaining to their eligibility.

A. FACTORS AFFECTING ADMISSION (24 CFR §982.201)

Jacksonville Housing accepts applications only from families whose head or spouse/partner is at least eighteen years of age or an emancipated minor under state law. To be eligible for participation, an applicant must meet HUD's criteria, as well as any additional criteria established by Jacksonville Housing. Eligibility factors will be verified before the family is issued a voucher.

HUD Factors:

The HUD eligibility criteria are:

- An applicant must be a "family" at admission, as defined in Section B of this chapter, "Definition of Family."
- An applicant family must be within the appropriate HUD income limits.
- An applicant's family must furnish Social Security numbers for all family members, with the exception of those individuals who do not contend to have eligible immigration status (individuals who may be unlawfully present in the United States). These individuals in most instances would not be eligible for an SSN.
- An applicant's family must furnish a declaration of citizenship or eligible immigrant status and verification where required.
- At least one member of the applicant's family must either be a U.S. citizen or have eligible immigration status before the PHA may provide any financial assistance.
- An applicant's family will not be admitted to the program if any member of the family has been evicted from federally assisted housing for a serious violation of the lease within the past three years. (Except as referenced in Chapter 15, of this Administrative Plan).
- The applicant's family must not be in debt to any federally assisted housing program. The PHA may allow for the family to be a participant in the Housing Choice Voucher Program if they are in "Good Standing" regarding any current payment agreement made with another PHA for a debt incurred. The PHA will give the family 30 days to prove that they have resolved the debt.
- The PHA will permanently deny admission to sex offenders who are subject to a lifetime registration requirement under a state and/or federal sex offender registration program.

Reasons for denial of admission are addressed in the "Denial or Termination of Assistance," Chapter 15 of this Administrative Plan. These reasons for denial constitute additional admission criteria.

PHA Factors for Denial or Termination of Assistance (24 CFR §982.552):

Jacksonville Housing will apply the following criteria, in addition to the HUD eligibility criteria, as grounds for denial of admission to the program:

- Jacksonville Housing may deny admission to the applicant family if they have violated any family obligation during a previous participation in a federally assisted housing program within the three years prior to final eligibility determination. Jacksonville Housing may make an exception if the family member who violated the family obligation is not a current member of the household. Jacksonville Housing may request that the family provide verifiable documentation of this fact.
- Jacksonville Housing will deny participation in the program to applicants where Jacksonville Housing determines there is reasonable cause to believe that any family member is illegally using a controlled substance or engages in drug-related or other criminal activity. Mitigating circumstances will be considered in these situations.
- Jacksonville Housing will deny participation in the program to applicants where Jacksonville Housing determines that any family member abuses alcohol in a way that may interfere with the health safety or peaceful enjoyment of the premises by other residents. This includes cases where Jacksonville Housing determines that there is a pattern of alcohol abuse. Jacksonville Housing will consider alcohol abuse to be a pattern if there is more than one conviction during the previous 18 months. Mitigating circumstances will be considered.
- An applicant’s family will be denied admission to the program if any member of the family fails to fully complete all required documents, including but not limited to the application and HUD 92006, 9886, and 52675 forms after notification by Jacksonville Housing.
- If any applicant family deliberately misrepresents any information on which eligibility or tenant rent is established, Jacksonville Housing may deny assistance and may refer the family file/record to the proper authorities for appropriate disposition. (See Program Integrity Addendum).
- An applicant’s family may be denied if any member of the family has been convicted for any of the following reasons within the last three years:
 1. Drug-related criminal activity (see Criminal Screening Criteria below);
 2. Violent criminal activity (see Criminal Screening Criteria below);
 3. Other criminal activity which may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents or persons residing in the immediate vicinity; or
 4. Other criminal activity which may threaten the health or safety of the owner, property management staff, or persons performing a contract administration function or responsibility on behalf of the PHA (including a PHA employee or a PHA contractor, subcontractor, or agent)
- Any applicant who is a current or former resident must pay all debts to Jacksonville Housing before a voucher may be issued. All applicants to the HCV program must be in “Good Standing.” Please see the glossary for a definition of “Good Standing”.

Where fingerprinting is not an option, Jacksonville Housing will ask the prospective participant (commonly referred to as “prospect”) to list all past convictions. Jacksonville Housing may elect

to continue to process the prospect if, during the application process, a prospect neglects to list a past conviction, if that conviction is not for:

- drug-related criminal activity,
- violent criminal activity,
- criminal activity which may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents or persons residing in the immediate vicinity; or
- Other criminal activity which may threaten the health or safety of the owner, property management staff, or persons performing a contract administration function or responsibility on behalf of the PHA (including a PHA employee or a PHA contractor, subcontractor, or agent).

All convictions that fall in the above categories will be reviewed through an individualized screening process wherein mitigating circumstances will be considered prior to proposed denial from the program.

Criminal Screening Criteria

Jacksonville Housing may deny families for any felony convictions for the following charges:

- assault and battery,
- use of a firearm against a person,
- armed robbery,
- robbery offenses with no weapon involved,
- intentional homicides,
- manslaughter,
- kidnapping and abduction,
- stalking,
- arson,
- burglary,
- breaking and entering,
- fraud,
- possession of drugs, and
- weapon-related offenses.

Jacksonville Housing may deny families for any felony and misdemeanor convictions for the following charges:

- domestic violence,
- sex offenses,
- the manufacture, distribution, or possession to distribute drugs, and
- driving under the influence.

Admission of applicants with any current criminal charges may be delayed pending a final court decision on the charges or other disposition of the case (e.g., by plea bargain). After the final court decision, the applicant's case will be reviewed to determine whether the applicant meets all admission criteria. All families must meet or exceed the tenant selection and suitability criteria set forth in this chapter.

Jacksonville Housing will not consider any convictions that are more than three years old, provided no other has taken place in the interim. Criminal activity, as defined in the criminal screening criteria noted in this chapter.

An applicant must be in good standing with all federal housing programs in which he or she previously participated. If a debt is owed to any federal housing programs in which the applicant has participated, he or she may be denied assistance. If participation has been terminated because of any violation of a family obligation, a family may be denied assistance. Jacksonville Housing receives information about applicants' histories with other federal programs from the Enterprise Income Verification (EIV) system.

If the debt is discharged through bankruptcy, Jacksonville Housing will not deny future assistance to the family based upon the discharged debt. The fact of the bankruptcy will be treated pursuant to HUD Form-52675.

If the debt is not discharged and remains unpaid, future assistance will be denied. Debt owed information will be maintained in EIV for a period of up to 10 years from the date of termination.

Reasons for denial of admission are addressed in the "Denial or Termination of Assistance" in Chapter 15 of this Administrative Plan. These reasons for denial constitute additional admission criteria.

B. FAMILY COMPOSITION (24 CFR §982.201)

Definition of Family (at application)

All applicants must qualify as a family. A family may be a single person or a group of people. Discrimination on the basis of familial status is prohibited, and a group of persons may not be denied solely on the basis that they are not related by blood, marriage, or operation of law. For occupancy standards purposes, applicants may claim a spouse/partner. See "Subsidy Standards" in Chapter 5 of this Administrative Plan.

Jacksonville Housing defines a family as two or more people who intend to share residency, whose income and resources are available to meet the family's needs, and who will live together in subsidized housing. Elderly, disabled, and displaced families are defined by HUD in 24 CFR §5.403.

The term "family" also includes, but is not limited to:

A family with or without children;

- An elderly family;
- A disabled family;
- A displaced family;
- The remaining member of a participant's family;
- A single person who is not elderly, displaced, a person with disabilities, or the remaining member of a participant family;

- Two or more elderly or disabled persons living together, or one or more elderly or disabled persons living with one or more live-in aides are a family;
- Two or more near-elderly persons living together, or one or more near-elderly persons, living with one or more live-in aides.

The temporary absence of a child from the home due to placement in foster care shall be considered in determining the family composition and family size.

Head of Household

The head of household is the adult member of the household who is designated by the family as head, and who is wholly or partly responsible for paying the rent and has the legal capacity to enter into a lease agreement under state/local law. Emancipated minors who qualify under state law will be recognized as the head of household.

Spouse/Partner of Head

There may only be one spouse/partner in the household. Please see the Glossary for the definition of “spouse/partner.”

Co-Head

Is defined as an individual in the household who is equally responsible for the lease with the head of household. A head of household may have a spouse/partner or co-head, but not both. A co-head never qualifies as a dependent.

When a prospect lists a co-head on the application, at the time of the application process, the PHA will ask the prospect to define the relationship with the co-head. If the co-head is a spouse/partner or partner, the co-head will be treated the same as a spouse/partner and will not be counted in the bedroom size. If the relationship is anything other than a spousal relationship, staff will include the co-head in the rest of the bedroom size calculation.

Student Eligibility

Students who meet any of the following shall qualify for housing assistance, provided that they meet all other eligibility requirements:

- The individual is 24 years of age or older by December 31 of the award year;
- The individual has legal dependents other than a spouse;
- The individual is a graduate or professional student;
- The individual is a veteran as defined in the Glossary;
- The individual is married;
- The individual is an orphan, in foster care, or a ward of the court or was an orphan, in foster care, or a ward of the court at any time when the individual was 13 years of age or older;
- The individual is, or was immediately prior to attaining the age of majority, an emancipated minor or in legal guardianship as determined by a court of competent jurisdiction in the individual’s state of legal residence;
- He or she is otherwise individually eligible, or has parents who, individually or jointly, are eligible on the basis of income to receive assistance;

- The individual has been verified during the school year in which the application is submitted as either an unaccompanied youth who is a homeless child or youth (as such terms are defined in section 725 of the McKinney-Vento Homeless Assistance Act) (42 United States Code [USC] §11431 et seq.), or as unaccompanied, at risk of homelessness, and self-supporting, by— (i) a local educational agency homeless liaison, designated pursuant to section 722(g)(1)(J)(ii) of the McKinney-Vento Homeless Assistance Act; (ii) the director of a program funded under the Runaway and Homeless Youth Act or a designee of the director; (iii) the director of a program funded under subtitle B of title IV of the McKinney-Vento Homeless Assistance Act (relating to emergency shelter grants) or a designee of the director; or (iv) a financial aid administrator;
- The individual is a student for whom a financial aid administrator makes a documented determination of independence by reason of other unusual circumstances.

For single-member student households, any financial assistance received in excess of amounts received for tuition and fees shall be considered income. Financial assistance does not include loan proceeds since loans are debts that must be repaid by the borrower.

In cases where the student is not considered an “independent student,” (Federal Register-5969-N-01) both the student’s and parent’s income are considered for eligibility/recertification purposes. Once the student has been determined Final Eligible for the HCV Program and the parents are not part of the household, any financial assistance received in excess of tuition and fees shall be considered income. Financial assistance does not include loan proceeds since loans are debts that must be repaid by the borrower.

Independent status must be verified by:

- (1) Reviewing and verifying previous address information to determine evidence of a separate household or verifying the student meets the U.S. Department of Education’s definition of “independent student”
- (2) Reviewing a student’s prior year income tax returns to verify the student is independent or verifying the student meets the U.S. Department of Education’s definition of “independent student”; and
- (3) Verifying income provided by a parent by requiring a written certification from the individual providing the support. Certification is also required if the parent is providing no support to the student. Financial assistance that is provided by persons not living in the unit is part of annual income.

Live-in Aides (24 CFR §982.316)

A live-in aide:

- Is determined by the PHA to be essential to the care and well-being of an elderly person, a near-elderly person, or a person with disabilities,
- Is not obligated to support the person(s), and
- Would not be living in the unit except to provide care for the person(s),
- May not be a spouse/partner or co-head,
- Must not be in a spousal relationship with any member of the household, and
- Must be at least 18 years old, unless he or she is an emancipated minor.

An existing household member may not be approved as a Live-in Aide.

A Live-In Aide may have a spouse/partner and/or children added to the unit with PHA approval as long as they continue to meet occupancy standards. The bedroom size will not increase for the Live-In Aide spouse/partner and/or children.

Relatives are not automatically excluded from being live-in aides, but they must meet all of the elements of a live-in aide as stated above.

A live-in aide is not considered to be an assisted family member and has no rights or benefits under the program:

Income of the live-in aide will not be counted for purposes of determining eligibility or level of benefits.

- Live-in aides are not subject to non-Citizen Rule requirements.
- Live-in aides are not considered a “remaining member” of the tenant family and have no rights to the voucher. For example, if the head of household is the only other family member and he or she dies, the live-in aide will not “inherit” the voucher and will have no rights to the voucher or to other assistance from the PHA. Further, in such instance, should the live-in aide wish to remain in the assisted unit after the death of the HCV participant, he or she will become responsible for the full amount of the rent since live-in aides are not entitled to continue to receive voucher benefits under the program.

A live-in aide may only reside in the unit with the approval of the PHA. Written verification of the need for a live-in aid will be required from a reliable, health care professional, such as a doctor, social worker, or caseworker. The verification provider must certify that a live-in aide is needed for the care of the family member who is elderly (62 years of age or over), near-elderly (50-61 years of age) or disabled. A specific live-in aide may only reside in the unit with the approval of the PHA. The live-in aide will be subject to the PHA’s normal screening criteria and the PHA may deny the live-in aide if he or she fails to meet such criteria.

After a reasonable accommodation (RA) request for a live-in aide is approved by Jacksonville Housing, Jacksonville Housing will send the family a letter. This letter will inform the family that they must submit a written request to add a live-in aid within 120 days of the approval letter. If the family fails to request to add the live-in aide during this 120-day time period, the request will become void. If the family still requires the accommodation of a live-in aide, they must restart the process by submitting a new RA request for a live-in aide.

If the live-in aide or his or her family members participate in drug-related or other criminal activity, the PHA will rescind the aide’s right to occupy the unit. The aide will not be entitled to the PHA’s grievance hearing process since he or she is not an HCV program participant.

An individual approved as a live-in aide may not receive a subsidy from any PHA while residing with another HCV program participant as a live-in aide. If an applicant is issued a voucher and is

a live-in aide in another HCV participant's household, the live-in aide must be removed from the participant's household prior to the execution of a Housing Assistance Payment (HAP) contract.

A person who owes a debt to any PHA may not be approved as a live-in aide.

A live-in aide has no residual rights to the voucher in the event the head of household or other adult family members cease to participate in the program (e.g. if the participant's family is terminated from the program).

Split Households Prior to Voucher Issuance

When a family on the wait list splits into two otherwise eligible families due to divorce or legal separation and both families claim the same placement on the waitlist, if there is no court determination with regard to custody of minor children or other issues around family composition (e.g., conservatorship of an aged and/or disabled adult household member), the PHA will decide which family will receive the voucher by taking into consideration:

- Which family member applied as head of household,
- Which family unit retains care, custody, and control of any children or any disabled or elderly members, and
- Recommendations from social service agencies or qualified professionals, such as Child Protective Services (CPS) caseworkers or court investigators.

Documentation of these factors is the responsibility of the applicant's family. If either or both of the families fail to provide the documentation, they may be denied placement on the wait list for failure to supply the information requested by the PHA.

Multiple Families in the Same Household

When families consisting of two families living together, (such as a mother and father, and a daughter and her husband or children) apply as a family unit, they will be treated as a family unit.

Joint Custody of Children

Children who are subject to a joint physical custody agreement but live with one parent at least 51% of the time will be considered members of that household. "51% of the time" is defined as 183 days of the year. These 183 days do not have to run consecutively. When each parent has a separate application on the wait list and both share equal physical (50/50) custody of the child or children, the parent whose address is listed on the child or children's school records will be allowed to claim the school-aged child as a dependent.

Applicants with Minor Children and only one Parent in the household:

An applicant household who wishes to include a child(ren) must provide documentation proving they have legal custody of the child(ren).

Documentation may include but is not limited to:

- Court-ordered letters of guardianship;

- A notice from the county welfare department verifying that the child is in the home of the applicant;
- A letter from each school-aged child's school verifying the address at which the child is registered and the name of the individual who is listed as the child's guardian;
- A notarized letter from the other parent of the child stating their custodial arrangements; or
- Other verifiable documentation that establishes the child as a member of the household.

Mitigating circumstances will be considered in these situations.

Applicants with Non-Biological Minor Children:

An applicant household who wishes to include a non-biological child(ren) must provide documentation proving they are authorized to act as a guardian to the child(ren). Documentation may include but is not limited to:

- Court-ordered letters of guardianship;
- A notice from the county welfare department verifying that the child is in the home of the applicant;
- A letter of placement from a foster care or adoption agency;
- A notarized letter from the parent of the child stating that the applicant has been granted custody of the child; and a letter from each school-aged child's school verifying the address at which the child is registered and the name of the individual who is listed as the guardian; or
- Other verifiable documents that will establish the child as a member of the household.

If Jacksonville Housing receives contradictory information or documentation related to the custody of the child(ren), it may refuse to add the child(ren) to the household until it receives conclusive evidence of custody or guardianship. Documentation may include letters of guardianship issued by the courts or a letter from an agency known to provide verification, such as the Department of Human Assistance (DHA) or the Department of Children and Family (DCF).

C. INCOME LIMITATIONS (24 CFR §§982.201, 982.353)

To be eligible for assistance, an applicant must have an annual income at the time of admission that does not exceed the low-income limits for occupancy established by HUD.

To be income-eligible, the applicant must be a family in any of the following categories:

1. A very low-income family.
2. A low-income family that is continuously assisted under the 1937 Housing Act. An applicant is continuously assisted if the family has received assistance under any 1937 Housing Act program within 120 days of voucher issuance. Programs include any housing federally assisted under the 1937 Housing Act.
3. A low-income family physically displaced by rental rehabilitation activity or a low-income family displaced by any government activity.
4. A low-income, non-purchasing family residing in a HOPE 1 or HOPE 2 project.

5. A low-income, non-purchasing family residing in a project, subject to a home-ownership program under 24 CFR Part 248.173.
6. A low-income family or moderate-income family that is displaced as a result of the prepayment of a mortgage or voluntary termination of a mortgage insurance contract under 24 CFR §248.165.
7. A low-income family that qualifies for HCV assistance as a non-purchasing family residing in a project that is subject to a resident homeownership program.
8. A low-income family part of an inter-program transfer from low-income public housing to the HCV Program for the purpose of participating in the Section 8 Homeownership program.
9. A low-income family that meets other requirements associated with targeted funding for special admissions.
10. A low-income family eligible for Veterans Affairs Supportive Housing (VASH).

Families whose Annual Income exceeds the applicable income limit will be denied admission.

Portability:

For initial lease-up at admission, families who exercise portability of their vouchers must be within the applicable income limit for the jurisdiction of the receiving PHA where they want to live.

D. MANDATORY SOCIAL SECURITY NUMBERS (24 CFR §§5.216, 5.218)

All applicants and persons who are later added to the household are required to disclose their social security numbers (SSN), with the exception of the following individuals:

1. Those individuals who do not contend to have eligible immigration status (individuals who may be unlawfully present in the United States). These individuals in most instances would not be eligible for an SSN.
2. A family that consists of a single household member (including a pregnant individual) who does not have eligible immigration status is not eligible for housing assistance and cannot be housed.
3. A family that consists of two or more household members and at least one household member with eligible immigration status, is classified as a mixed family and is eligible for prorated assistance in accordance with 24 CFR §5.520. The PHA may not deny assistance to mixed families due to nondisclosure of an SSN by an individual who does not contend to have eligible immigration status.
4. Existing program participants as of January 31, 2010, who have previously disclosed their SSN and HUD have determined the SSN to be valid.
5. Existing program participants as of January 31, 2010, who are 62 years of age or older, and had not previously disclosed a valid SSN. This exemption continues even if the individual moves to a new assisted unit.

SSN Documentation:

Acceptable evidence of the SSN consists of:

- An original SSN card issued by Social Security Administration (SSA);

- An original SSA-issued document, which contains the name and SSN of the individual; or
- An online printout from the SSA website; or
- An original document issued by a federal, state, or local government agency, which contains the name and SSN of the individual.

Individuals without an assigned SSN:

Some individuals do not have an SSA-assigned SSN. Below is a listing of such individuals, which is not all-inclusive:

- Newborn children (these individuals will be issued an SSN upon SSA confirmation of a birth);
- Non-citizens lawfully present in the U.S. (these individuals will be issued an SSN upon SSA’s confirmation of the individual’s DHS/USCIS documentation or confirmation that the individual is required by law to provide a Social Security number to receive general assistance (GA) benefits they already have qualified for);
- Non-citizens unlawfully present in the U.S. (these individuals cannot be assigned an SSN);
- The PHA will require citizens and lawfully present non-citizens who state that they have not been assigned an SSN by the SSA to sign a written declaration of such status under the penalty of perjury to the PHA. The PHA should maintain the declaration in the tenant file.
- The PHA will use the Alternate ID (ALTD ID) generator within the Public and Indian Housing Information Center (PIC) to generate a unique identifier for those individuals who do not have or are unable to disclose an SSN.
- Once an individual discloses an SSN, the PHA will delete the ALT ID, enter the SSN on line 3n of the form HUD-50058, and transmit the form HUD-50058 to HUD within 30 calendar days of receipt of the SSN.

Rejection of Social Security Number Documentation:

Jacksonville Housing may reject documentation of the SSN provided by the applicant or participant for only the following reasons:

- The document is not an original document; or
- The original document has been altered, mutilated, or not legible; or
- The document appears to be a forged or fraudulent document (i.e., does not appear to be authentic).

Jacksonville Housing will explain to the applicant or participant the reason(s) the document is not acceptable and request the individual to obtain acceptable documentation of the SSN and submit it to Jacksonville Housing within a specified time frame.

Addition of a New Household Member:

When a participant requests to add a new household member who is six years of age or under and has an assigned SSN, to the family, the participant must disclose the assigned SSN and provide Jacksonville Housing with the documentation at the time of such request, or at the time

of processing the interim or annual reexamination of family income and/or composition. If the family is unable to provide the required documentation of the SSN, Jacksonville Housing may not add the new household member until the family provides such documentation.

When a participant requests to add a new household member who is under the age of six and who does not have an assigned SSN, the participant must disclose the assigned SSN and provide the PHA with the documentation within 90 calendar days of the child being added to the household.

If the family is unable to provide evidence of the SSN within 90 calendar days, Jacksonville Housing will grant the family an additional 90-day period to comply with the SSN disclosure and documentation requirement if Jacksonville Housing determines the family was unable to comply with the requirements due to circumstances that could not have reasonably been foreseen and were outside the control of the family. Examples include but are not limited to delayed processing of SSN application by SSA, natural disasters, fire, death in the family, etc.

The child is to be included as part of the assisted household and entitled to all the benefits of being a household member during the allotted time for the family to comply with the SSN disclosure and documentation requirements. Jacksonville Housing should generate an ALT ID for the child. Upon expiration of the provided time period, if the family has not complied with the SSN disclosure and documentation requirements, Jacksonville Housing must terminate the assistance of the entire family.

If a minor under the age of six is added to the applicant's household within a six-month period prior to the household's date of admission to the program, the applicant may become a participant, so long as the minor child's SSN is received within 90 days of the admission to the program.

If Jacksonville Housing determines, at its discretion, that the applicant family could not supply the Social Security documentation through no fault of their own, it will grant the applicant family an additional 90 days to provide documentation of the SSN for the minor child. If the family fails to supply the required documentation at the end of the given time frame (90 or 180 days), the applicant or participant family will be removed from the program and will be offered an informal review if they are still an applicant or an informal hearing if they are a participant family.

Penalties for Failure to Disclose and/or Provide Documentation of the SSN:

An applicant family must furnish SSNs for all family members, with the exception of those individuals who do not have eligible immigration status (individuals who may be unlawfully present in the United States). These individuals in most instances would not be eligible for an SSN.

The following penalties apply for noncompliance with the SSN disclosure and documentation requirements:

- **Applicants:** The PHA must deny the eligibility of an applicant if s/he (including each member of the household required to disclose his/her SSN) does not disclose a SSN

and/or provide documentation of such SSN, within 90 days, except for minors under the age of six as set forth above.

- **Applicants to the Section 8 Moderate Rehabilitation Single Room Occupancy (SRO) Program for Homeless Individuals, under 24 CFR Part 882:** These individuals may be admitted to the program without providing the requested documentation (prior to or at admission); however, they must provide the PHA with such documentation within 90 calendar days from the date of admission. The PHA may grant these individuals one 90-day extension with the supervisor's approval. If, upon the expiration of the allotted time period, these individuals fail to comply with the SSN disclosure and documentation requirements, the PHA must terminate their tenancy or assistance, or both.
- **Participants:** The PHA will terminate the housing assistance of the entire household if each member of the household is required to disclose his/her SSN, does not disclose his/her SSN and provide the required documentation.

However, if the family is otherwise eligible for continued assistance the PHA, at its discretion, may defer the family's termination and provide the family an opportunity to comply with the requirement within a period not to exceed 90 calendar days from the date the PHA determined the family is not in compliance with the SSN disclosure and documentation requirement if the PHA determines:

- The failure to meet the SSN disclosure and documentation requirements was due to circumstances that could not have been foreseen and were outside the control of the family; and
- There is a reasonable likelihood that the family will be able to disclose the SSN and provide such documentation of the SSN by the deadline.

If the family is unable to comply with the requirements by the specified deadline, the PHA must terminate the housing assistance of the entire family.

E. CITIZENSHIP/ELIGIBLE IMMIGRATION STATUS (24 CFR Part 5, Subpart E)

In order to receive assistance, family members must be U.S. citizens or eligible immigrants. Individuals who are neither may elect to not disclose their statuses. Eligible immigrants are persons who are in one of the immigrant categories as specified by HUD.

Citizenship/Eligible Immigration Requirement:

The citizenship or immigration status of each member of the family is considered individually before the family's status is defined.

Mixed Families

A family is eligible for assistance as long as at least one member is a United States citizen or eligible immigrant. Families that include eligible and ineligible individuals are referred to as "mixed" families or households. Such applicant families will be given notice that their assistance will be pro-rated and that they may request a hearing if they contest this determination.

No Eligible Members

An applicant's family that does not include at least one U.S. citizen or eligible immigrant is not eligible for assistance. Such families will be denied admission and offered an opportunity for an informal hearing upon request.

Non-Citizen Students

As defined by HUD's Non-Citizen Regulations, non-citizen students are not eligible for assistance. Appeals regarding disputes of citizenship/eligible immigration status are the only type to which the applicant is entitled to a hearing like those provided for participants.

Verification of Status before Admission

Jacksonville Housing will not provide assistance to any families prior to the verification of eligibility for the individual or at least one member of the family pursuant to this section.

F. TENANT SCREENING (24 CFR §982.307)

Jacksonville Housing will not screen for family behavior or suitability for tenancy. Jacksonville Housing will not be liable or responsible to the owner of a rental property or other persons for the family's behavior or the family's conduct in tenancy.

In compliance with the Violence Against Women Act (VAWA), no applicant for the HCV Program who has been a victim of domestic violence, sexual assault, dating violence, or stalking shall be denied admission to the program if they are otherwise qualified. However, applicants who fall into this category may be denied admission to the program based on other disqualifying information. (HUD PIH Notice 2017-08.). Jacksonville Housing will provide all applicants and participants information about their rights under VAWA in the application.

The landlord (owner) or property management company is responsible for screening and selection of the family to occupy the owner's unit. At or before the PHA's approval of the tenancy, Jacksonville Housing will inform the owner or property manager that screening and selection for tenancy is their responsibility.

Jacksonville Housing will advise families on how to file a complaint if they feel they have been discriminated against by an owner or property manager. Jacksonville Housing will advise the family to make a fair housing complaint. Jacksonville Housing may also report the owner to HUD (Fair Housing/Equal Opportunity) or the local Fair Housing Agency.

Transitions between Subsidized Housing Programs

At the family's first eligibility appointment, when it is determined that the applicant is participating in another subsidized housing program, staff will advise the family Jacksonville Housing will terminate the application process if the applicant is not in good standing. See glossary for definition of "Good Standing".

Jacksonville Housing team will continue to communicate with conventional housing staff as the family proceeds through the process so that only families in good standing are allowed admission to the HCV program. The move will be coordinated between the staff of both programs so that the family is not a participant in both programs at the same time.

The HCV contract will not begin until the conventional housing lease has been terminated and its termination confirmed.

If the applicant is associated with more than one subsidized unit, the Agency will ask the family to sign an affidavit stating that the family understands that they cannot be a party to two different subsidized units at the same time and that they must relinquish their current unit in order to participate in the new program.

G. CHANGES IN ELIGIBILITY PRIOR TO THE EFFECTIVE DATE OF THE CONTRACT

Changes in subsidy standards and Total Tenant Payment (TTP) that occur during the period between issuance of a voucher and prior to lease-up with the approved rental unit may affect the family's eligibility or share of the rental payment. Jacksonville Housing, at its discretion, may take a voucher back when a change in a family's income or household composition occurs in order to re-determine the correct voucher size. The family will be given no less than 60 days of search time with the corrected voucher size.

A review and update of the family income and overall eligibility will be completed, if necessary when extending an applicant's voucher.

H. INELIGIBLE FAMILIES

Families who are determined to be ineligible will be notified in writing of the reason for denial and given an opportunity to request an informal review, or an informal hearing if they are denied due to non-citizen status. See the "Complaints and Appeals," section in Chapter 18 for additional information about reviews and hearings.

CHAPTER 4 FAIR HOUSING AND EQUAL OPPORTUNITY

INTRODUCTION

The U.S. Housing Act of 1937 authorized local Public Housing Agencies (Public Housing Authorities/PHAs) to be established by individual states. Jacksonville Housing (JH) current Housing Choice Voucher (HCV) program evolved from various acts, amendments, and rules. The most recent changes are the Quality Housing and Work Responsibility Act of 1998 (QHWRA) and the 1999 Housing and Urban Development (HUD) rule that provided for the merger of the certificate and voucher programs into one housing choice voucher program. This Administrative Plan clarifies PHA policies to facilitate the operation of the HCV Program.

It is the policy of Jacksonville Housing to comply fully with all federal, state, and local nondiscrimination laws and with the rules and regulations governing fair housing and equal opportunity in housing and employment.

Jacksonville Housing shall not deny any family or individual the opportunity to apply for or receive assistance under the HCV Program on the basis of race, color, sex, religion, creed, national or ethnic origin, age, familial or marital status, disability, sexual orientation, or gender identity.

To affirmatively further Fair Housing, Jacksonville Housing is committed to full compliance with applicable civil rights laws, Jacksonville Housing will provide federal/state/local information to program participants/applicants regarding discrimination and any recourse available to them if they feel they have been discriminated against. Such information will be made available during the family briefing session and placed in briefing packets. It will include information for applicants on how to file a fair housing complaint, including the provision of the toll-free number for the Fair Housing Complaint Hotline, 1-800-669-9777 and the Federal Information Relay Service at 1-800-887-8339.

Except as otherwise provided in 24 CFR §§ 8.21(c)(1), 8.24(a), and 8.31, no individual with disabilities shall be denied the benefits of, be excluded from participation in, or otherwise be subjected to discrimination because Jacksonville Housing's facilities are inaccessible to or unusable by persons with disabilities. Housing information is displayed in locations throughout the Jacksonville Housing's offices in such a manner as to be easily readable from a wheelchair. The office of the Housing Choice Voucher Program is accessible to persons with disabilities. Jacksonville Housing will provide and review information regarding fair housing rights and responsibilities during family briefing sessions.

This chapter explains the laws and HUD regulations requiring PHAs 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 the PHA's housing choice voucher (HCV) operations.

This chapter describes HUD regulations and PHA policies related to these topics:

Nondiscrimination. This part presents the body of laws and regulations governing the responsibilities of the PHA regarding nondiscrimination.

Policies Related to Persons with Disabilities. This part discusses the rules and policies of the housing choice voucher 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.

Prohibition of Discrimination Against Limited English Proficiency Persons. This part details the obligations of the PHA to ensure meaningful access to the HCV program and its activities by persons with limited English proficiency (LEP). This part incorporates the Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons published January 22, 2007, in the *Federal Register*.

A. NON-DISCRIMINATION OVERVIEW

Federal laws require PHAs to treat all applicants and participants equally, providing the same opportunity to access services, 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, and disability. In addition, HUD regulations provide additional protections regarding sexual orientation, gender identity, and marital status. The PHA 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 Orders 11063 and 13988
- 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 Equal Access to Housing in HUD Programs Regardless of Sexual Orientation or Gender Identity Final Rule, published in the *Federal Register* February 3, 2012, and further clarified in Notice PIH 2014-20
- Violence Against Women Reauthorization Act of 2013 (VAWA)

When more than one civil rights law applies to a situation, the laws will be read and applied together. Any applicable state laws or local ordinances and any legislation protecting the individual rights of tenants, applicants, or staff that may subsequently be enacted will also apply.

Jacksonville Housing Policy

No additional state or local nondiscrimination laws or ordinances apply.

Federal regulations prohibit discrimination against certain protected classes and other groups of people. State and local requirements, as well as PHA policies, can prohibit discrimination based on other factors.

Jacksonville Housing shall not discriminate because of race, color, sex, religion, familial status, age, disability, or national origin (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.

Jacksonville Housing will not discriminate on the basis of marital status, gender identity, or sexual orientation [FR Notice 02/03/12; Executive Order 13988].

Jacksonville Housing Policy

Jacksonville Housing does not identify any additional protected classes.

Jacksonville Housing 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 housing choice voucher 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 participant toward or away from a particular area based 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 and Owners

Jacksonville Housing must take steps to ensure that families and owners are fully aware of all applicable civil rights laws. As part of the briefing process, Jacksonville Housing must provide information to HCV applicant families about civil rights requirements and the opportunity to rent in a broad range of neighborhoods [24 CFR 982.301]. The Housing Assistance Payments (HAP) contract informs owners of the requirement not to discriminate against any person because of race, color, religion, sex, national origin, age, familial status, or disability in connection with the contract.

Discrimination Complaints

If an applicant or participant believes that any family member has been discriminated against by Jacksonville Housing or an owner, the family should advise the PHA. Jacksonville Housing

should make every reasonable attempt to determine whether the applicant's or participant's assertions have merit and take any warranted corrective action. In addition, Jacksonville Housing is required to provide the applicant or participant with information about how to file a discrimination complaint [24 CFR 982.304].

Upon receipt of a housing discrimination complaint, Jacksonville Housing is required to:

- Provide written notice of the complaint to those alleged and inform the complainant that such notice was made.
- Investigate the allegations and provide the complainant and those alleged with findings and either a proposed corrective action or an explanation of why corrective action is not warranted.
- Keep records of all complaints, investigations, notices, and corrective actions [Notice PIH 2014-20]

Jacksonville Housing Policy

Applicants or participants who believe that they have been subject to unlawful discrimination may notify Jacksonville Housing either orally or in writing.

Within ten (10) business days of receiving the complaint, Jacksonville Housing will provide a written notice to those alleged to have violated the rule. Jacksonville Housing will also send a written notice to the complainant informing them that notice was sent to those alleged to have violated the rule, as well as information on how to complete and submit a housing discrimination complaint form to HUD's Office of Fair Housing and Equal Opportunity (FHEO).

Jacksonville Housing will attempt to remedy discrimination complaints made against Jacksonville Housing and will investigate all allegations of discrimination.

Within ten (10) business days following the conclusion of Jacksonville Housing's investigation, Jacksonville Housing will provide the complainant and those alleged to have violated the rule with findings and either a proposed corrective action plan or an explanation of why corrective action is not warranted.

Jacksonville Housing will keep a record of all complaints, investigations, notices, and corrective actions.

B. POLICIES RELATED TO PERSONS WITH DISABILITIES

OVERVIEW

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodations 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.

The PHA must ensure that persons with disabilities have full access to the PHA's programs and services. This responsibility begins with the first contact with an interested family and continues through every aspect of the program.

Jacksonville Housing Policy

Jacksonville Housing will 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 Jacksonville Housing, by including the following language:

“If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the housing authority.”

A specific name and phone number of designated staff will be provided to process requests for accommodation.

Jacksonville Housing will display posters and other housing information and signage in locations throughout the PHA’s office in such a manner as to be easily readable from a wheelchair.

C. DEFINITION OF REASONABLE ACCOMMODATION

A reasonable accommodation is an adjustment made to a rule, policy, practice, or service that allows a person with a disability to have equal access to the HCV program. For example, reasonable accommodations may include making home visits, extending the voucher term, or approving an exception payment standard in order for a participant to lease an accessible dwelling unit.

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an “undue financial and administrative burden” for the PHA 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 needed, Jacksonville Housing will modify normal procedures to accommodate the needs of a person with disabilities. Examples include:

- Permitting applications and reexaminations to be completed by mail or electronically
- Conducting home visits
- Using higher payment standards (either within the acceptable range or with HUD approval of a payment standard outside the PHA range) if Jacksonville Housing determines this is necessary to enable a person with disabilities to obtain a suitable housing unit
- Providing time extensions for locating a unit when necessary because of lack of availability of accessible units or special challenges of the family in seeking a unit
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with Jacksonville Housing staff

D. 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 the PHA 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 a disability full access to the PHA's programs and services.

If the need for accommodation is not readily apparent or known to the PHA, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable connection, or nexus, between the requested accommodation and the individual's disability.

Jacksonville Housing Policy

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

E. 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 reasonable accommodation is much broader than the HUD definition of disability which is used for waiting list preferences and income allowances.

Before providing accommodation, the PHA 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 the PHA's programs and services.

If a person's disability is obvious or otherwise known to the PHA, 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 the PHA, the PHA 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, the PHA 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. 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]

- The PHA must request only information that is necessary to evaluate the disability-related need for the accommodation. The PHA will 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].

F. 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].

The PHA 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 accommodation.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and administrative burden on the PHA, or fundamentally alter the nature of the PHA's HCV operations (including the obligation to comply with HUD requirements and regulations).

Requests for accommodations must be assessed on a case-by-case basis, taking into account factors such as the overall size of the PHA's program with respect to the number of employees, type of facilities and size of budget, type of operation including composition and structure of the workforce, the nature and cost of the requested accommodation, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before deciding whether to approve the request, the PHA 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 the PHA may verify the need for the requested accommodation.

Jacksonville Housing Policy

After a request for accommodation is presented, Jacksonville Housing will respond in writing within 10 business days.

If Jacksonville Housing 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 Jacksonville Housing's decision through an informal review (if applicable) or informal hearing (see Chapter 16).

If Jacksonville Housing denies a request for accommodation because it is not reasonable (it would impose an undue financial and administrative burden or fundamentally alter the nature

of the PHA's operations), Jacksonville Housing will discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the HCV program and without imposing an undue financial and administrative burden.

If Jacksonville Housing believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, Jacksonville Housing will notify the family in writing of its determination within ten (10) business days from the date of the most recent discussion or communication with the family.

G. PROGRAM ACCESSIBILITY FOR PERSONS WITH HEARING OR VISION IMPAIRMENTS

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

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

Jacksonville Housing Policy

To meet the needs of people with hearing impairments, TTD/TTY (text telephone display/teletype) communication will be available.

To meet the needs of people with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with Jacksonville Housing 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.

H. PHYSICAL ACCESSIBILITY

The PHA 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

The PHA's policies concerning physical accessibility must be readily available to applicants and participants. They can be found in three key documents:

- This plan describes the key policies that govern the PHA's responsibilities with regard to physical accessibility.

- Notice PIH 2010-26 summarizes information about pertinent laws and implementing regulations related to nondiscrimination and accessibility in federally funded housing programs.
- The PHA Plan provides information about self-evaluation, needs assessment, and transition plans.

The design, construction, or alteration of PHA 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 HCV program.

When issuing a voucher to a family that includes an individual with disabilities, Jacksonville Housing will include a current list of available accessible units known to Jacksonville Housing and will assist the family in locating an available accessible unit, if necessary.

In general, owners must permit the family to make reasonable modifications to the unit. However, the owner is not required to pay for the modification and may require that the unit be restored to its original state at the family's expense when the family moves.

I. DENIAL OR TERMINATION OF ASSISTANCE

A PHA'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 982.552 (2)(iv)].

When applicants with disabilities are denied assistance, the notice of denial must inform them of the PHA's informal review process and their right to request an informal review. In addition, the notice must inform applicants with disabilities of their right to request reasonable accommodations to participate in the informal review process.

When a participant family's assistance is terminated, the notice of termination must inform them of the PHA's informal hearing process and their right to request a hearing and reasonable accommodation.

When reviewing reasonable accommodation requests, the PHA must consider whether any mitigating circumstances can be verified to explain and overcome the problem that led to the PHA's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, the PHA must make the accommodation.

J. ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP)

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 HCV 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 Final Guidance to Federal Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons, published January 22, 2007, in the *Federal Register*.

Jacksonville Housing 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 is 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 administrative plan, LEP persons are HCV applicants and participants, and parents and family members of applicants and participants.

In order to determine the level of access needed by LEP persons, the PHA 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 Housing Choice Voucher 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 the PHA and costs. Balancing these four factors will ensure meaningful access by LEP persons to critical services while not imposing undue burdens on Jacksonville Housing.

K. ORAL INTERPRETATION

The PHA will offer competent interpretation services free of charge, upon request, to the LEP person.

Jacksonville Housing Policy

Jacksonville Housing will utilize a language line for telephone interpreter services.

When exercising the option to conduct remote briefings, informal reviews, or hearings, however, Jacksonville Housing will coordinate with a remote interpretation service which, when available, uses video conferencing technology rather than voice-only interpretation.

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 Jacksonville Housing. Jacksonville Housing, at its discretion, may choose to use the language services even when LEP persons desire to use an interpreter of their choosing. The interpreter may be a family member or friend. If the interpreter chosen by the family is a minor, Jacksonville Housing will not rely on the minor to serve as the interpreter.

Jacksonville Housing 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 and possible, according to its language assistance plan (LAP), Jacksonville Housing will train and hire bilingual staff to be available to act as interpreters and translators, will pool resources with other PHAs, and will standardize documents.

L. WRITTEN TRANSLATION

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

Jacksonville Housing Policy

In order to comply with written-translation obligations, Jacksonville Housing will take the following steps:

- Jacksonville Housing 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, the PHA does not translate vital written materials, but provides 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.

M. IMPLEMENTATION PLAN

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

If the PHA 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 the PHA's Housing Choice Voucher program and services.

Jacksonville Housing Policy

If it is determined that Jacksonville Housing serves very few LEP persons, and the PHA has very limited resources, Jacksonville Housing will not develop a written LEP plan, but will consider alternative ways to articulate in a reasonable manner a plan for providing meaningful access. Entities having significant contact with LEP persons, such as schools, grassroots and faith-based organizations, community groups, and groups working with new immigrants will be contacted for input into the process.

If Jacksonville Housing determines it is appropriate to develop a written LEP plan, the following five steps will be taken: (1) Identifying LEP individuals who need language assistance; (2) identifying language assistance measures; (3) training staff; (4) providing notice to LEP persons; and (5) monitoring and updating the LEP plan.

EXHIBIT 2-1:

N. 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; genito-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 HCV 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 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 \$480 dependent 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 persons under the HCV program, yet an accommodation is needed to provide equal opportunity.

CHAPTER 5 BRIEFINGS AND VOUCHER ISSUANCE

INTRODUCTION (24 CFR §§ 982.301, 982.302)

This chapter explains the briefing and voucher issuance process. When a family is determined to be eligible for the Housing Choice Voucher (HCV) program, the PHA must ensure that the family fully understands the way the program operates and the family's obligations under the program. This is accomplished through both an oral briefing and the provision of a briefing packet containing the HUD-required documents and other information the family needs to know in order to lease a unit under the program. The briefing will provide a broad overview of the owner (landlord) and family (tenant or participant) responsibilities, PHA procedures, and how to lease a unit. The family will also receive a briefing packet that provides more detailed information about the program, including the benefits of moving outside areas of poverty and minority concentration. This chapter describes how briefings will be conducted, the information that will be provided to families, and the policies for how changes in the family composition will be handled. Once the family is fully informed of the program's requirements, the PHA issues the family a voucher. The voucher includes the unit size for which the family qualifies based on the PHA's subsidy standards, as well as the issue and expiration date of the voucher. The voucher is the document that authorizes the family to begin its search for a unit and limits the amount of time the family has to successfully locate an acceptable unit.

A. FUNDING AVAILABILITY

When funding is available, the PHA will issue vouchers to applicants whose eligibility has been determined. The number of vouchers issued must ensure that the PHA stays as close as possible to 100% lease-up. The PHA performs a monthly calculation to determine whether applications can be processed, the number of vouchers that can be issued, and the extent to which the PHA can over-issue vouchers (issue more vouchers than the budget allows to achieve lease-up).

The PHA may over-issue vouchers only to the extent necessary to meet leasing goals. All vouchers that are over-issued may be honored. If the PHA finds it is over-leased, it must adjust future issuance of vouchers in order not to exceed the HUD Annual Contributions Contract (ACC) budget limitations over the fiscal year.

B. INCOME TARGETING

In accordance with the Quality Housing and Work Responsibility Act of 1998 (QHWRA), each fiscal year the PHA will reserve 75% of its HCV Program new admissions for families whose income does not exceed 30% of the area median income (AMI). HUD refers to these families as "extremely low-income families." The PHA will admit families who are extremely low income to meet the income-targeting requirement.

The PHA's income targeting requirement does not apply to low-income families continuously assisted as provided for under the 1937 Housing Act.

The PHA is also exempted from this requirement where the PHA is providing assistance to low-income or moderate-income families entitled to preservation assistance under the tenant-based program as a result of a mortgage prepayment or opt-out.

To the extent that the PHA's admission of extremely low-income families in the tenant-based assistance program exceeds 75% of all admissions during the fiscal year, the PHA may choose to admit less than the minimum 40% of extremely low-income families in a fiscal year to its public housing program under QHWRRA's "fungibility provisions."

C. TARGETED FUNDING

When HUD awards special funding for certain family types, families who qualify are placed on the regular waiting list. When a specific type of funding becomes available, the waiting list is searched for the first available family by rank that meets the targeted funding criteria.

D. SPECIAL FUNDING

If HUD awards a PHA program funding that is targeted for families living with specific attributes, the PHA will admit these families under a special admission procedure. Upon the HUD award, the PHA will move forward with implementation using the HUD guidelines of the award and will add the new program or changes to an existing program to the following Administrative Plan.

Special-admissions families will be admitted outside of the regular waiting list process. They do not have to qualify for any preferences, and they are not required to be on the program waiting list.

The PHA maintains separate records of these special admissions.

The following are examples of types of program funding that may be designated by HUD for families living in a specified unit:

1. A family displaced because of demolition or disposition of a public or Indian housing project;
2. A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;
3. For housing covered by the Low Income Housing Preservation and Resident Homeownership Act of 1990;
4. A family residing in a project covered by a project-based Section 8 HAP contractor near the end of the HAP contract term; or
5. A non-purchasing family residing in a HOPE 1 or HOPE 2 project.

Applicants admitted under special admissions criteria, rather than from the waiting list, are identified by codes in the automated system. Examples of this may include, but are not limited to:

- The Veterans Affairs Supportive Housing (VASH) program
- Families receiving enhanced vouchers from HUD
- Tenant Protection Vouchers
- Mainstream Vouchers
- Family Unification Program (FUP) is a program under which housing assistance

is provided under the Housing Choice Voucher (HCV) program in partnership with Public Child Welfare Agencies to two groups:

1. Families for whom the lack of adequate housing is a primary factor in the imminent placement of the family's child, or children, in out-of-home care; or the delay in the discharge of the child, or children, to the family from out-of-home care; and
 2. Youth at least 18 years and not more than 24 years of age (have not reached their 25th birthday) who left foster care, or will leave foster care within 90 days, in accordance with a transition plan described in Section 475(5)(H) of the Social Security Act and are homeless or are at risk of becoming homeless at age 16 or older. As required by statute, a FUP voucher issued to such a youth may only be used to provide housing assistance for the youth for a maximum of 36 months.
- Emergency Housing Vouchers
 - Foster Youth to Independence (FYI) is a program for youth aging out of the foster care program. The waiting list for FYI vouchers is continually open for referrals from Department of Children, Family and Adult Services (DCFAS) Child Protective Services (CPS) as long as there are FYI vouchers available.

E. BRIEFINGS [24 CFR 982.301

This chapter describes HUD regulations and Jacksonville Housing policies related to these topics in two parts:

Briefings and Family Obligations. This part details the program's requirements for briefing families orally, and for providing written materials describing the program and its requirements. It includes a particular focus on the family's obligations under the program.

Subsidy Standards and Voucher Issuance. This part discusses the PHA's standards for determining how many bedrooms a family of a given composition qualifies for, which in turn affects the amount of subsidy the family can receive. It also discusses the policies that dictate how vouchers are issued, and how long families have to locate a unit.

Notification of Briefing

Prior to issuance of a voucher, the PHA must give the family an oral briefing and provide the family with a briefing packet containing written information about the program. Families may be briefed in individual face-to-face meetings, through group briefing sessions, or via remote briefing sessions.

Jacksonville Housing Policy

Families will be notified of their eligibility for assistance at the time they are invited to a briefing. The notice will be sent by first-class mail and will also be sent by email if the family has provided a valid email address to Jacksonville Housing.

The notice will advise the family of the type of briefing, who is required to be present at the briefing, and the date and time of the briefing. The notice will also inform the family of any

additional requirements for in-person or remote briefings as addressed in relevant policy elsewhere in this section.

If the notice is returned by the post office with no forwarding address, the applicant will be denied, and their name will not be placed back on the waiting list. If the notice is returned by the post office with a forwarding address, the notice will be re-sent to the postal or email address indicated.

In-Person Briefings

At the briefing, Jacksonville Housing must ensure effective communication in accordance with Section 504 requirements (Section 504 of the Rehabilitation Act of 1973) and ensure that the briefing site is accessible to individuals with disabilities. For a more thorough discussion of accessibility requirements, refer to Chapter 4.

Jacksonville Policy

In-person briefings will generally be conducted in group meetings. At the family's written request, Jacksonville Housing may provide an individual briefing.

The head of household is required to attend the briefing. However, if the head of household is unable to attend, Jacksonville Housing may approve another adult family member to attend the briefing. Families that attend group briefings and still need individual assistance will be referred to an appropriate Jacksonville Housing staff person.

Briefings will be conducted in English. For limited English proficient (LEP) applicants, Jacksonville Housing will provide interpretation services in accordance with the PHA's LEP plan (see Chapter 1).

Briefing Attendance

Jacksonville Housing Policy

Applicants who fail to attend a scheduled in-person briefing will be scheduled for another briefing automatically. Jacksonville Housing will notify the family of the date and time of the second scheduled briefing. Applicants who fail to attend two scheduled briefings without prior Jacksonville Housing approval, will be denied assistance (see Chapter 3).

Remote Briefings [Notice PIH 2020-32]

Remote briefings may be conducted over the phone, via video conferencing, or through other virtual platforms.

Jacksonville Housing Policy

With sole discretion, Jacksonville Housing requires the briefings to be conducted remotely in case of local, state, or national physical distancing orders, and in cases of inclement weather or natural disaster. If Jacksonville Housing schedules a remote briefing, Jacksonville Housing will conduct a face-to-face briefing upon request of the applicant as a reasonable accommodation for a person with a disability if safety and health concerns can be reasonably addressed.

In addition, Jacksonville Housing will conduct a briefing remotely upon request of the applicant as a reasonable accommodation for a person with a disability, if an applicant does not have childcare or transportation that would enable them to attend the briefing, or if the applicant believes an in-person briefing would create an undue health risk. Jacksonville Housing will consider other reasonable requests for a remote briefing on a case-by-case basis.

Accessibility Requirements for Persons with Disabilities and LEP Individuals

As with in-person briefings, the platform for conducting remote briefings must be accessible and the briefing conducted in accordance with Section 504 and accessibility requirements. This includes ensuring any information, websites, emails, digital notifications, and other virtual platforms are accessible for persons with vision, hearing, and other disabilities. Further, providing effective communication in a digital context may require the use of individualized auxiliary aids or services, such as audio description, captioning, sign language and other types of interpreters, keyboard accessibility, accessible documents, screen reader support, and transcripts. Auxiliary aids or services must be provided in accessible formats, in a timely manner, and in such a way to protect the privacy and independence of the individual.

If no method of conducting a remote briefing is available that appropriately accommodates an individual's disability, Jacksonville Housing may not hold against the individual his or her inability to participate in the remote briefing, and Jacksonville Housing should consider whether postponing the remote briefing to a later date is appropriate or whether there is a suitable alternative.

Due to the individualized nature of disability, the appropriate auxiliary aid or service necessary, or reasonable accommodation, will depend on the specific circumstances.

Limited English Proficiency (LEP) requirements also apply to remote briefings, including the use of interpretation services and document translation. See Chapter 1 for a more thorough discussion of accessibility and LEP requirements, all of which apply in the context of remote briefings.

Conducting Remote Briefings

Jacksonville Housing must ensure that the lack of technology or inability to use technology for remote briefings does not pose a disadvantage to families that may not be apparent to Jacksonville Housing. Jacksonville Housing will ensure that the family has appropriate technological access in order to fully participate in the remote briefing.

Jacksonville Housing Policy

At least ten (10) business days prior to scheduling the remote briefing, Jacksonville Housing will provide written notification via first class mail and/or email to families participating in the briefing to advise of technological requirements and to request the family notify Jacksonville Housing of any known barriers. If any family does not respond within five business days, or if the written notification is returned by the post office or the email is rejected, Jacksonville Housing will contact the family by telephone to identify potential technological barriers and to determine which technology resources are accessible to the family. Jacksonville Housing will resolve any barriers using the guidance in Section 6 of

Notice PIH 2020-32, including offering the family the opportunity to attend an in-person briefing or have a one-on-one briefing over the phone, as appropriate.

Jacksonville Housing will conduct remote briefings via a video conferencing platform when available. If applicants are unable to adequately access the video conferencing platform, the briefing will be conducted by telephone conferencing call-in. If the family is unable to adequately access the telephone conferencing call-in, the remote briefing will be postponed, and an in-person alternative or one-on-one briefing over the phone will be provided.

Jacksonville Housing will provide login information and/or conferencing call-in information and an electronic copy of the briefing packet via email at least five business days before the briefing. Jacksonville Housing will provide a paper copy of the briefing packet upon family request and may reschedule the briefing to allow adequate time for the family to receive the physical briefing packet.

Jacksonville Housing will ensure that all electronic information stored or transmitted as part of the briefing meets the requirements for accessibility for persons with disabilities and persons with LEP, and is secure, including ensuring personally identifiable information (PII) is protected.

Jacksonville Housing will ensure that families who participate in remote briefings have the opportunity to ask questions as part of the briefing. If families lose connectivity during any remote briefing or otherwise feel they were unable to access information presented during the briefing, the family may request a one-on-one briefing over the phone or in person with Jacksonville Housing.

Oral Briefing [24 CFR 982.301(a)]

Each briefing must provide information on the following subjects:

- How the Housing Choice Voucher program works;
- Family and owner responsibilities;
- Where the family can lease a unit, including renting a unit inside or outside Jacksonville Housing's jurisdiction;
- An explanation of how portability works. Jacksonville Housing may not discourage the family from choosing to live anywhere in Jacksonville Housing jurisdiction or outside the Jacksonville Housing jurisdiction under portability, unless otherwise expressly authorized by statute, regulation, PIH Notice, or court order;
- Jacksonville Housing must inform the family of how portability may affect the family's assistance through screening, subsidy standards, payment standards, and any other elements of the portability process which may affect the family's assistance;
- The advantages of areas that do not have a high concentration of low-income families; and
- For families receiving welfare-to-work vouchers, a description of any local obligations of a welfare-to-work family and an explanation that failure to meet the obligations is grounds for denial of admission or termination of assistance.

Briefing Packet [24 CFR 982.301(b)]

Documents and information provided in the briefing packet must include the following:

- The term of the voucher, voucher suspensions, and Jacksonville Housing's policies on any extensions of the term. If Jacksonville Housing allows extensions, the packet must explain how the family can request an extension.
- A description of the method used to calculate the housing assistance payment for a family, including how Jacksonville Housing determines the payment standard for a family, how Jacksonville Housing determines total tenant payment for a family and information on the payment standard and utility allowance schedule.
- An explanation of how Jacksonville Housing determines the maximum allowable rent for an assisted unit.
- Where the family may lease a unit and an explanation of how portability works, including information on how portability may affect the family's assistance through screening, subsidy standards, payment standards, and any other elements of the portability process that may affect the family's assistance.
- The HUD-required tenancy addendum, which must be included in the lease.
- The form the family must use to request approval of tenancy and a description of the procedure for requesting approval for a tenancy.
- A statement of Jacksonville Housing policy on providing information about families to prospective owners.
- Jacksonville Housing subsidy standards including when and how exceptions are made.
- Materials (e.g., brochures) on how to select a unit and any additional information on selecting a unit that HUD provides.
- Information on federal, state, and local equal opportunity laws and a copy of the housing discrimination complaint form.
- A list of landlords/vendors known to Jacksonville Housing who may be willing to lease a unit to the family or other resources (e.g., newspapers, organizations, online search tools) known to Jacksonville Housing that may assist the family in locating a unit. Jacksonville Housing must ensure that the list of property owners or other resources covers areas outside of poverty or minority concentration.
- Notice that if the family includes a person with disabilities, the family may request a list of available accessible units known to Jacksonville Housing.
- The family obligations under the program, including any obligations of a welfare-to-work family.
- The grounds on which Jacksonville Housing may terminate assistance for a participant family because of family action or failure to act.
- Jacksonville Housing informal hearing procedures including when Jacksonville Housing is required to offer a participant's family the opportunity for an informal hearing, and how to request the hearing.
- An explanation of the advantages of moving to an area that does not have a high concentration of low-income families.

If the PHA is located in a metropolitan area, the following additional information must be included in the briefing packet in order to receive full points under SEMAP Indicator 7, Expanding Housing Opportunities [24 CFR 985.3(g)]:

- Maps showing areas with housing opportunities outside areas of poverty or minority concentration, both within its jurisdiction and its neighboring jurisdiction
- Information about the characteristics of these areas including job opportunities, schools, transportation, and other services
- An explanation of how portability works, including a list of portability contact persons for neighboring PHAs with names, addresses, and telephone numbers

Additional Items to Be Included in the Briefing Packet

In addition to items required by the regulations, PHAs may wish to include supplemental materials to help explain the program to both participants and owners [HCV GB p. 8-7, Notice PIH 2017-12].

Jacksonville Housing Policy

Jacksonville Housing will provide the following additional materials in the briefing packet:

- The HUD pamphlet on lead-based paint entitled *Protect Your Family from Lead in Your Home*
- Information on how to fill out and file a housing discrimination complaint form
- The form HUD-5380 domestic violence certification form and the form HUD-5382 notice of occupancy rights, which contains information on VAWA protections for victims of domestic violence, dating violence, sexual assault, and stalking
- “Is Fraud Worth It?” (form HUD-1141-OIG), which explains the types of actions a family must avoid and the penalties for program abuse
- “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

F. FAMILY OBLIGATIONS

The obligations of the family are described in the housing choice voucher (HCV) regulations and on the voucher itself. These obligations include responsibilities the family is required to fulfill, as well as prohibited actions. The PHA must inform families of these obligations during the oral briefing, and the same information must be included in the briefing packet. When the family’s unit is approved and the HAP contract is executed, the family must meet those obligations in order to continue participating in the program. Violation of any family obligation may result in termination of assistance, as described in Chapter 12.

Time Frame for Reporting Changes Required by Family Obligations

Jacksonville Housing Policy

Unless otherwise noted below, when family obligations require the family to respond to a request or notify Jacksonville Housing of a change, notifying Jacksonville Housing of the request or change within ten (10) business days is considered prompt notice.

When a family is required to provide notice to Jacksonville Housing, the notice must be in writing.

Family Obligations [24 CFR 982.551]

The family obligations of the voucher are listed as follows:

- The family must supply any information that Jacksonville Housing or HUD determines to be necessary, including submission of required evidence of citizenship or eligible immigration status.
- The family must supply any information requested by Jacksonville Housing or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition.
- The family must disclose and verify social security numbers and sign and submit consent forms for obtaining information.
- Any information supplied by the family must be true and complete.
- The family is responsible for any Housing Quality Standards (HQS) breach by the family caused by failure to pay tenant-provided utilities or appliances, or damages to the dwelling unit or premises beyond normal wear and tear caused by any member of the household or guest.

Jacksonville Housing Policy

Damage beyond normal wear and tear will be considered to be damages that could be assessed against the security deposit.

- The family must allow Jacksonville Housing to inspect the unit at reasonable times and after reasonable notice, as described in Chapter 8 of this plan.
- The family must not commit any serious or repeated violation of the lease.

Jacksonville Housing Policy

Jacksonville Housing will determine if a family has committed serious or repeated violations of the lease based on available evidence, including but not limited to, a court-ordered eviction or an owner's notice to evict, police reports, and affidavits from the owner, neighbors, or other credible parties with direct knowledge.

Serious and repeated lease violations will include, but not be limited to, nonpayment of rent, disturbance of neighbors, destruction of property, living or housekeeping habits that cause damage to the unit or premises, and criminal activity. Generally, the criterion to be used will be whether or not the reason for the eviction was the fault of the tenant or guests. Any incidents of, or criminal activity related to, domestic violence, dating violence, sexual assault, or stalking will not be construed as serious or repeated lease violations by the victim [24 CFR 5.2005(c)(1)].

- The family must notify Jacksonville Housing and the owner before moving out of the unit or terminating the lease.

Jacksonville Housing Policy

The family must comply with lease requirements regarding written notice to the owner. The family must provide written notice to Jacksonville Housing at the same time the owner is notified.

- The family must promptly give Jacksonville Housing a copy of any owner eviction notice. The family must use the assisted unit for residence by the family. The unit must be the family's only residence.
- The composition of the assisted family residing in the unit must be approved by Jacksonville Housing. The family must promptly notify Jacksonville Housing in writing of the birth, adoption, or court-awarded custody of a child. The family must request PHA approval to add any other family member as an occupant of the unit.

Jacksonville Housing Policy

The request to add a family member must be submitted in writing and approved prior to the person moving into the unit. Jacksonville Housing will determine eligibility of the new member in accordance with the policies in Chapter 3.

- The family must promptly notify Jacksonville Housing in writing if any family member no longer lives in the unit.
- If Jacksonville Housing has given approval, a foster child or a live-in aide may reside in the unit. Jacksonville Housing has the discretion to adopt reasonable policies concerning residency by a foster child or a live-in aide and to define when Jacksonville Housing consent may be given or denied and for policies related to the request for approval/disapproval of foster children, foster adults, and live-in aides.
- The family must not sublease the unit, assign the lease, or transfer the unit.

Jacksonville Housing Policy

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.

- The family must supply any information requested by Jacksonville Housing to verify that the family is living in the unit or information related to the family's absence from the unit.
- The family must promptly notify Jacksonville Housing when the family is absent from the unit.

Jacksonville Housing Policy

Notice is required under this provision only when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days. Written notice must be provided to Jacksonville Housing at the start of the extended absence.

- The family must pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease [Form HUD-52646, Voucher].
- The family must not own or have any interest in the unit, (other than in a cooperative and owners of a manufactured home leasing a manufactured home space).
- Family members must not commit fraud, bribery, or any other corrupt or criminal act in connection with the program. (See Chapter 14, Program Integrity for additional information).
- Family members must not engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety, or right to peaceful

enjoyment of other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for HUD and PHA policies related to drug-related and violent criminal activity.

- Members of the household must not engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for a discussion of HUD and Jacksonville Housing policies related to alcohol abuse.
- An assisted family or member of the family must not receive HCV program assistance while receiving another housing subsidy, for the same unit or a different unit under any other federal, state, or local housing assistance program.
- A family must not receive HCV program assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless Jacksonville Housing has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities. [Form HUD-52646, Voucher]

G. SUBSIDY STANDARDS AND VOUCHER ISSUANCE

OVERVIEW

Jacksonville Housing must establish subsidy standards that determine the number of bedrooms needed for families of different sizes and compositions. This part presents the policies that will be used to determine the family unit size (also known as the voucher size) a particular family should receive and the policies that govern making exceptions to those standards. Jacksonville Housing must also establish policies related to the issuance of the voucher, to the voucher term, and to any extensions of the voucher term.

DETERMINING FAMILY UNIT (VOUCHER) SIZE [24 CFR 982.402]

For each family, Jacksonville Housing determines the appropriate number of bedrooms under the Jacksonville Housing subsidy standards and enters the family unit size on the voucher that is issued to the family. The family unit size does not dictate the size of the unit, the family must actually lease, nor does it determine who within a household will share a bedroom/sleeping room.

The following requirements apply when Jacksonville Housing determines family unit size:

- The subsidy standards must provide for the smallest number of bedrooms needed to house a family without overcrowding.
- The subsidy standards must be consistent with space requirements under the housing quality standards.
- The subsidy standards must be applied consistently for all families of like size and composition.
- 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.
- A family that consists of a pregnant woman (with no other persons) must be treated as a two- person family.
- Any live-in aide (approved by Jacksonville Housing to reside in the unit to care for a

family member who is disabled or is at least 50 years of age) must be counted in determining the family unit size;

- Unless a live-in-aide resides with a family, the family unit size for any family consisting of a single person must be either a zero- or one-bedroom unit, as determined under the Jacksonville Housing subsidy standards.

Jacksonville Housing Policy

Jacksonville Housing has a “two heartbeats per bedroom” policy. Housing Choice Vouchers shall be calculated and issued in accordance with this policy to not result in overcrowding according to the Housing Quality Standards (CFR§ 982(d)(2)(ii)). Jacksonville Housing will assign one bedroom for the Head of Household and one bedroom for every two persons within the household, except in the following circumstances:

- Live-in-aides will be allocated a separate bedroom
- Single-person families will be allocated one bedroom

Jacksonville Housing will reference the following chart in determining the appropriate voucher size for a family:

Voucher Size Persons in Household (Minimum – Maximum)

1 Bedroom	1-2
2 Bedrooms	2-4
3 Bedrooms	3-6
4 Bedrooms	4-8
5 Bedrooms	6-10

H. EXCEPTIONS TO SUBSIDY STANDARDS

In determining family unit size for a particular family, Jacksonville Housing may grant an exception to its established subsidy standards if Jacksonville Housing determines that the exception is justified by the age, sex, health, handicap, or relationship of family members or other personal circumstances [24 CFR 982.402(b)(8)].

Reasons may include, but are not limited to:

- A need for an additional bedroom for medical equipment
- A need for a separate bedroom for reasons related to a family member’s disability, medical or health condition

For a single person who is not elderly, disabled, or a remaining family member, an exception cannot override the regulatory limit of a zero or one-bedroom [24 CFR 982.402(b)(8)].

Jacksonville Housing Policy

Jacksonville Housing will consider granting an exception for any of the reasons specified in the regulation: the age, sex, health, handicap, or relationship of family members or other personal circumstances.

The family must request any exception to the subsidy standards in writing. The request must explain the need or justification for a larger family unit size and must include appropriate

documentation. Requests based on health-related reasons must be verified by a knowledgeable professional source (e.g., doctor or health professional), unless the disability and the disability-related request for accommodation is readily apparent or otherwise known. The family's continued need for an additional bedroom due to special medical equipment may be re-verified at annual reexamination.

Jacksonville Housing will notify the family of its determination within ten (10) business days of receiving the family's request. If a participant's family request is denied, the notice will inform the family of their right to request an informal hearing.

I. VOUCHER ISSUANCE, TERM, AND EXTENSIONS [24 CFR 982.302]

When a family is selected from the waiting list (or as a special admission as described in this chapter), or when a participant family wants to move to another unit, Jacksonville Housing issues a Housing Choice Voucher, form HUD-52646. This chapter deals only with voucher issuance for applicants. For voucher issuance associated with the moves of program participants, please refer to Chapter 10.

The voucher is the family's authorization to search for housing. It specifies the unit size for which the family qualifies and includes both the date of voucher issuance and the date of expiration. It contains a brief description of how the program works and explains the family obligations under the program. The voucher is evidence that Jacksonville Housing has determined the family to be eligible for the program and that Jacksonville Housing expects to have money available to subsidize the family if the family finds an approvable unit. However, Jacksonville Housing does not have any liability to any party by the issuance of the voucher, and the voucher does not give the family any right to participate in Jacksonville Housing's housing choice voucher program [Voucher, form HUD-52646]

A voucher can be issued to an applicant family only after Jacksonville Housing has determined that the family is eligible for the program based on verification of information received within the 60 days prior to issuance [24 CFR 982.201(e)] and after the family has attended an oral briefing [HCV 8-1].

Jacksonville Housing Policy

Vouchers will be issued to eligible applicants immediately following the mandatory briefing. Jacksonville Housing should have sufficient funds to house an applicant before issuing a voucher. If funds are insufficient to house the family at the top of the waiting list, the PHA must wait until it has adequate funds before it calls another family from the list [HCV GB p. 8-10].

Jacksonville Housing Policy

Prior to issuing any vouchers, Jacksonville Housing will determine whether it has sufficient funding in accordance with the policies in Chapter 16 of this Administrative Plan.

If Jacksonville Housing determines that there is insufficient funding after a voucher has been issued, Jacksonville Housing may rescind the voucher and place the affected family back on the waiting list.

Voucher Terms and Extensions

Voucher Term [24 CFR 982.303]

The initial term of a voucher must be at least sixty (60) calendar days. The initial term must be stated on the voucher [24 CFR 982.303(a)].

Jacksonville Housing Policy

- The initial voucher term will be 60 calendar days.
- The family must submit a Request for Tenancy Approval and proposed lease within the 60-day period unless Jacksonville Housing grants an extension.

Extensions of Voucher Term [24 CFR 982.303(b)]

Jacksonville Housing has the ability to grant extensions of search time, specify the length of an extension, and determine the circumstances under which extensions will be granted. There is no limit on the number of extensions that Jacksonville Housing can approve. Discretionary policies related to the extension and expiration of search time must be described in Jacksonville Housing's administrative plan [24 CFR 982.54].

PHAs must approve additional search time if needed as a reasonable accommodation to make the program accessible to and usable by a person with disabilities. The extension period must be reasonable for this purpose.

The family must be notified in writing of Jacksonville Housing's decision to approve or deny an extension. Jacksonville Housing's decision to deny a request for an extension of the voucher term is not subject to informal review [24 CFR 982.554(c)(4)].

Jacksonville Housing Policy

Jacksonville Housing will approve additional extensions only in the following circumstances:

- It is necessary as a reasonable accommodation for a person with disabilities.
- It is necessary due to reasons beyond the family's control, as determined by Jacksonville Housing.

The following is a list of extenuating circumstances that Jacksonville Housing may consider in making its decision. The presence of these circumstances does not guarantee that an extension will be granted:

- Serious illness or death in the family
- Other family emergencies
- Obstacles due to employment
- Whether the family has already submitted requests for tenancy approval that were not approved by Jacksonville Housing
- Whether family size or other special circumstances make it difficult to find a suitable unit

Any request for an additional extension must include the reason(s) an additional extension is necessary. Jacksonville Housing may require the family to provide documentation to support the request or obtain verification from a qualified third party.

All requests for extensions to the voucher term must be made in writing and submitted to

Jacksonville Housing prior to the expiration date of the voucher (or extended term of the voucher).

Jacksonville Housing will decide whether to approve or deny an extension request within ten (10) business days of the date the request is received and will immediately provide the family with written notice of its decision.

Suspensions of Voucher Term [24 CFR 982.303(c)]

Jacksonville Housing must provide for suspension of the initial or any extended term of the voucher from the date the family submits a request for Jacksonville Housing approval of the tenancy until the date the Jacksonville Housing notifies the family in writing whether the request has been approved or denied.

Expiration of Voucher Term

Once a family's housing choice voucher term (including any extensions) expires, the family is no longer eligible to search for housing under the program. If the family still wishes to receive assistance, Jacksonville Housing may require that the family reapply, or may place the family on the waiting list with a new application date but without requiring reapplication. Such a family does not become ineligible for the program on the grounds that it was unable to locate a unit before the voucher expired [HCV GB p. 8-13].

Jacksonville Housing Policy

If an applicant family's voucher term or extension expires before Jacksonville Housing has approved a tenancy, Jacksonville Housing will require the family to reapply for assistance. Within 10 business days after the expiration of the voucher term or any extension, Jacksonville Housing will notify the family in writing that the voucher term has expired and that the family must reapply when the waiting list is open in order to be placed on the waiting list.

CHAPTER 6 INCOME AND SUBSIDY DETERMINATIONS

INTRODUCTION [24 CFR Part 5, Subparts E and F; 24 CFR 982]

A family's income determines eligibility for assistance and is also used to calculate the family's payment and the PHA's subsidy. The PHA 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 Jacksonville Housing policies related to these topics in three parts as follows:

- **Annual Income.** HUD regulations specify the sources of income to include and exclude to arrive at a family's annual income. These requirements and Jacksonville Housing policies for calculating annual income are found in Part I.
- **Adjusted Income.** Once annual income has been established HUD regulations require the PHA to subtract from annual income any of five mandatory deductions for which a family qualifies. These requirements and PHA policies for calculating adjusted income are found in Part II.
- **Calculating Family Share and PHA Subsidy.** This part describes the statutory formula for calculating total tenant payment (TTP), the use of utility allowances, and the methodology for determining PHA subsidy and required family payment.

A. ANNUAL INCOME OVERVIEW

The general regulatory definition of *annual income* shown below is obtained from 24 CFR 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
- Annual Income Exclusions
- Treatment of Family Assets
- Earned Income Disallowance for Persons with Disabilities
- The Effect of Welfare Benefit Reduction

The general requirements and methods for calculating annual income and 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 plan, 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-D). Verification requirements for annual income are discussed in Chapter 7.

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 the 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.

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(c)(2)].
Head, spouse, or cohead 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 cohead)	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.

Temporarily Absent Family Members

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].

Jacksonville Housing Policy

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. 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

Jacksonville Housing 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

Jacksonville Housing 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].

Jacksonville Housing Policy

If a child has been placed in foster care, Jacksonville Housing 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 Cohead

Jacksonville Policy

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

Family Members Permanently Confined for Medical Reasons

If a family member is confined to a nursing home or hospital on a permanent basis, that person is no longer considered a family member and the income of that person is not counted [HCV GB, p. 5-22].

Jacksonville Housing Policy

Jacksonville Housing 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 cohead qualifies as an elderly person or a person with disabilities.

Joint Custody of Dependents

Jacksonville Housing 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 participant family 50 percent or more of the time.

When more than one applicant or participant family is 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,

Jacksonville Housing will make the determination based on available documents such as court orders, school records, or an IRS return showing which family has claimed the child for income tax purposes.

Caretakers for a Child

Jacksonville Housing Policy

The approval of a caretaker is at the owner and Jacksonville Housing's discretion and subject to the owner and Jacksonville Housing's screening criteria. If neither a parent nor a designated guardian remains in a household receiving HCV assistance, Jacksonville Housing will take the following actions:

1. If a responsible agency has determined that another adult is to be brought into the assisted 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.
2. 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 have 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 Jacksonville Housing will extend the caretaker's status as an eligible visitor.
3. At any time that custody or guardianship legally has been awarded to a caretaker, the housing choice voucher will be transferred to the caretaker.
4. 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.

C. ANTICIPATING ANNUAL INCOME

Jacksonville Housing 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

Jacksonville Housing will use current circumstances to determine anticipated income for the coming 12-month period. HUD authorizes Jacksonville Housing 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 Jacksonville Housing believes that past income is the best available indicator of expected future income [24 CFR 5.609(d)]

PHAs are required to use HUD's Enterprise Income Verification (EIV) system in its entirety as a third-party source to verify employment and income information, and to reduce administrative subsidy payment errors in accordance with HUD administrative guidance [24 CFR 5.233(a)(2)].

HUD allows PHAs to use tenant-provided documents (pay stubs) to project income once EIV data has been received in such cases where the family does not dispute the EIV employer data and where the PHA does not determine it is necessary to obtain additional third-party data.

Jacksonville Housing Policy

When EIV is obtained and the family does not dispute the EIV employer data, Jacksonville Housing will use current tenant-provided documents to project annual income. When the tenant-provided documents are pay stubs, Jacksonville Housing will make every effort to obtain current and consecutive pay stubs dated within the last 60 days.

Jacksonville Housing 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 Jacksonville Housing determines additional information is needed.

In such cases, Jacksonville Housing 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 Jacksonville Housing annualized projected income.

When Jacksonville Housing cannot readily anticipate income based upon current circumstances (e.g., in the case of seasonal employment, unstable working hours, or suspected fraud), Jacksonville Housing 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.

Any time 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 Jacksonville Housing, showing why the historic pattern does not represent the family's anticipated income.

Known Changes in Income

If the PHA 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 \$8/hour will begin to receive \$8.25/hour in the eighth week after the effective date of the reexamination. In such a case the PHA would calculate annual income as follows: ($\$8/\text{hour} \times 40 \text{ hours} \times 7 \text{ weeks}$) + ($\$8.25 \times 40 \text{ hours} \times 45 \text{ weeks}$).

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 Jacksonville Housing 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 Jacksonville Housing's policy on reexaminations does not require interim reexaminations for other types of changes.

When tenant-provided third-party documents are used to anticipate annual income, they will be dated within the last 60 days of the reexamination interview date.

Projecting Income

In HUD's EIV webcast of January 2008, HUD made clear that PHAs are not to use EIV quarterly wages to project annual income.

D. EARNED INCOME

Types of Earned Income Included in Annual Income

Wages and Related Compensation

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 [24 CFR 5.609(b)(1)].

Jacksonville Housing Policy

For persons who regularly receive bonuses or commissions, Jacksonville Housing will verify, and then average amounts received for the two years preceding admission or reexamination. If only a one-year history is available, Jacksonville Housing will use the prior year's amounts. In either case, the family may provide, and Jacksonville Housing 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, Jacksonville Housing will count only the amount estimated by the employer. The electronic file will be documented appropriately.

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 no longer than 180 days [Notice PIH 2009-19].

Jacksonville Housing Policy

Sporadic 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.

Children's Earnings

Employment income earned by children (including foster children) under the age of 18 years will not be included in annual income [24 CFR 5.609(c)(1)]. (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 cohead) 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

Income from some federal programs is specifically excluded from consideration as income [24 CFR 5.609(c)(17)], including:

- Payments to volunteers under the Domestic Volunteer Services Act of 1973 (42 U.S.C. 5044(g), 5058)
- 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

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 the Jacksonville Housing 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 [24 CFR 5.600(c)(8)(iv)].

State and Local Employment Training Programs

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)].

Jacksonville Housing Policy

The Jacksonville Housing 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].

Jacksonville Housing 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, the Jacksonville Housing 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 the Jacksonville Housing’s interim reporting requirements.

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, Housing Choice Voucher (HCV) administrative fees, and modernization, Community Development Block Grant (CDBG), HOME program, and other grant funds received from HUD.

Jacksonville Housing 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 for persons with disabilities is discussed in the section below.

E. EARNED INCOME DISALLOWANCE FOR PERSONS WITH DISABILITIES **[24 CFR 5.617; Streamlining Final Rule (SFR) Federal Register 3/8/16]**

The earned income disallowance (EID) encourages people with disabilities 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 5.617 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 HCV 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 is a person with disabilities and 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 who is a person with disabilities and 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 is a person with disabilities and 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 one-time 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 "baseline income." The family member's baseline income is his or her income immediately prior to qualifying for

the EID. The family member's baseline income remains constant throughout the period that he or she is participating in the EID.

Calculation Method

Initial 12-Month Exclusion

During the initial exclusion period of 12 consecutive months, the full amount (100 percent) of any increase in income attributable to new employment or increased earnings is excluded.

Jacksonville Housing 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

During the second exclusion period of 12 consecutive months, Jacksonville Housing must exclude at least 50 percent of any increase in income attributable to employment or increased earnings.

Jacksonville Housing Policy

During the second 12-month exclusion period, Jacksonville Housing will exclude 50 percent of any increase in income attributable to new employment or increased earnings.

Lifetime Limitation

The EID has a two-year (24-month) lifetime maximum. The two-year eligibility period begins at the same time that the initial exclusion period begins and ends 24 months later. During the 24-month period, an individual remains eligible for EID even if they begin to receive assistance from a different housing agency, move between public housing and Section 8 assistance, or have breaks in assistance.

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].

Jacksonville Housing Policy

To determine business expenses that may be deducted from gross income, the Jacksonville Housing 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 Jacksonville Housing to deduct from gross income expenses for business expansion.

Jacksonville Housing Policy

Business expansion is defined as any capital expenditure 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 Jacksonville Housing to deduct from gross income the amortization of capital indebtedness.

Jacksonville Housing Policy

Capital indebtedness is defined as the principal portion of the payment on a capital asset such as land, buildings, and machinery. This means Jacksonville Housing 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 the annual income; a negative amount will not be used to offset other family income.

Withdrawal of Cash or Assets from a Business

HUD regulations requires Jacksonville Housing 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.

Jacksonville Housing Policy

Acceptable investments in a business include cash loans and contributions of assets or equipment. For example, if a member of an assisted family provided an up-front loan of \$2,000 to help a business get started, the Jacksonville Housing 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

Jacksonville Housing 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.

F. ASSETS [24 CFR 5.609(b)(3); 24 CFR 5.603(b)]

Overview

There is no asset limitation for participation in the HCV program. However, HUD requires that Jacksonville Housing include in annual income the anticipated "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, the PHA 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.

Optional policies for family self-certification of assets are found in Chapter 7.

General Policies

Income from Assets

Jacksonville Housing 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 Jacksonville Housing 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) Jacksonville Housing 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, Jacksonville Housing can take into consideration past rental income along with the prospects of obtaining a new tenant.

Jacksonville Housing Policy

Anytime 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 Jacksonville Housing 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 Jacksonville Housing to make a distinction between an asset's market value and its cash value.

- The market value of an asset is its worth in the market (e.g., the amount a buyer would pay for real estate or the total value of 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.

Jacksonville Housing 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].

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) [RHIIP 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), Notice PIH 2012-29]

When net family assets are \$5,000 or less, the Jacksonville Housing 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, Jacksonville Housing 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 an average passbook savings rate as determined by the Jacksonville Housing.

- Note: The HUD field office no longer provides an interest rate for imputed asset income. The "safe harbor" is now for Jacksonville Housing to establish a passbook rate within 0.75 percent of the national average.
- Jacksonville Housing must review its passbook rate annually to ensure that it remains within 0.75 percent of the national average.

Jacksonville Housing Policy

Jacksonville Housing initially set the imputed asset passbook rate at the national rate established by the Federal Deposit Insurance Corporation (FDIC).

Jacksonville Housing will review the passbook rate annually. The rate will not be adjusted unless the current Jacksonville Housing rate is no longer within 0.75 percent of the national rate. If it is

no longer within 0.75 percent of the national rate, the passbook rate will be set at the current national rate.

The effective date of changes to the passbook rate will be determined at the time of the review.

Determining Actual Anticipated Income from Assets

It may or may not be necessary for Jacksonville Housing 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 the 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 investment plan is not counted as income until the family has received payments equal to the amount the family member deposited into the retirement investment plan.

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."

Jacksonville Housing Policy

If an asset is owned by more than one person and any family member has unrestricted access to the asset, Jacksonville Housing 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, the Jacksonville Housing will prorate the asset according to the percentage of ownership. If no percentage is specified or provided for by state or local law, the PHA 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 Jacksonville Housing 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

The *HCV Guidebook* permits Jacksonville Housing to set a threshold below which assets disposed of for less than fair market value will not be counted [HCV GB, p. 5-27].

Jacksonville Housing Policy

Jacksonville Housing 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 recertifications, the family may request an interim recertification to eliminate consideration of the asset(s).

Assets placed by the family in nonrevocable 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.

Jacksonville Housing 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

Jacksonville Housing 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. Jacksonville Housing may verify the value of the assets disposed of if other information available to Jacksonville Housing 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.

Jacksonville Housing Policy

In determining the value of checking account and savings accounts, Jacksonville Housing will use the current balance.

In determining the anticipated income from an interest-bearing checking or savings account, the Jacksonville Housing 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.

Jacksonville Housing Policy

In determining the market value of an investment account, Jacksonville Housing 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), Jacksonville Housing 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].

Jacksonville Housing Policy

In determining the equity, Jacksonville Housing 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.

Jacksonville Housing will first use the payoff amount for the loan (mortgage) as the unpaid balance to calculate equity. If the payoff amount is not available, Jacksonville Housing 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)]
- The value of a home currently being purchased with assistance under the HCV program Homeownership Option for the first 10 years after the purchase date of the home [24 CFR 5.603(b), Notice PIH 2012-3]
- Equity in owner-occupied cooperatives and manufactured homes in which the family lives [HCV GB, p. 5-25]

- 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]

The Jacksonville Housing must also deduct from the equity the reasonable costs for converting the assets to cash. Using the formula for calculating equity specified above, the net cash value of real property is the market value minus the balance of the loan (mortgage) minus the expenses to convert to cash [Notice PIH 2012-3].

Jacksonville Housing Policy

For the purposes of calculating expenses to convert to cash for real property, Jacksonville Housing will use ten percent of the market value of the home.

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.

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.

Jacksonville Housing 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 the Jacksonville Housing 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.

Nonrevocable 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 this section. 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, Jacksonville Housing 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. 5-26], 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].

Jacksonville Housing Policy

In determining the value of personal property held as an investment, Jacksonville Housing will use the family's estimate of the value. Jacksonville Housing may obtain an appraisal to confirm the value of the asset 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)].

Jacksonville Housing Policy

Necessary personal property consists of only those items not held as an investment, and 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.

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. 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 [24 CFR 5.609(c)(14)].

Jacksonville Housing Policy

When a delayed-start payment is received and reported during the period in which the Jacksonville Housing is processing an annual reexamination, Jacksonville Housing will adjust the family share and Jacksonville Housing subsidy 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 Jacksonville Housing.

Treatment of Overpayment Deductions from Social Security Benefits

Jacksonville Housing 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 percentage 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 assisted family, who are unable to live alone) [24 CFR 5.609(c)(2)]. Kinship guardianship assistance payments (Kin-GAP) and other similar guardianship payments are treated the same as foster care payments and are likewise excluded from annual income [Notice PIH 2012-1].

Jacksonville Housing Policy

Jacksonville Housing 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.H.) [24 CFR 5.609(c)(14)].
- Lump-sums or prospective monthly amounts received as deferred disability benefits from the Department of Veterans Affairs (VA) [24 CFR 5.609(c)(14)].

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.)

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]

Jacksonville Housing 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 receiving HCV assistance 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, the Jacksonville Housing must include in annual income “imputed” welfare income. Jacksonville Housing must request that the welfare agency provide the reason for the reduction of benefits and the amount of the reduction of benefits. The imputed welfare income is the amount that the benefits were reduced as a result of the sanction.

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)].

Offsets

The amount of the imputed welfare 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)].

G. 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 an assisted family.

Alimony and Child Support

Jacksonville Housing must count alimony or child support amounts awarded as part of a divorce or separation agreement.

Jacksonville Housing Policy

Jacksonville Housing will count court-awarded amounts for alimony and child support unless Jacksonville Housing 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

The Jacksonville Housing must count as income regular monetary and nonmonetary contributions or gifts from persons not residing with an assisted family [24 CFR 5.609(b)(7)]. Temporary, nonrecurring, or sporadic income and gifts are not counted [24 CFR 5.609(c)(9)].

Jacksonville Housing 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 Jacksonville Housing. For contributions that may vary from month to month (e.g., utility payments), the Jacksonville Housing will include an average amount based upon past history.

STUDENT FINANCIAL ASSISTANCE [24 CFR 5.609(b)(9); Notice PIH 2015-21]

In 2005, Congress passed a law (for Section 8 programs only) requiring that certain student financial assistance be included in annual income. Prior to that, the full amount of student financial assistance was excluded. For some students, the full exclusion still applies.

Student Financial Assistance Included in Annual Income [24 CFR 5.609(b)(9); FR 4/10/06; Notice PIH 2015-21]

The regulation requiring the inclusion of certain student financial assistance applies only to students who satisfy all of the following conditions:

- They are enrolled in an institution of higher education, as defined under the Higher Education Act (HEA) of 1965.
- They are seeking or receiving Housing Choice Voucher assistance on their own—that is, apart from their parents—through the HCV program, the project-based voucher program, or the moderate rehabilitation program.
- They are under 24 years of age **OR** they have no dependent children.

For students who satisfy these three conditions, any financial assistance in excess of tuition and any other required fees and charges received: (1) under the 1965 HEA, (2) from a private source, or (3) from an institution of higher education, as defined under the 1965 HEA, must be included in annual income.

To determine annual income in accordance with the above requirements, Jacksonville Housing will use the definitions of *dependent child*, *institution of higher education*, and *parents* in section E., along with the following definitions [FR 4/10/06, pp. 18148-18150]:

- *Assistance under the Higher Education Act of 1965* includes Pell Grants, Federal Supplement Educational Opportunity Grants, Academic Achievement Incentive Scholarships, State Assistance under the Leveraging Educational Assistance Partnership Program, the Robert G. Byrd Honors Scholarship Program, and Federal Work Study programs.
- *Assistance from private sources* means assistance from nongovernmental sources, including parents, guardians, and other persons not residing with the student in an HCV assisted unit.
- *Tuition and fees* are defined in the same manner in which the Department of Education defines *tuition and fees* [Notice PIH 2015-21].
 - This is the amount of tuition and required fees covering a full academic year most frequently charged to students.
 - The amount represents what a typical student would be charged and may not be the same for all students at an institution.
 - If tuition is charged on a per-credit-hour basis, the average full-time credit hour load for an academic year is used to estimate average tuition.
 - Required fees include all fixed-sum charges that are required of a large proportion of all students. Examples include, but are not limited to, writing and science lab fees and fees specific to the student's major or program (i.e., nursing program).
 - Expenses related to attending an institution of higher education must **not** be included as tuition. Examples include, but are not limited to, room and board, books, supplies, meal plans, transportation and parking, student health insurance plans, and other non-fixed-sum charges.

Student Financial Assistance Excluded from Annual Income [24 CFR 5.609(c)(6)]

Any student financial assistance not subject to inclusion under 24 CFR 5.609(b)(9) is fully excluded from annual income under 24 CFR 5.609(c)(6), whether it is paid directly to the student or to the educational institution the student is attending. This includes any financial assistance received by:

- Students residing with parents who are seeking or receiving Housing Choice Voucher assistance
- Students who are enrolled in an educational institution that does **not** meet the 1965 HEA definition of an *institution of higher education*
- Students who are over 23 **AND** have at least one dependent child, as defined in section 3-E
- Students who are receiving financial assistance through a governmental program not authorized under the 1965 HEA.

H. ADDITIONAL EXCLUSIONS FROM ANNUAL INCOME

Other exclusions contained in 24 CFR 5.609(c) that have not been discussed earlier in this chapter include the following:

- Reimbursement of medical expenses [24 CFR 5.609(c)(4)]
- 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 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)
- 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 1965j, 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 and mandatory fees 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) (See Section 6-I.L. for exceptions.)
- 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 ABLE account, and actual or imputed interest on the ABLE account balance

I. ADJUSTED INCOME

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 childcare 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.

Anticipating Expenses

Jacksonville Housing Policy

Generally, Jacksonville Housing will use current circumstances to anticipate expenses. When possible, for costs that are expected to fluctuate during the year (e.g., childcare during school and non-school periods and cyclical medical expenses), Jacksonville Housing will estimate costs based on historical data and known future costs.

If a family has an accumulated debt for medical or disability assistance expenses, the Jacksonville Housing 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. Jacksonville Housing may require the family to provide documentation of payments made in the preceding year.

DEPENDENT DEDUCTION

An allowance of \$480 is deducted from annual income for each dependent [24 CFR 5.611(a)(1)]. A *dependent* is defined as any family member other than the head, spouse, or cohead 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)].

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, cohead, or sole member is 62 years of age or older, and a *disabled family* is a family whose head, spouse, cohead, or sole member is a person with disabilities [24 CFR 5.403].

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.

Medical expense deduction is permitted only for families in which the head, spouse, or cohead 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.”

Jacksonville Housing Policy

The most current IRS Publication 502, *Medical and Dental Expenses*, will be used as a reference to determine the costs that qualify as medical expenses.

Summary of Allowable Medical Expenses from IRS Publication 502	
Services of medical professionals	Psychiatric treatment
Surgery and medical procedures that are necessary, legal, non-cosmetic	Ambulance services and some costs of transportation related to medical expenses
Services of medical facilities	The cost and care of necessary equipment related to a medical condition (e.g., eyeglasses/lenses, hearing aids, crutches, and artificial teeth)
Hospitalization, long-term care, and in-home nursing services	Cost and continuing care of necessary service animals
Prescription medicines and insulin, but <u>not</u> nonprescription medicines even if recommended by a doctor	Medical insurance premiums or the cost of a health maintenance organization (HMO)
Improvements to housing directly related to medical needs (e.g., ramps for a wheelchair, handrails)	
Substance abuse treatment programs	
Note: This chart provides a summary of eligible medical expenses only. Detailed information is provided in IRS Publication 502. Medical expenses are considered only to the extent they are not reimbursed by insurance or some other source.	

Families That Qualify for Both Medical and Disability Assistance Expenses

Jacksonville Housing Policy

This policy applies only to families in which the head, spouse, or cohead 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, Jacksonville Housing will consider them medical expenses unless it is clear that the expenses are incurred exclusively to enable a person with disabilities to work.

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.

Jacksonville Housing 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, the Jacksonville Housing 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 Jacksonville Housing determines that the disability assistance expenses enable more than one family member to work, the expenses will be capped by the sum of the family members’ incomes.

Eligible Disability Expenses

Examples of auxiliary apparatus are provided in the *HCV Guidebook* as follows: “Auxiliary apparatus are items such as wheelchairs, ramps, adaptations to vehicles, or special equipment to enable a blind person to read or type, 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

Jacksonville Housing Policy

Expenses incurred for maintaining or repairing an auxiliary apparatus are 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.

Jacksonville Housing 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, Jacksonville Housing 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 assistance expenses may be deducted for payments to a member of an assisted family [24 CFR 5.603(b)]. However, expenses paid to a relative who is not a member of the assisted family may be deducted if they are not 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.

Jacksonville Housing Policy

The Jacksonville Housing determines the reasonableness of the expenses based on typical costs of care or apparatus in the locality. To establish typical costs, Jacksonville Housing will collect information from organizations that provide services and support to persons with disabilities. A family may present, and the Jacksonville Housing 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

Jacksonville Housing Policy

This policy applies only to families in which the head or spouse 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, the Jacksonville Housing will consider them medical expenses unless it is clear that the expenses are incurred exclusively to enable a person with disabilities to work.

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.”

Clarifying the Meaning of *Child* for This Deduction

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 [HCV GB, p. 5-29].

Qualifying for the Deduction

Determining Who Is Enabled to Pursue an Eligible Activity

Jacksonville Housing 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, Jacksonville Housing 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

Jacksonville Housing 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 Jacksonville Housing.

Furthering Education

Jacksonville Housing 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

Jacksonville Housing 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 with disabilities 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.

Jacksonville Housing 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].

Jacksonville Housing 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, Jacksonville Housing 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 assisted family. Jacksonville Housing 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

Jacksonville Housing 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, Jacksonville Housing 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.

Jacksonville Housing 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, Jacksonville Housing will use the schedule of childcare costs from a qualified local entity that either subsidizes childcare costs or licenses childcare providers. Families may be present, and Jacksonville Housing will consider the justification for costs that exceed typical costs in the area.

J. CALCULATING FAMILY SHARE AND PHA SUBSIDY

OVERVIEW OF RENT AND SUBSIDY CALCULATIONS

Total Tenant Payment (TTP) Formula [24 CFR 5.628]

HUD regulations specify the formula for calculating the total tenant payment (TTP) for an assisted 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 the Jacksonville Housing

Jacksonville Housing has the authority to suspend and exempt families from minimum rent when a financial hardship exists, as defined in Chapter 6.B.

The amount that a family pays for rent and utilities (the family share) will never be less than the family’s TTP but may be greater than the TTP depending on the rent charged for the unit the family selects.

Welfare Rent [24 CFR 5.628]

Jacksonville Housing Policy

Welfare rent does not apply in this locality.

Minimum Rent [24 CFR 5.630]

Jacksonville Housing Policy

The minimum rent for this locality is \$50.

Family Share [24 CFR 982.305(a)(5)]

If a family chooses a unit with a gross rent (rent to owner plus an allowance for tenant-paid utilities) that exceeds Jacksonville Housing’s applicable payment standard: (1) the family will pay more than the TTP, and (2) at initial occupancy the Jacksonville Housing may not approve the tenancy if it would require the family share to exceed 40 percent of the family’s monthly adjusted income. The income used for this determination must have been verified no earlier than 60 days before the family’s voucher was issued. (For a discussion of the application of payment standards, see section 6-III.C.)

PHA Subsidy [24 CFR 982.505(b)]

Jacksonville Housing will pay a monthly housing assistance payment (HAP) for a family that is equal to the lower of (1) the applicable payment standard for the family minus the family’s TTP or (2) the gross rent for the family’s unit minus the TTP.

Utility Reimbursement [24 CFR 982.514(b); 982.514(c)]

When the Jacksonville Housing subsidy for a family exceeds the rent to the owner, the family is due a utility reimbursement. HUD permits the PHA to pay the reimbursement to the family or directly to the utility provider.

Jacksonville Housing Policy

Jacksonville Housing will make utility reimbursements to the family.

The PHA may make all utility reimbursement payments to qualifying families on a monthly basis or may make quarterly payments when the monthly reimbursement amount is \$15.00 or less. Reimbursements must be made once per calendar-year quarter and must be prorated if the family leaves the program in advance of its next quarterly reimbursement. The PHA must also adopt hardship policies for families for whom receiving quarterly reimbursement would create a financial hardship.

Jacksonville Housing Policy

Jacksonville Housing will issue all utility reimbursements monthly.

FINANCIAL HARDSHIPS AFFECTING MINIMUM RENT [24 CFR 5.630]

Jacksonville Housing Policy

The financial hardship rules described below do not apply in this jurisdiction because Jacksonville Housing has established a minimum rent of \$50.

Overview

If Jacksonville Housing establishes a minimum rent greater than zero, Jacksonville Housing must grant an exemption from the minimum rent if a family is unable to pay the minimum rent because of financial hardship.

The financial hardship exemption applies only to families required to pay the minimum rent. If a family's TTP is higher than the minimum rent, the family is not eligible for a hardship exemption. If the Jacksonville Housing determines that a hardship exists, the family share is the highest of the remaining components of the family's calculated TTP.

HUD-Defined Financial Hardship

Financial hardship includes the following situations:

1. The family has lost eligibility for or is awaiting an eligibility determination for a federal, state, or local assistance program. This includes a family member who is a noncitizen lawfully admitted for permanent residence under the Immigration and Nationality Act who would be entitled to public benefits but for Title IV of the Personal Responsibility and Work Opportunity Act of 1996.

Jacksonville Housing Policy

A hardship will be considered to exist only if the loss of eligibility has an impact on the family's ability to pay the minimum rent.

For a family waiting for a determination of eligibility, the hardship period will end as of the first of the month following: (1) implementation of assistance, if approved, or (2) the decision to deny assistance. A family whose request for assistance is denied may request a hardship exemption based on one of the other allowable hardship circumstances.

2. The family would be evicted because it is unable to pay the minimum rent.

Jacksonville Housing Policy

For a family to qualify under this provision, the cause of the potential eviction must be the family’s failure to pay rent to the owner or tenant-paid utilities.

- 3. Family income has decreased because of changed family circumstances, including the loss of employment.
- 4. A death has occurred in the family.

Jacksonville Housing Policy

In order to qualify under this provision, a family must describe how the death has created a financial hardship (e.g., because of funeral-related expenses or the loss of the family member’s income).

- 5. The family has experienced other circumstances determined by Jacksonville Housing.

Jacksonville Housing Policy

Jacksonville Housing has not established any additional hardship criteria.

Implementation of Hardship Exemption

Determination of Hardship

When a family requests a financial hardship exemption, Jacksonville Housing must suspend the minimum rent requirement beginning the first of the month following the family’s request.

Jacksonville Housing then determines whether the financial hardship exists and whether the hardship is temporary or long-term.

Jacksonville Housing Policy

Jacksonville Housing defines temporary hardship as a hardship expected to last 90 days or less. Long-term hardship is defined as a hardship expected to last more than 90 days.

When the minimum rent is suspended, the family share reverts to the highest of the remaining components of the calculated TTP. The example below demonstrates the effect of the minimum rent exemption.

Example: Impact of Minimum Rent Exemption			
Assume the PHA has established a minimum rent of \$50.			
Family Share – No Hardship		Family Share – With Hardship	
\$0	30% of monthly adjusted income	\$0	30% of monthly adjusted income
\$15	10% of monthly gross income	\$15	10% of monthly gross income
N/A	Welfare rent	N/A	Welfare rent

\$50 Minimum rent	\$50 Minimum rent
Minimum rent applies. TTP = \$50	Hardship exemption granted. TTP = \$15

Jacksonville Housing Policy

To qualify for a hardship exemption, a family must submit a request for a hardship exemption in writing. The request must explain the nature of the hardship and how the hardship has affected the family’s ability to pay the minimum rent.

The Jacksonville Housing will make the determination of hardship within 30 calendar days.

No Financial Hardship

If the PHA determines there is no financial hardship, the PHA will reinstate the minimum rent and require the family to repay the amounts suspended.

Jacksonville Housing Policy

Jacksonville Housing will require the family to repay the suspended amount within 30 calendar days of Jacksonville Housing’s notice that a hardship exemption has not been granted.

Temporary Hardship

If the Jacksonville Housing determines that a qualifying financial hardship is temporary, the Jacksonville Housing must suspend the minimum rent for the 90-day period beginning the first of the month following the date of the family’s request for a hardship exemption.

At the end of the 90-day suspension period, the family must resume payment of the minimum rent and must repay the Jacksonville Housing the amounts suspended. HUD requires Jacksonville Housing to offer a reasonable repayment agreement, on terms and conditions established by the Jacksonville Housing. Jacksonville Housing also may determine that circumstances have changed, and the hardship is now a long-term hardship.

Jacksonville Housing Policy

Jacksonville Housing will enter into a repayment agreement in accordance with the procedures found in Chapter 16 of this plan.

Long-Term Hardship

If Jacksonville Housing determines that the financial hardship is long-term, Jacksonville Housing must exempt the family from the minimum rent requirement for so long as the hardship continues. The exemption will apply from the first of the month following the family’s request until the end of the qualifying hardship. When the financial hardship has been determined to be long-term, the family is not required to repay the minimum rent.

Jacksonville Housing Policy

The hardship period ends when any of the following circumstances apply:

1. At an interim or annual reexamination, the family's calculated TTP is greater than the minimum rent.
2. For hardship conditions based on loss of income, the hardship condition will continue to be recognized until new sources of income are received that are at least equal to the amount lost. For example, if a hardship is approved because a family no longer receives a \$60/month child support payment, the hardship will continue to exist until the family receives at least \$60/month in income from another source or once again begins to receive the child support.
3. For hardship conditions based upon hardship-related expenses, the minimum rent exemption will continue to be recognized until the cumulative amount exempted is equal to the expense incurred.

K. APPLYING PAYMENT STANDARDS [24 CFR 982.505; 982.503(b)]

Overview

The Jacksonville Housing's schedule of payment standards is used to calculate housing assistance payments for HCV families. This section covers the application of Jacksonville Housing's payment standards. The establishment and revision of the Jacksonville Housing's payment standard schedule are covered in Chapter 16.

Payment standard is defined as "the maximum monthly assistance payment for a family assisted in the voucher program (before deducting the total tenant payment by the family)" [24 CFR 982.4(b)].

The payment standard for a family is the lower of (1) the payment standard for the family unit size, which is defined as the appropriate number of bedrooms for the family under the Jacksonville Housing's subsidy standards [24 CFR 982.4(b)], or (2) the payment standard for the size of the dwelling unit rented by the family.

If the PHA has established an exception payment standard for a designated part of a zip code area or FMR area and a family's unit is located in the exception area, the PHA must use the appropriate payment standard for the exception area.

The PHA is required to pay a monthly housing assistance payment (HAP) for a family that is the lower of (1) the payment standard for the family minus the family's TTP or (2) the gross rent for the family's unit minus the TTP.

If during the term of the HAP contract for a family's unit, the owner lowers the rent, the PHA will recalculate the HAP using the lower of the initial payment standard or the gross rent for the unit [HCV GB, p. 7-8].

Changes in Payment Standards

When the PHA revises its payment standards during the term of the HAP contract for a family unit, it will apply the new payment standards in accordance with HUD regulations.

Decreases

If a PHA changes its payment standard schedule, resulting in a lower payment standard amount, during the term of a HAP contract, the PHA is not required to reduce the payment standard used to calculate subsidy for families under HAP contract as long as the HAP contract remains in effect [FR Notice 11/16/16].

However, if the PHA does choose to reduce the payment standard for families currently under HAP contract, the initial reduction to the payment standard may not be applied any earlier than the effective date of the family's second regular reexamination following the effective date of the decrease in the payment standard amount. At that point, the PHA may either reduce the payment standard to the current amount in effect on the PHA's payment standard schedule or may reduce the payment standard to another amount that is higher than the normally applicable amount on the schedule. The PHA may also establish different policies for designated areas within their jurisdiction (e.g., different zip code areas).

In any case, the PHA must provide the family with at least 12 months' notice that the payment standard is being reduced before the effective date of the change. The PHA's policy on decreases in the payment standard during the term of the HAP contract applies to all families under HAP contract at the time of the effective date of the decrease in the payment standard within the designated area.

Jacksonville Housing Policy

If Jacksonville Housing changes its payment standard schedule resulting in a lower payment standard amount, during the term of a HAP contract, the Jacksonville Housing will not reduce the payment standard used to calculate subsidy for families under HAP contract as long as the HAP contract remains in effect.

Jacksonville Housing will not establish different policies for decreases in the payment standard for designated areas within their jurisdiction.

Increases

If the payment standard is increased during the term of the HAP contract, the increased payment standard will be used to calculate the monthly housing assistance payment for the family beginning on the effective date of the family's first regular reexamination on or after the effective date of the increase in the payment standard.

Families requiring or requesting interim reexaminations will not have their HAP payments calculated using the higher payment standard until their next annual reexamination [HCV GB, p. 7-8].

Changes in Family Unit Size (Voucher Size)

Irrespective of any increase or decrease in the payment standard, if the family unit size increases or decreases during the HAP contract term, the new family unit size must be used to determine the payment standard for the family beginning at the family's first regular reexamination following the change in family unit size.

Reasonable Accommodation

If a family requires a higher payment standard as a reasonable accommodation for a family member who is a person with disabilities, the Jacksonville Housing is allowed to establish a higher payment standard for the family of not more than 120 percent of the published FMR.

L. APPLYING UTILITY ALLOWANCES [24 CFR 982.517]

Overview

A PHA-established utility allowance schedule is used in determining family share and PHA subsidy. A family's utility allowance is determined by the size of dwelling unit leased by a family or the voucher unit size for which the family qualifies using PHA subsidy standards, whichever is the lowest of the two. See Chapter 5 for information on the Jacksonville Housing's subsidy standards.

For policies on establishing and updating utility allowances, see Chapter 16.

Reasonable Accommodation

HCV program regulations require a PHA to approve a utility allowance amount higher than shown on the PHA's schedule if a higher allowance is needed as a reasonable accommodation for a family member with a disability. For example, if a family member with a disability requires such an accommodation, the PHA will approve an allowance for air-conditioning, even if the PHA has determined that an allowance for air-conditioning generally is not needed.

The family must request the higher allowance and provide the PHA with an explanation of the need for reasonable accommodation and information about the amount of additional allowance required [HCV GB, p. 18-8].

Utility Allowance Revisions

At reexamination, the PHA must use the current utility allowance schedule [HCV GB, p. 18-8].

Jacksonville Housing Policy

Revised utility allowances will be applied to a family's rent and subsidy calculations at the first annual reexamination that is effective after the allowance is adopted.

M. PRORATED ASSISTANCE 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. The PHA must prorate the assistance provided to a mixed family. The PHA will first determine assistance as if all family members were eligible and then prorate the assistance based

upon the percentage of family members that actually are eligible. For example, if the PHA subsidy for a family is calculated at \$500 and two of four family members are ineligible, the PHA subsidy would be reduced to \$250.

N. 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 260.31¹; 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 the purposes of this paragraph, "financial assistance" does not include loan proceeds for the purpose of determining income.

DEFINITION OF "ASSISTANCE"

45 CFR: General Temporary Assistance for Needy Families

260.31 What does the term "assistance" mean?

¹ Text of 45 CFR 260.31 follows.

(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) Nonrecurrent, 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.

O. 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, childcare, 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, or any deferred Department of Veterans Affairs disability benefits that are received in a lump sum amount or 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 Section 6-I.M. for a list of benefits that qualify for this exclusion.]

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 FOR PERSONS WITH DISABILITIES

24 CFR 5.617 Self-sufficiency incentives for persons with disabilities—Disallowance of increase in annual income.

(a) Applicable programs. The disallowance of earned income provided by this section is applicable only to the following programs: HOME Investment Partnerships Program (24 CFR part 92); Housing Opportunities for Persons with AIDS (24 CFR part 574); Supportive Housing Program (24 CFR part 583); and the Housing Choice Voucher Program (24 CFR part 982).

(b) Definitions. The following definitions apply for purposes of this section.

Baseline income. The annual income immediately prior to implementation of the disallowance described in paragraph (c)(1) of this section of a person with disabilities (who is a member of a qualified family).

Disallowance. Exclusion from annual income.

Previously unemployed includes a person with disabilities 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 housing assisted under one of the programs listed in paragraph (a) of this section or receiving tenant-based rental assistance under one of the programs listed in paragraph (a) of this section.

- (1) 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;
- (2) 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
- (3) 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.

(c) Disallowance of increase in annual income—

(1) *Initial twelve-month exclusion.* During the 12-month period beginning on the date a member who is a person with disabilities of a qualified family is first employed or the family first experiences an increase in annual income attributable to employment, the responsible entity must exclude from annual income (as defined in the regulations governing the applicable program listed in paragraph (a) of this section) of a qualified family any increase in income of the family member who is a person with disabilities as a result of employment over prior income of that family member.

(2) *Second twelve-month exclusion and phase-in.* Upon expiration of the 12-month period defined in paragraph (c)(1) of this section and for the subsequent 12-month period, the responsible entity must exclude from annual income of a qualified family at least 50 percent of any increase in income of such family member as a result of employment over the family member's baseline income.

(3) *Maximum 2-year disallowance.*

The disallowance of increased income of an individual family member who is a person with disabilities as provided in paragraph (c)(1) or (c)(2) of this section is limited to a lifetime 24-month period. The disallowance applies for a maximum of 12 months for disallowance under paragraph (c)(1) of this section and a maximum of 12 months for disallowance under paragraph (c)(2) of this section, during the 24-month period starting from the initial exclusion under paragraph (c)(1) of this section.

(4) *Effect of changes on currently participating families.* Families eligible for and participating in the disallowance of earned income under this section prior to *May 9, 2016* will continue to be governed by this section in effect as it existed immediately prior to that date (see 24 CFR parts 0 to 199, revised as of April 1, 2016).

(d) Inapplicability to admission. The disallowance of increases in income as a result of employment of persons with disabilities under this section does not apply for purposes of admission to the program (including the determination of income eligibility or any income targeting that may be applicable).

EXHIBIT 6-5: THE EFFECT OF WELFARE BENEFIT REDUCTION

24 CFR 5.615

Public housing program and HCV 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 Housing Choice Voucher 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 benefit 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 the 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) Housing Choice Voucher participant. A participant in the Housing Choice Voucher 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 an 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 income 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 VERIFICATIONS

INTRODUCTION [24 CFR 982.516, 24 CFR 982.551, 24 CFR 5.230, Notice PIH 2018-18]

The PHA must verify all information that is used to establish the family's eligibility and level of assistance and is required to obtain written authorization from the family in order to collect the information. Applicants and program participants must cooperate with the verification process as a condition of receiving assistance. The PHA must not pass on the cost of verification to the family.

The PHA 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 PHA policies describing the general verification process, requirements related to family information and information on income, assets, and mandatory deductions.

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 of the PHA.

A. FAMILY CONSENT TO RELEASE OF INFORMATION [24 CFR 982.516 AND 982.551, 24 CFR 5.230]

The family must supply any information that Jacksonville Housing or HUD determines is necessary to the administration of the program and must consent to PHA verification of that information [24 CFR 982.551].

Consent Forms

It is required that all adult applicants and participants 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 provide the family's consent only for the specific purposes listed on the form. HUD and Jacksonville Housing 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, Jacksonville Housing will deny admission to applicants and terminate the assistance of participants. The family may request an informal review (applicants) or informal hearing (participants) in accordance with Jacksonville Housing procedures.

B. OVERVIEW OF VERIFICATION REQUIREMENTS

HUD's Verification Hierarchy [Notice PIH 2018-18]

HUD mandates the use of the EIV system and offers administrative guidance on the use of other methods to verify family information and specifies the circumstances in which each method will be used. In general, HUD requires Jacksonville Housing to use the most reliable form of verification that is available and to document the reasons why Jacksonville Housing uses a lesser form of verification.

In order of priority, the forms of verification that the PHA will use are:

- Up-front Income Verification (UIV) using HUD's Enterprise Income Verification (EIV) system
- Up-front Income Verification (UIV) using a non-HUD system
- Written Third-Party Verification (may be provided by applicant or participant)
- Written Third-party Verification Form
- Oral Third-party Verification
- Self-Certification

Each of the verification methods is discussed in subsequent sections below.

Requirements for Acceptable Documents

Jacksonville Housing Policy

Any documents used for verification must be original (not photocopies) and generally must be dated within 60 days of the Jacksonville Housing request. The documents must not be damaged, altered, or in any way illegible.

Printouts from Web pages are considered original documents.

The Jacksonville Housing staff member who views the original document must make a photocopy, scan, and 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 Jacksonville Housing and must be signed in the presence of a Jacksonville Housing representative or a notary public.

File Documentation

The PHA 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 the PHA has followed all of the verification policies set forth in this plan. The record should be

sufficient to enable a staff member or HUD reviewer to understand the process followed and the conclusions reached.

Jacksonville Housing Policy

The Jacksonville Housing 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 adjusted income

When Jacksonville Housing is unable to obtain third-party verification, Jacksonville Housing will document in the family file the reason that third-party verification was not available [24 CFR 982.516(a)(2); Notice PIH 2018-18].

C. UP-FRONT INCOME VERIFICATION (UIV)

Up-front income verification (UIV) refers to the PHA'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 the PHA.

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 Jacksonville Housing has independently verified the UIV information and the family has been granted an opportunity to contest any adverse findings through the informal review/hearing process of Jacksonville Housing.

See Chapter 6 for Jacksonville Housing's policy on the use of UIV/EIV to project annual income.

Upfront Income Verification Using HUD's Enterprise Income Verification (EIV) System (Mandatory)

PHAs must use HUD's EIV system in its entirety as a third-party source to verify tenant employment and income information during mandatory reexaminations or recertifications of family composition and income in accordance with 24 CFR 5.236 and administrative guidance issued by HUD. The EIV system contains data showing earned income, unemployment benefits, social security benefits, and SSI benefits for participant families. 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 3 and 6 months old at the time reports are generated.

Jacksonville Housing Policy

The Jacksonville Housing will obtain income and IVT reports for annual reexaminations on a monthly basis. Reports will be generated as part of the regular re-examination 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. Income reports may also be used to meet the regulatory requirement for third-party verification, as described above. Policies for resolving discrepancies between income reports and family-provided information will be resolved as described in Chapter 6. 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 participant files with the applicable annual or interim reexamination documents.

When Jacksonville Housing 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 14, Program Integrity.

EIV Identity Verification

The EIV system verifies tenant identities against SSA records. These records are compared to 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 participant fails, a message will be displayed within the EIV system, and no income information will be displayed.

Jacksonville Housing Policy

The Jacksonville Housing will identify participants whose identity verification has failed by reviewing EIV's *Identity Verification Report* on a monthly basis.

Jacksonville Housing will attempt to resolve PIC/SSA discrepancies by obtaining appropriate documentation from the participant. When Jacksonville Housing determines that discrepancies exist due to Jacksonville Housing errors such as spelling errors or incorrect birth dates, the errors will be corrected 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.

Jacksonville Housing Policy

The Jacksonville Housing will inform all applicants and participants of its use of the following UIV resources during the admission and reexamination process:

- HUD's EIV system

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 the PHA by the family. If written third-party verification is not available, the PHA 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.

Jacksonville Housing is required to obtain, at minimum, two current and consecutive pay stubs for determining annual income from wages.

Jacksonville Housing may reject documentation provided by the family if the document is not original, if the document appears to be forged, or if the document is altered, mutilated, or illegible.

Jacksonville Housing Policy

Third-party documents provided by the family must be dated within 60 days of the Jacksonville Housing request date.

If Jacksonville Housing determines that third-party documents provided by the family are not acceptable, Jacksonville Housing will explain the reason to the family and request additional documentation.

As verification of earned income, Jacksonville Housing will require the family to provide the two most current, consecutive pay stubs. At Jacksonville Housing's discretion, if additional paystubs are needed due to the family's circumstances (e.g., sporadic income, fluctuating schedule, etc.), Jacksonville Housing may request additional paystubs or a payroll record.

Written Third-Party Verification Form

When upfront verification is not available and the family is unable to provide written third-party documents, the PHA 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.

PHAs may mail, fax, or email third-party written verification form requests to third-party sources.

Jacksonville Housing Policy

Jacksonville Housing 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 Jacksonville Housing.

Oral Third-Party Verification [Notice PIH 2018-18]

For third-party oral verification, PHA 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.

Jacksonville Housing Policy

In collecting third-party oral verification, Jacksonville Housing 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 the Jacksonville Housing 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.

Jacksonville Housing Policy

If the family cannot provide original documents, Jacksonville Housing 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 [VG, p. 18].

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

HUD permits PHAs to accept self-certification from a family as verification of assets disposed of for less than fair market value [HCV GB, p. 5-28].

Jacksonville Housing Policy

Jacksonville Housing will accept a self-certification from a family as verification of assets disposed of for less than fair market value.

Value of Assets and Asset Income [24 CFR 982.516(a)]

For families with net assets totaling \$5,000 or less, Jacksonville Housing may accept the family's declaration of asset value and anticipated asset income. However, Jacksonville Housing is required to obtain third-party verification of all assets regardless of the amount during the intake process and at least every three years thereafter.

Jacksonville Housing Policy

For families with net assets totaling \$5,000 or less, Jacksonville Housing will accept the family's self-certification of the value of family assets and anticipated asset income when applicable. The family's declaration must show each asset and the amount of income expected from that asset. All family members 18 years of age and older must sign the family's declaration.

Jacksonville Housing will use third-party documentation for assets as part of the intake process, whenever a family member is added to verify the individual's assets, and every three years thereafter.

E. SELF-CERTIFICATION

When HUD requires third-party verification, self-certification or "tenant declaration," is used as a last resort when the PHA is unable to obtain third-party verification.

Self-certification, however, is an acceptable form of verification when:

- A source of income is fully excluded
- Net family assets total \$5,000 or less and the PHA has adopted a policy to accept self-certification at annual recertification, when applicable

- The PHA has adopted a policy to implement streamlined annual recertifications for fixed sources of income (See Chapter 11)

When the PHA was required to obtain third-party verification but instead relied 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.

Jacksonville Housing 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 Jacksonville Housing.

Jacksonville Housing 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 Jacksonville Housing 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 Jacksonville Housing representative or notary public.

VERIFYING FAMILY INFORMATION

F. VERIFICATION OF LEGAL IDENTITY

Jacksonville Housing Policy

Jacksonville Housing will require families to furnish verification of legal identity for each household member.

Verification of Legal Identity for Adults	Verification of Legal Identity for Children
Certificate of birth, naturalization papers	Certificate of birth
The church issued baptismal certificate	Adoption papers
Current, valid driver's license or Department of Motor Vehicles identification card	Custody agreement
U.S. military discharge (DD 214)	Health and Human Services ID
Current U.S. passport	Certified school records
Current government employer identification card with picture	

If a document submitted by a family is illegible for any reason or otherwise questionable, more than one of these documents may be required.

If none of these documents can be provided and at Jacksonville Housing'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 Jacksonville Housing and be signed in the presence of a Jacksonville Housing representative or notary public.

Legal identity will be verified for all applicants at the time of eligibility determination and in cases where Jacksonville Housing has reason to doubt the identity of a person representing him or herself to be a participant.

G. SOCIAL SECURITY NUMBERS [24 CFR 5.216, 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 with eligible immigration status. Exemptions also include existing program participants who were at least 62 years of age as of January 31, 2010 and had not previously disclosed an SSN.

Note that an individual who previously declared to have eligible immigration status may not change his or her declaration for the purpose of avoiding compliance with the SSN disclosure and documentation requirements or penalties associated with noncompliance with these requirements. Nor may the head of household opt to remove a household member from the family composition for this purpose.

The PHA 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

The PHA may only reject documentation of an SSN provided by an applicant or participant if the document is not an original document or if the original document has been altered, mutilated, is illegible, or appears to be forged.

Jacksonville Housing Policy

Jacksonville Housing will explain to the applicant or participant the reasons the document is not acceptable and request that the individual obtain and submit acceptable documentation of the SSN to the PHA within 90 days.

In the case of Moderate Rehabilitation Single Room Occupancy (SRO) individuals, the required documentation must be provided within 90 calendar days from the date of admission into the program. Jacksonville Housing must grant one additional 90-day extension if it determines that the applicant's failure to comply was due to circumstances that were beyond the applicant's control and could not have been reasonably foreseen.

Jacksonville Housing Policy

Jacksonville Housing will grant one additional 90-day extension if needed for reasons 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 the individual fails to comply with SSN disclosure and documentation requirements upon expiration of the provided time period, Jacksonville Housing will terminate the individual's assistance.

If an applicant family includes a child under 6 years of age who joined the household within the 6 months prior to the date of voucher issuance, an otherwise eligible family may be admitted to the program and the family must provide documentation of the child's SSN within 90 days of the effective date of the initial HAP contract. A 90-day extension will be granted if the PHA determines that the participant's failure to comply was due to unforeseen circumstances and was outside of the participant's control.

Jacksonville Housing Policy

The Jacksonville Housing will grant one additional 90-day extension if needed for reasons beyond the applicant's control, such as delayed processing of the SSN application by the SSA, natural disaster, fire, death in the family, or other emergencies.

When a participant requests to add a new household member who is at least 6 years of age, or who is under the age of 6 and has an SSN, the participant 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. Jacksonville Housing may not add the new household member until such documentation is provided.

When a participant requests to add a new household member who is under the age of 6 and has not been assigned an SSN, the participant 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 90-day extension will be granted if Jacksonville Housing determines that the participant's failure to comply was due to unforeseen circumstances and was outside of the participant's control. During the period the PHA is awaiting documentation of the SSN, the child will be counted as part of the assisted household.

Jacksonville Housing Policy

The Jacksonville Housing will grant one additional 90-day extension if needed for reasons 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.

Social security numbers must be verified only once during continuously assisted occupancy.

Jacksonville Housing Policy

Jacksonville Housing will verify each disclosed SSN by:

- Obtaining documentation from applicants and participants 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," the PHA 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.

Jacksonville Housing Policy

Once an individual's status is classified as "verified" in HUD's EIV system, the Jacksonville Housing will remove and destroy copies of documentation accepted as evidence of social security numbers.

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.

Jacksonville Housing Policy

If an official record of birth or evidence of social security retirement benefits cannot be provided, Jacksonville Housing 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 the birth year is recorded) and to provide a self-certification.

Age must be verified only once during continuously assisted occupancy.

FAMILY RELATIONSHIPS

Applicants and program participants 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.

Jacksonville Housing 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

Jacksonville Housing Policy

Certification by the head of the household is normally sufficient verification. If Jacksonville Housing has reasonable doubts about a marital relationship Jacksonville Housing 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, and filing joint income tax returns).

Separation or Divorce

Jacksonville Housing Policy

Certification by the head of the household is normally sufficient verification. If Jacksonville Housing has reasonable doubts about a separation or divorce, Jacksonville Housing will require the family to provide documentation of 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 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

Jacksonville Housing 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

Jacksonville Housing Policy

Third-party verification from the state or local government agency responsible for the placement of the individual with the family is required.

H. VERIFICATION OF STUDENT STATUS

General Requirements

Jacksonville Housing Policy

Jacksonville Housing 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 reports full-time student status for an adult other than the head, spouse, or cohead.
- The family reports childcare expenses to enable a family member to further his or her education.
- The family includes a student enrolled in an *institution of higher education*.

Restrictions on Assistance to Students Enrolled in Institutions of Higher Education

This section applies only to students who are seeking assistance on their own, separately from their parents. It does not apply to students residing with parents who are seeking or receiving HCV assistance.

Jacksonville Housing Policy

In accordance with the verification hierarchy described in chapter 7, Jacksonville Housing will determine whether the student is exempt from the restrictions in 24 CFR 5.612 by verifying any one of the following exemption criteria:

The student is enrolled at an educational institution that does not meet the definition of an *institution of higher education* in the Higher Education Act of 1965 (see section Exhibit 3-2).

- The student is at least 24 years old.
- The student is a veteran, as defined in section 3-E.
- The student is married.
- The student has at least one dependent child, as defined in section 3-E.
- The student is a person with disabilities and was receiving assistance prior to November 30, 2005.

If Jacksonville Housing cannot verify at least one of these exemption criteria, Jacksonville Housing will conclude that the student is subject to the restrictions on assistance at 24 CFR 5.612. In addition to verifying the student's income eligibility, Jacksonville Housing will then proceed to verify either the student's parent's income eligibility or the student's independence from his/her parents (see below).

Independent Student

Jacksonville Housing Policy

The Jacksonville Housing will verify a student's independence from his/her parents to determine that the student's parent's income is not relevant for determining the student's eligibility by doing all of the following:

Either reviewing and verifying previous address information to determine whether the student has established a household separate from his/her parents for at least one year or reviewing and verifying documentation relevant to determining whether the student meets the U.S. Department of Education's definition of the *independent student*.

Reviewing the student's prior year income tax returns to verify the student is independent or verifying the student meets the U.S. Department of Education's definition of the *independent student*.

Requesting and obtaining written certification directly from the student's parents identifying the amount of support they will be provided to the student, even if the amount of support is \$0, except in cases in which the PHA determines that the student is a *vulnerable youth*.

I. DOCUMENTATION OF DISABILITY

The PHA must verify the existence of a disability in order to allow certain income disallowances and deductions from income. The PHA is not permitted to inquire about the nature or extent of a person's disability [24 CFR 100.202(c)]. The PHA may not inquire about a person's diagnosis or details of treatment for a disability or medical condition. If the PHA receives a verification document that provides such information, the PHA will not place this information in the tenant file. Under no circumstances will the PHA request a participant's medical record(s). For more information on healthcare privacy laws, see the Department of Health and Human Services website at <http://www.hhs.gov/ocr/privacy/>.

The above-cited regulation does not prohibit the following inquiries, provided these inquiries are made of all applicants, whether or not they are persons with disabilities [VG, p. 24]:

- 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
- Inquiring whether an applicant for a dwelling is a current illegal abuser or addict of a controlled substance
- Inquiring whether an applicant has been convicted of the illegal manufacture or distribution of a controlled substance

Family Members Receiving SSA Disability Benefits

Verification of the receipt of disability benefits from the Social Security Administration (SSA) is sufficient verification of disability for the purpose of qualifying for waiting list preferences (if applicable) or certain income disallowances and deductions [VG, p. 23].

Jacksonville Housing Policy

For family members claiming disability who receive disability benefits from the SSA, Jacksonville Housing will attempt to obtain information about disability benefits through the HUD Enterprise Income Verification (EIV) system. If documentation from HUD's EIV System is not available, Jacksonville Housing will request a current (dated within the last 60 days) SSA benefit verification letter from each family member claiming disability status. If the family is unable to provide the document(s), Jacksonville Housing will ask the family to request a benefit verification letter by either calling SSA at 1-800-772-1213 or by requesting it from www.ssa.gov. Once the applicant or participant receives the benefit verification letter, they will be required to provide it to Jacksonville Housing.

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 is not sufficient verification that the individual meets HUD's definition of disability in 24 CFR 5.403.

Jacksonville Housing Policy

For family members claiming disability who do not receive disability benefits 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.

J. 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 people. A detailed discussion of eligibility requirements is in the Eligibility chapter. This verifications chapter discusses HUD and PHA verification requirements related to citizenship status.

The family must provide a certification that identifies each family member as a U.S. citizen, a U.S. 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)]

U.S. 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.

The PHA may request verification of the declaration by requiring the presentation of a birth certificate, United States passport, or other appropriate documentation.

Jacksonville Housing Policy

Family members who claim U.S. citizenship or national status will not be required to provide additional documentation unless Jacksonville Housing 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.

PHA Verification [HCV GB, pp. 5-3 and 5-7]

For family members 62 years or older who claim to be eligible immigrants, proof of age is required in the manner described in this chapter of this plan. No further verification of eligible immigration status is required.

For family members under the age of 62 who claim to be eligible immigrants, the PHA must verify immigration status with the United States Citizenship and Immigration Services (USCIS).

The PHA will follow all USCIS protocols for verification of eligible immigration status.

VERIFICATION OF PREFERENCE STATUS

The PHA must verify any preferences claimed by an applicant that determined placement on the waiting list for Jacksonville Housing.

Jacksonville Housing Policy

Jacksonville Housing will offer a preference to any family that has been terminated from its HCV program due to insufficient program funding. Jacksonville Housing will verify this preference using Jacksonville Housing's termination records.

The Jacksonville Housing also offers a preference for victims of domestic violence, dating violence, sexual assault, or stalking. To verify that applicants qualify for the preference, Jacksonville Housing will follow the documentation requirements outlined in Chapter 16.

K. VERIFYING INCOME AND ASSETS

Chapter 6 of this plan 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 Jacksonville Housing policies that supplement the general verification procedures specified in Part I of this chapter.

EARNED INCOME

Tips

Jacksonville Housing 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.

Wages

Jacksonville Housing Policy

For wages other than tips, the family must provide originals of the two most current, consecutive pay stubs.

BUSINESS AND SELF-EMPLOYMENT INCOME

Jacksonville Housing 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 its accuracy.

All schedules were 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 was computed using straight-line depreciation rules.

The Jacksonville Housing 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 its accuracy at all future reexaminations.

At any reexamination, Jacksonville Housing 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 for less than three (3) months, Jacksonville Housing 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, Jacksonville Housing will require the family to provide documentation of income and expenses for this period and use that information to project income.

PERIODIC PAYMENTS AND PAYMENTS IN LIEU OF EARNINGS

For policies governing streamlined income determinations for fixed sources of income, please see Chapter 11.

Social Security/SSI Benefits

Jacksonville Housing Policy

To verify the SS/SSI benefits of applicants, Jacksonville Housing will request a current (dated within the last 60 days) SSA benefit verification letter from each family member that receives social security benefits. If the family is unable to provide the document(s), Jacksonville Housing will help the applicant request a benefit verification letter from SSA's Web site at www.ssa.gov or ask the family to request one by calling SSA at 1-800-772-1213. Once the applicant has received the benefit verification letter, they will be required to provide it to Jacksonville Housing.

To verify the SS/SSI benefits of participants, Jacksonville Housing will obtain information about social security/SSI benefits through the HUD EIV System and confirm with the participant(s) that the currently listed benefit amount is correct. If the participant disputes the EIV-reported benefit amount, or if benefit information is not available in HUD systems, Jacksonville Housing

will request a current SSA benefit verification letter from each family member that receives social security benefits. If the family is unable to provide the document(s) Jacksonville Housing will help the participant request a benefit verification letter from SSA's Web site at www.ssa.gov or ask the family to request one by calling SSA at 1-800-772-1213. Once the participant has received the benefit verification letter, they will be required to provide it to Jacksonville Housing.

ALIMONY OR CHILD SUPPORT

Jacksonville Housing Policy

The methods the Jacksonville Housing will use to verify alimony and child support payments differ depending on whether the family declares that it receives regular payments.

If the family declares that it *receives regular payments*, verification will be obtained in the following order of priority:

- Copies of the receipts and/or pay stubs for the 60 days prior to Jacksonville Housing's 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 the amount 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 the 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.

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. The PHA needs to verify only those certifications that warrant documentation [HCV GB, p. 5-28].

Jacksonville Housing Policy

Jacksonville Housing will verify the value of assets disposed of only if:

- Jacksonville Housing does not already have a reasonable estimation of its value from the previously collected information, or
- The amount reported by the family in the certification appears obviously in error.

Example 1: An elderly participant reported a \$10,000 certificate of deposit at the last annual reexamination and the PHA verified this amount. Now the person reports that she has given this \$10,000 to her son. The PHA has a reasonable estimate of the value of the asset; therefore, reverification 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, the PHA will verify the value of this asset.

NET INCOME FROM RENTAL PROPERTY

Jacksonville Housing Policy

The family must provide:

A currently executed lease for the property that shows the rental amount or certification from the current tenant's 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, Jacksonville Housing 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.

RETIREMENT ACCOUNTS

Jacksonville Housing Policy

Jacksonville Housing 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, Jacksonville Housing 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, Jacksonville Housing 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, Jacksonville Housing 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 that are taken, and any regular payments.

INCOME FROM EXCLUDED SOURCES

A detailed discussion of excluded income is provided in Chapter 6.

HUD guidance on verification of excluded income draws a distinction between income that is fully excluded and income which is only partially excluded.

For fully excluded income, the PHA is **not** required to follow the verification hierarchy, document why third-party verification is not available, or report the income on the 50058. Fully excluded income is defined as income that is entirely excluded from the annual income determination (for example, food stamps, earned income of a minor, or foster care funds) [Notice PIH 2013-04].

PHAs may accept a family's signed application or reexamination form as self-certification of fully excluded income. They do not have to require additional documentation. However, if there is any doubt that a source of income qualifies for full exclusion, PHAs have the option of requiring additional verification.

For partially excluded income, the PHA **is** required to follow the verification hierarchy and all applicable regulations and to report the income on the 50058. Partially excluded income is defined as income where only a certain portion of what is reported by the family qualifies to be excluded and the remainder is included in annual income (for example, the income of an adult full-time student, or income excluded under the earned income disallowance).

Jacksonville Housing Policy

Jacksonville Housing will accept the family's self-certification as verification of fully excluded income. Jacksonville Housing may request additional documentation if necessary to document the income source.

Jacksonville Housing will verify the source and amount of partially excluded income as described in Part 1 of this chapter.

ZERO ANNUAL INCOME STATUS

Jacksonville Housing Policy

Jacksonville Housing will check UIV sources and/or request information from third-party sources to verify that certain forms of income such as unemployment benefits, TANF, SS, SSI, and earnings are not being received by families claiming to have zero annual income.

Any family member 18 years or older who reports having no income of any sort will be required to self-certify his or her zero-income status. The zero-income form must be notarized if it is not completed in front of a Jacksonville Housing staff member.

STUDENT FINANCIAL ASSISTANCE [Notice PIH 2015-21]

Any financial assistance, in excess of amounts received for tuition, fees, and other required charges that a person attending an institution of higher education receives under the Higher Education Act of 1965, from private sources, or from an institution of higher education must be

considered income unless the student is over the age of 23 with dependent children or is residing with parents who are seeking or receiving HCV assistance [24 CFR 5.609(b)(9) and FR 4/10/06].

For students over the age of 23 with dependent children or students residing with parents who are seeking or receiving HCV assistance, the full amount of student financial assistance is excluded from annual income [24 CFR 5.609(c)(6)]. The full amount of student financial assistance is also excluded for students attending schools that do not qualify as institutions of higher education (as defined in Exhibit 3-2). Excluded amounts are verified only if, without verification, Jacksonville Housing would not be able to determine whether or to what extent the income is to be excluded (see section 7-H).

Jacksonville Housing Policy

For a student subject to having a portion of his/her student financial assistance included in annual income in accordance with 24 CFR 5.609(b)(9), Jacksonville Housing will request written third-party verification of both the source and the amount. Family-provided documents from the educational institution attended by the student will be requested, as well as documents generated by any other person or entity providing such assistance, as reported by the student.

In addition, Jacksonville Housing will request written verification of the student's tuition, fees, and other required charges.

If Jacksonville Housing is unable to obtain third-party written verification of the requested information, Jacksonville Housing will pursue other forms of verification following the verification hierarchy in this chapter.

Parental income of students subject to eligibility restrictions

If a student enrolled at an institution of higher education is under the age of 24, is not a veteran, is not married, does not have a dependent child, and is not a person with disabilities receiving HCV assistance as of November 30, 2005, the income of the student's parents must be considered when determining income eligibility unless the student is determined independently from his or her parents or a *vulnerable youth* in accordance with PHA policy [24 CFR 5.612, FR Notice 4/10/06, p. 18146, and FR Notice 9/21/16].

This provision does not apply to students residing with parents who are seeking or receiving HCV assistance. It is limited to students who are seeking or receiving assistance on their own, separately from their parents.

Jacksonville Housing Policy

If Jacksonville Housing is required to determine the income eligibility of a student's parents, Jacksonville Housing will request an income declaration and certification of income from the appropriate parent(s). Jacksonville Housing will send the request directly to the parents, who will be required to certify their income under penalty of perjury. The parents will be required to submit the information directly to Jacksonville Housing. The required information must be submitted (postmarked) or electronically uploaded in RentCafe/Resident Portal within ten (10)

business days of the date of the Jacksonville Housing's request or within any extended timeframe approved by the Jacksonville Housing.

Jacksonville Housing reserves the right to request and review supporting documentation at any time if it questions the declaration or certification. Supporting documentation may include, but is not limited to, Internal Revenue Service (IRS) tax returns, consecutive and original pay stubs, bank statements, pension benefit statements, benefit award letters, and other official and authentic documents from a federal, state, or local agency.

L. VERIFYING MANDATORY DEDUCTIONS

DEPENDENT AND ELDERLY/DISABLED HOUSEHOLD DEDUCTIONS

The dependent and elderly/disabled family deductions require only that Jacksonville Housing 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 for a full discussion of this deduction. The Jacksonville Housing must verify that:

- Any person under the age of 18 for whom the dependent deduction is claimed is not the head, spouse, or cohead of the family and is not a foster child
- Any person 18 years 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 for a discussion of the deduction. The Jacksonville Housing must verify that the head, spouse, or cohead is 62 years of age or older or a person with disabilities.

MEDICAL EXPENSE DEDUCTION

Policies related to medical expenses are found in Chapter 6. The amount of the deduction will be verified following the standard verification procedures described in this chapter.

Amount of Expense

Jacksonville Housing Policy

Medical expenses will be verified through:

Written third-party documents provided by the family, such as pharmacy printouts or receipts.

Jacksonville Housing will make the best effort to determine what expenses from the past are likely to continue to occur in the future. Jacksonville Housing 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, Jacksonville Housing 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

Medical expense deduction is permitted only for households in which the head, spouse, or cohead is at least 62 years or a person with disabilities. Jacksonville Housing must verify that the family meets the definition of an elderly or disabled family provided in the Eligibility chapter.

Qualified Expenses

To be eligible for the medical expense deduction, the costs must qualify as medical expenses. See Chapter 6 for Jacksonville Housing's policy on what counts as a medical expense.

Unreimbursed Expenses

To be eligible for the medical expense deduction, the costs must not be reimbursed by another source.

Jacksonville Housing Policy

The family will be required to certify that the medical expenses are not paid or reimbursed to the family from any source. If expenses are verified through a third party, the third party must certify that the expenses are not paid or reimbursed from any other source.

Expenses Incurred in Past Years

Jacksonville Housing Policy

When anticipated costs are related to ongoing payment of medical bills incurred in past years, Jacksonville Housing will verify:

- The anticipated repayment schedules
- 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

DISABILITY ASSISTANCE EXPENSES

Amount of Expense

Attendant Care

Jacksonville Housing Policy

Jacksonville Housing will accept written third-party documents provided by the family.

If family-provided documents are not available, Jacksonville Housing 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

Jacksonville Housing 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 verification is not possible, written family certification of estimated apparatus costs for the upcoming 12 months.

In addition, Jacksonville Housing must verify that:

- The family member for whom the expense is incurred is a person with disabilities.
- The expense permits a family member, or members, to work.
- The expense is not reimbursed from another source.

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.

Jacksonville Housing will verify that the expense is incurred for a person with disabilities.

Family Member(s) Permitted to Work

The PHA must verify that the expenses claimed actually enable a family member, or members, (including the person with disabilities) to work.

Jacksonville Housing Policy

The Jacksonville Housing 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. 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.

Jacksonville Housing 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.

CHILD CARE EXPENSES

The amount of the deduction will be verified following the standard verification procedures described in Part I of this chapter. In addition, Jacksonville Housing must verify that:

- The child is eligible for care (12 or younger).
- The costs claimed are not reimbursed.
- The costs enable a family member to work, actively seek work, or further their education.
- 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. Jacksonville Housing will verify that the child being cared for (including foster children) is under the age of 13.

Unreimbursed Expense

To be eligible for the childcare deduction, the costs must not be reimbursed by another source.

Jacksonville Housing Policy

The family (and the care provider) will be required to certify that the childcare expenses are not paid or reimbursed to the family from any source.

Pursuing an Eligible Activity

Jacksonville Housing 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.

Jacksonville Housing Policy

Information Gathering

The Jacksonville Housing 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 Jacksonville Housing will use documentation from a state or local agency that monitors work-related requirements (e.g., welfare or unemployment). In such cases, Jacksonville Housing will request family-provided verification from the agency of the member's job-seeking efforts to date and require the family to submit to Jacksonville Housing any reports provided to the other agency.

In the event third-party verification is not available, Jacksonville Housing will provide the family with a form on which the family member must record job search efforts. Jacksonville Housing will review this information at each subsequent reexamination for which this deduction is claimed.

Furthering Education

Jacksonville Housing will request third-party documentation to verify that the person permitted to further his or her education by 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

Jacksonville Housing will seek third-party verification of the work schedule of the person who is permitted to work by 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.

Allowable Type of Child Care

The type of care to be provided is determined by the family but must fall within certain guidelines.

Jacksonville Housing Policy

Jacksonville Housing will verify that the type of child-care selected by the family is allowable. The Jacksonville Housing 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).

Jacksonville Housing 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.

Jacksonville Housing Policy

The actual costs the family incurs will be compared with Jacksonville Housing'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, Jacksonville Housing will request additional documentation, as required, to support a determination that the higher cost is appropriate.

EXHIBIT 7-1:

**M. 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 the PHA. Except for persons 62 or older, all noncitizens must sign a verification consent form Additional documents are required based on the person's status. 	
<p>Elderly Noncitizens</p> <ul style="list-style-type: none"> 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>All other Noncitizens</p> <ul style="list-style-type: none"> Noncitizens that claim eligible immigration status also must present the applicable USCIS document. Acceptable USCIS documents are listed below. 	
<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: <ul style="list-style-type: none"> “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: <ul style="list-style-type: none"> A final court decision granting asylum (but only if no appeal is taken); A letter from a USCIS asylum officer granting asylum (if the 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 the application was 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”.
<ul style="list-style-type: none"> 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 <i>Federal Register</i> 	

CHAPTER 8 HOUSING QUALITY STANDARDS AND RENT REASONABLENESS DETERMINATIONS

INTRODUCTION [24 CFR 982 Subpart I and 24 CFR 982.507]

HUD requires that all units occupied by families receiving Housing Choice Voucher (HCV) assistance meet HUD's Housing Quality Standards (HQS) and permits the PHA to establish additional requirements. The use of the term "HQS" in this plan refers to the combination of both HUD and PHA-established requirements.

All units must pass an HQS inspection prior to the approval of a lease and at least once every 24 months during the term of the contract, and at other times as needed, to determine that the unit meets HQS. HUD also requires PHAs to determine that rents for units under the program are reasonable when compared to comparable unassisted units in the market area.

This chapter explains HUD and PHA requirements related to housing quality and rent reasonableness as follows:

Physical Standards. This part discusses the physical standards required of units occupied by HCV-assisted families and identifies decisions about the acceptability of the unit that may be made by the family based upon the family's preference. It also identifies life-threatening conditions that must be addressed on an expedited basis.

The Inspection Process. This part describes the types of inspections the PHA will make and the steps that will be taken when units do not meet HQS.

Rent Reasonableness Determinations. This part discusses the policies the PHA will use to make rent reasonableness determinations.

Special HQS requirements for homeownership, manufactured homes, and other special housing types are discussed in Chapter 15 to the extent that they apply in this jurisdiction.

A. PHYSICAL STANDARDS AND GENERAL HUD REQUIREMENTS

HUD Performance and Acceptability Standards

HUD's performance and acceptability standards for HCV-assisted housing are provided in 24 CFR 982.401. These standards cover the following areas:

- Sanitary facilities
- Food preparation and refuse disposal
- Space and Security
- Thermal Environment
- Illumination and electricity
- Structure and materials
- Interior Air Quality
- Water Supply
- Lead-based paint
- Access
- Site and neighborhood
- Sanitary condition
- Smoke Detectors

A summary of HUD performance criteria is provided in Exhibit 8-1. Additional guidance on these requirements is found in the following HUD resources:

- Housing Choice Voucher Guidebook, Chapter 10.
- HUD Housing Inspection Manual for Section 8 Housing
- HUD Inspection Form, form HUD-52580 (3/01) and Inspection Checklist, form HUD-52580-A (9/00)
- HUD Notice 2003-31, Accessibility Notice: Section 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; the Architectural Barriers Act of 1968, and the Fair Housing Act of 1988.

Tenant Preference Items

HUD requires the PHA to enforce minimum HQS but also recognizes that certain judgments about the acceptability of the unit are left to the family. For example, the PHA must ensure that the unit contains the required sanitary facilities, but the family decides whether the cosmetic appearance of the facilities is acceptable. Exhibit 8-2 summarizes those items that are considered tenant preferences.

Modifications to Provide Accessibility

Under the Fair Housing Act of 1988 an owner must not refuse the request of a family that contains a person with a disability to make necessary and reasonable modifications to the unit. Such modifications are at the family's expense. The owner may require restoration of the unit to its original condition if the modification would interfere with the owner or next occupant's full enjoyment of the premises. The owner may not increase a customarily required security deposit. However, the landlord may negotiate a restoration agreement that requires the family to restore the unit and, if necessary to ensure the likelihood of restoration, may require the tenant to pay a reasonable amount into an interest-bearing escrow account over a reasonable period of time. The interest in any such account accrues to the benefit of the tenant. The owner may also require reasonable assurances that the quality of the work will be acceptable and that any required building permits will be obtained. [24 CFR 100.203; Notice 2003-31].

Modifications to units to provide access for a person with a disability must meet all applicable HQS requirements and conform to the design, construction, or alteration of facilities contained in the UFAS and the ADA Accessibility Guidelines (ADAAG) [28 CFR 35.151(c) and Notice 2003-31] See Chapter 2 of this plan for additional information on reasonable accommodations for persons with disabilities.

Jacksonville Housing Policy

Any owner that intends to negotiate a restoration agreement or requires an escrow account must submit the agreement(s) to Jacksonville Housing for review.

B. ADDITIONAL LOCAL REQUIREMENTS

The PHA may impose variations to the HQS as long as the additional criteria are not likely to adversely affect the health or safety of participant families or severely restrict housing choices for families. HUD approval is required for variations to the HQS. HUD approval is not required

if the variations are clarifications of HUD's acceptability criteria or performance standards [24 CFR 982.401(a)(4)].

Thermal Environment [HCV GB p.10-7]

The PHA must define a “healthy living environment” for the local climate. This may be done by establishing a temperature that the heating system must be capable of maintaining, that is appropriate for the local climate.

Jacksonville Housing Policy

The heating system must be capable of maintaining an interior temperature of 65 degrees Fahrenheit between October 1 and May 1.

Clarifications of HUD Requirements

Jacksonville Housing Policy

As permitted by HUD, Jacksonville Housing has adopted the following specific requirements that elaborate on HUD standards:

Walls

In areas where plaster or drywall is sagging, severely cracked, or otherwise damaged, it must be repaired or replaced.

Windows

Window sashes must be in good condition, solid and intact, and properly fitted to the window frame. Damaged or deteriorated sashes must be replaced.

Windows must be weather-stripped as needed to ensure a weather-tight seal.

Window screens must be in good condition (this applies only if screens are present).

Doors

All exterior doors must be weather-tight to avoid any air or water infiltration, be lockable, have no holes, have all trim intact, and have a threshold.

All interior doors must have no holes, have all trim intact, and be openable without the use of a key.

Floors

All wood floors must be sanded to a smooth surface and sealed. Any loose or warped boards must be secured and made level. If they cannot be leveled, they must be replaced.

All floors must be in a finished state. Raw wood or unsealed concrete is not permitted.

All floors should have some type of base shoe, trim, or sealing for a "finished look." Vinyl base shoe is permitted.

Sinks

All sinks and commode water lines must have shut off valves, unless faucets are wall mounted.

All sinks must have functioning stoppers.

Toilets

All worn or cracked toilet seats and tank lids must be replaced and toilet tank lids must fit properly.

Security

If window security bars or security screens are present on emergency exit windows, they must be equipped with a quick-release system. The owner is responsible for ensuring that the family is instructed on the use of the quick-release system.

C. LIFE-THREATENING CONDITIONS [24 CFR 982.404(a); FR Notice 1/18/17]

HUD requires the PHA to define life-threatening conditions and to notify the owner or the family (whichever is responsible) of the corrections required. The responsible party must correct life-threatening conditions within 24 hours of PHA notification.

Jacksonville Housing Policy

The following are considered life-threatening conditions:

- 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
- A fuel storage vessel, fluid line, valve, or connection that supplies fuel to a HVAC unit is leaking or a strong odor is detected with potential for explosion or fire or that results in a health risk if inhaled
- Any electrical problem or condition that could result in shock or fire
 - A light fixture is readily accessible, is not securely mounted to the ceiling or wall, and electrical connections or wires are exposed
 - A light fixture is hanging by its wires
 - A light fixture has a missing or broken bulb, and the open socket is readily accessible to the tenant during the day-to-day use of the unit
 - A receptacle (outlet) or switch is missing or broken, and electrical connections or wires are exposed
 - An open circuit breaker position is not appropriately blanked off in a panel board, main panel board, or other electrical box that contains circuit breakers or fuses
 - A cover is missing from any electrical device box, panel box, switch gear box, control panel, etc., and there are exposed electrical connections
 - Any nicks, abrasions, or fraying of the insulation that exposes conducting wire
 - Exposed bare wires or electrical connections
 - Any condition that results in openings in electrical panels or electrical control device enclosures
 - Water leaking or ponding near any electrical device
- Any condition that poses a serious risk of electrocution or fire and poses an immediate life-threatening condition
- Absence of a working heating system when outside temperature is below 60 degrees Fahrenheit.
- Utilities not in service, including no running hot water
- Conditions that present the imminent possibility of injury

- Obstacles that prevent safe entrance or exit from the unit
- Any components that affect the function of the fire escape are missing or damaged
- Stored items or other barriers restrict or prevent the use of the fire escape in the event of an emergency
- The building's emergency exit is blocked or impeded, thus limiting the ability of occupants to exit in a fire or other emergency
- Absence of a functioning toilet in the unit
- Inoperable or missing smoke detectors
- Missing or inoperable carbon monoxide detector
- Missing, damaged, discharged, overcharged, or expired fire extinguisher (where required)
- Gas/oil-fired water heater or heating, ventilation, or cooling system with missing, damaged, improper, or misaligned chimney venting
- The chimney or venting system on a fuel-fired water heater is misaligned, negatively pitched, or damaged, which may cause improper or dangerous venting or gases
- A gas dryer vent is missing, damaged, or is visually determined to be inoperable, or the dryer exhaust is not vented to the outside
- A fuel-fired space heater is not properly vented or lacks available combustion air
- A non-vented space heater is present
- Safety devices on a fuel-fired space heater are missing or damaged
- The chimney or venting system on a fuel-fired heating, ventilation, or cooling system is misaligned, negatively pitched, or damaged, which may cause improper or dangerous venting of gas
- Deteriorating paint as defined at 24 CFR 35.110 in a unit built before 1978 that is to be occupied by a family with a child under six years of age if it would prevent the family from moving into the unit

If an owner fails to correct life-threatening conditions as required by Jacksonville Housing, Jacksonville Housing will enforce the HQS in accordance with HUD requirements.

If a family fails to correct a family-caused life-threatening condition as required by Jacksonville Housing, Jacksonville Housing will enforce the family obligations.

The owner will be required to repair an inoperable smoke detector unless Jacksonville Housing determines that the family has intentionally disconnected it (by removing batteries or other means). In this case, the family will be required to repair the smoke detector within 24 hours.

D. OWNER AND FAMILY RESPONSIBILITIES [24 CFR 982.404]

Family Responsibilities

The family is responsible for correcting the following HQS deficiencies:

- Tenant-paid utilities not in service
- Failure to provide or maintain appliances owned by the family
- Damage to the unit or premises caused by a household member or guest beyond normal wear and tear that results in a breach of the HQS. "Normal wear and tear" is defined as items

which could not be charged against the tenant's security deposit under state law or court practice.

Owner Responsibilities

The owner is responsible for all HQS violations not listed as a family responsibility above, even if the violation is caused by the family's living habits (e.g., vermin infestation). However, if the family's actions constitute a serious or repeated lease violation the owner may take legal action to evict the family.

E. SPECIAL REQUIREMENTS FOR CHILDREN WITH ELEVATED BLOOD LEAD LEVEL [24 CFR 35.1225; FR Notice 1/13/17; Notice PIH 2017-13]

If a Jacksonville Housing is notified by a public health department or other medical health care provider, or verifies information from a source other than a public health department or medical health care provider, that a child of less than six years of age, living in an HCV-assisted unit has been identified as having an elevated blood lead level, the Jacksonville Housing must complete an environmental investigation of the dwelling unit within 15 calendar days after being notified by a public health department or other medical health care provider. The environmental investigation must be completed in accordance with program requirements, and the result of the environmental investigation must be immediately provided to the owner of the dwelling unit. In cases where the public health department has already completed an evaluation of the unit, this information must be provided to the owner.

Within thirty (30) days after receiving the environmental investigation report from the Jacksonville Housing, or the evaluation from the public health department, the owner is required to complete the reduction of identified lead-based paint hazards in accordance with the lead-based paint regulations [24 CFR 35.1325 and 35.1330; 40 CFR 745.227]. If the owner does not complete the "hazard reduction" as required, the dwelling unit is in violation of HQS and Jacksonville Housing will take action in accordance with Section 8-L.

Jacksonville Housing reporting requirements, and data collection and record keeping responsibilities related to children with an elevated blood lead level are discussed in Chapter 16.

VIOLATION OF HQS SPACE STANDARDS [24 CFR 982.401, 24 CFR 982.403]

A dwelling unit must:

- Provide adequate space and security for the family
- Have at least one bedroom or living/sleeping room for each two persons

A unit that does not meet these HQS space standards is defined as *overcrowded*.

A living room may be used as a sleeping (bedroom) space, but no more than two persons may occupy the space [HCV GB p. 10-6]. A bedroom or living/sleeping room must have at least:

- One window
- Two electrical outlets in proper operating condition (permanent overhead or wall-mounted light fixtures may count as one of the required electrical outlets)

If Jacksonville Housing determines that a unit is overcrowded because of an increase in family size or a change in family composition, Jacksonville Housing must issue the family a new

voucher, and the family and Jacksonville Housing must try to find an acceptable unit as soon as possible. If an acceptable unit is available for rental by the family, Jacksonville Housing must terminate the HAP contract in accordance with its terms.

F. THE INSPECTION PROCESS

OVERVIEW [24 CFR 982.405]

Types of Inspections

The Jacksonville Housing conducts the following types of inspections as needed. Each type of inspection is discussed in the paragraphs that follow.

- *Initial Inspections.* The Jacksonville Housing conducts initial inspections in response to a request from the family to approve a unit for participation in the HCV program.
- *Annual/Biennial Inspections.* HUD requires Jacksonville Housing to inspect each unit under lease at least annually or biennially, depending on Jacksonville Housing policy, to confirm that the unit still meets HQS. The inspection may be conducted in conjunction with the family's annual reexamination but also may be conducted separately.
- *Special Inspections.* A special inspection may be requested by the owner, the family, or a third party as a result of problems identified with a unit between annual inspections.
- *Quality Control/Audit Inspections.* HUD requires that a sample of units be inspected by a supervisor or other qualified individual to evaluate the work of the inspector(s) and to ensure that inspections are performed in compliance with the HQS.

Inspection of PHA-Owned Units [24 CFR 982.352(b)]

Jacksonville Housing must obtain the services of an independent entity to perform all HQS inspections in cases where an HCV family is receiving assistance in a Jacksonville Housing-owned unit. A Jacksonville Housing owned unit is defined as a unit that is owned by Jacksonville Housing that administers the assistance under the consolidated ACC (including a unit owned by an entity substantially controlled by Jacksonville Housing). The independent agency must communicate the results of each inspection to the family and the PHA. The independent agency must be approved by HUD and may be the unit of general local government for the Jacksonville Housing jurisdiction (unless the Jacksonville Housing is itself the unit of general local government or an agency of such government).

Inspection Costs [Notice PIH 2016-05]

Jacksonville Housing may not charge the family for unit inspections or reinspection [24 CFR 982.405(e)]. In the case of inspections of Jacksonville Housing-owned units, Jacksonville Housing may compensate the independent agency for the ongoing administrative fee for inspections performed. The Jacksonville Housing and the independent agency may not charge the family any fee or charge for the inspection [24 CFR.982.352(b)].

Jacksonville Housing may not charge the owner for the inspection of the unit prior to the initial term of the lease or for a first inspection during assisted occupancy of the unit. However, Jacksonville Housing may charge a reasonable fee to owners for reinspection in two situations: when the owner notifies Jacksonville Housing that a repair has been made but the deficiency has not been corrected, and when the time for repairs has elapsed and the deficiency has not been

corrected. Fees may not be imposed for tenant-caused damages, for cases in which the inspector could not gain access to the unit, or for new deficiencies discovered during a re-inspection.

The owner may not pass the cost of a reinspection fee to the family. Reinspection fees must be added to Jacksonville Housing's administrative fee reserves and may only be used for activities related to the provision of tenant-based assistance.

Jacksonville Housing Policy

Jacksonville Housing will charge a fee for failed re-inspection using the following fee schedule:

- \$50.00 for third attempt inspections
- \$75.00 for fourth attempt inspections

Remote Video Inspections (RVIs) [Notice PIH 2020-31]

As an alternative to some or all on-site inspections, the PHA may, but is not required to, perform HQS inspections from a remote location using video streaming technology and a proxy at the inspection site. Since there may be some circumstances in which the application of technology provides insufficient information or evidence to allow the PHA to make appropriate determinations about whether a condition violates HQS, Notice PIH 2020-31 requires that if a PHA chooses to implement RVIs, the PHA should have policies and procedures in place to address such limitations.

Jacksonville Housing Policy

Jacksonville Housing will conduct remote video inspections (RVIs) when necessary, as a streamlining measure.

Notice and Scheduling

The family must allow the PHA to inspect the unit at reasonable times with reasonable notice [24 CFR 982.551(d)].

Jacksonville Housing Policy

Both the family and the owner will be given reasonable notice of all inspections. Except in the case of a life-threatening emergency, reasonable notice is considered to be not less than 48 hours. Inspections may be scheduled between 8:00 a.m. and 7:00 p.m. Generally, inspections will be conducted on business days only. In the case of a life-threatening emergency, Jacksonville Housing will give as much notice as possible, given the nature of the emergency.

Owner and Family Inspection Attendance

HUD permits the PHA to set a policy regarding family and owner present at the time of inspection [HCV GB p. 10-27].

Jacksonville Housing Policy

- When a family occupies the unit at the time of inspection an authorized adult eighteen (18) years or older must be present for the inspection. The presence of the owner or the owner's representative is encouraged but is not required.

- At the initial inspection of a vacant unit, Jacksonville Housing will inspect the unit in the presence of the owner or owner's representative. The presence of a family representative is permitted but is not required.

G. INITIAL HQS INSPECTION [24 CFR 982.401(a)]

Initial Inspections [FR Notice 1/18/17]

The PHA may, but is not required to, approve assisted tenancy, and start HAP if the unit fails HQS inspection, but only if the deficiencies identified are non-life-threatening. Further, the PHA may, but is not required to, authorize occupancy if a unit passed an alternative inspection in the last 24 months.

Jacksonville Housing Policy

The unit must pass the HQS inspection on or before the effective date of the HAP contract.

Jacksonville Housing will not rely on alternative inspections and will conduct an HQS inspection for each unit prior to executing a HAP contract with the owner.

Timing of Initial Inspections

HUD requires PHAs with fewer than 1,250 budgeted units to complete the initial inspection, determine whether the unit satisfies HQS, and notify the owner and the family of the determination within 15 days of submission of the Request for Tenancy Approval (RFTA). For PHAs with 1,250 or more budgeted units, to the extent practicable such inspection and determination must be completed within fifteen (15) days. The 15-day period is suspended for any period during which the unit is not available for inspection [982.305(b)(2)].

Jacksonville Housing Policy

The Jacksonville Housing will complete the initial inspection, determine whether the unit satisfies HQS, and notify the owner and the family of the determination within 15 days of submission of the Request for Tenancy Approval (RFTA).

Inspection Results and Reinspection

Jacksonville Housing Policy

If any HQS violations are identified, the owner will be notified of the deficiencies and be given a time frame to correct them. If requested by the owner, the time frame for correcting the deficiencies may be extended by Jacksonville Housing for good cause. Jacksonville Housing will reinspect the unit within five (5) business days of the date the owner notifies Jacksonville Housing that the required corrections have been made.

If the time period for correcting the deficiencies (or any PHA-approved extension) has elapsed, or the unit fails HQS at the time of the reinspection, Jacksonville Housing will notify the owner and the family that the unit has been rejected and that the family must search for another unit. Jacksonville Housing may agree to conduct a second reinspection, for good cause, at the request of the family and owner.

Following a failed reinspection, the family may submit a new Request for Tenancy Approval (RFTA) for the same unit after the owner has made repairs, if they are unable to locate another suitable unit.

Utilities

Generally, at the initial lease-up the owner is responsible for demonstrating that all utilities are in working order including those utilities that the family will be responsible for paying.

Jacksonville Housing Policy

If utility service is not available for testing at the time of the initial inspection, Jacksonville Housing will allow the utilities to be placed in service after the unit has met all other HQS requirements. Jacksonville Housing will reinspect the unit to confirm that utilities are operational before the HAP contract is executed by Jacksonville Housing.

Appliances [Form HUD-52580]

Jacksonville Housing Policy

If the family is responsible for supplying the stove and/or refrigerator, Jacksonville Housing will allow the stove and refrigerator to be placed in the unit after the unit has met all other HQS requirements. The required appliances must be in place before the HAP contract is executed by Jacksonville Housing. Jacksonville Housing will execute the HAP contract based on a certification from the family that the appliances have been installed and are working. A confirmatory inspection will be scheduled within 30 days of HAP contract approval.

H. ANNUAL/BIENNIAL HQS INSPECTIONS

[24 CFR 982.405 and 982.406; Notice PIH 2016-05]

Jacksonville Policy

Each unit under the Housing Assistance Payment contract must be inspected biennially within 24 months of the last full HQS inspection. Jacksonville Housing reserves the right to require annual inspections of any unit or owner at any time. Jacksonville Housing will not rely on alternative inspection standards.

Scheduling the Inspection

Jacksonville Housing Policy

If an adult cannot be present on the scheduled date, the family should request that Jacksonville Housing reschedule the inspection. Jacksonville Housing and the family will agree on a new inspection date that generally should take place within five (5) business days of the originally scheduled date. Jacksonville Housing may schedule an inspection more than five business days after the original date for good cause.

If the family misses the first scheduled appointment without requesting a new inspection date, Jacksonville Housing will automatically schedule a second inspection. If the family misses two scheduled inspections without Jacksonville Housing's approval, Jacksonville Housing will consider the family to have violated its obligation to make the unit available for inspection. This may result in the termination of the family's assistance in accordance with Chapter 12.

I. SPECIAL INSPECTIONS [24 CFR 982.405(g)]

If a participant or government official reports a life-threatening condition that the owner would be required to repair within 24 hours, the PHA must inspect the unit within 24 hours of notification. If the reported condition is not life-threatening, the PHA must inspect the unit within 15 days of notification.

Jacksonville Housing Policy

During a special inspection, Jacksonville Housing generally will inspect only those deficiencies that were reported. However, the inspector will record any additional HQS deficiencies that are observed and will require the responsible party to make the necessary repairs.

If the annual/biennial inspection has been scheduled or is due within 90 days of the date the special inspection is scheduled the Jacksonville Housing may elect to conduct a full annual/biennial inspection.

J. QUALITY CONTROL INSPECTIONS [24 CFR 982.405(b); 24 CFR 985.3(e); HCV GB, p. 10-32]

HUD requires a PHA supervisor or other qualified person to conduct quality control inspections of a sample of units to ensure that each inspector is conducting accurate and complete inspections and that there is consistency in the application of the HQS.

The unit sample must include only units that have been inspected within the preceding three months. The selected sample should be drawn to represent a cross-section of neighborhoods and the work of a cross-section of inspectors.

Jacksonville Housing Policy

Jacksonville Housing will perform quality control inspections for SEMAP purposes. The unit sample must include only units that have been inspected within the preceding three months. The selected sample should be drawn to represent a cross-section of neighborhoods and the work of a cross-section of inspectors.

K. INSPECTION RESULTS AND REINSPECTIONS FOR UNITS UNDER HAP CONTRACT

Notification of Corrective Actions

The owner and the family will be notified in writing of the results of all inspections. When an inspection identifies HQS failures, the PHA will determine (1) whether or not the failure is a life-threatening condition and (2) whether the family or owner is responsible.

Jacksonville Housing Policy

When life-threatening conditions are identified, Jacksonville Housing will immediately notify both parties by telephone or email. The notice will specify who is responsible for correcting the violation. The corrective actions must be taken within 24 hours of Jacksonville Housing's notice.

When failures that are not life-threatening are identified, Jacksonville Housing will send the owner and the family a written notification of the inspection results within five business days of the inspection. The written notice will specify who is responsible for

correcting the violation, and the time frame within which the failure must be corrected. Generally, not more than thirty (30) days will be allowed for the correction.

The notice of inspection results will inform the owner that if life-threatening conditions are not corrected within 24 hours, and non-life-threatening conditions are not corrected within the specified time frame (or any PHA-approved extension), the owner's HAP will be abated in accordance with PHA policy (see 8-L.).

Likewise, in the case of family-caused deficiencies, the notice will inform the family that if corrections are not made within the specified time frame (or any PHA-approved extension, if applicable) the family's assistance will be terminated in accordance with Jacksonville Housing policy (see Chapter 12).

Extensions

For conditions that are life-threatening, the PHA cannot grant an extension to the 24-hour corrective action period. For conditions that are not life-threatening, the PHA may grant an exception to the required time frames for correcting the violation, if the PHA determines that an extension is appropriate [24 CFR 982.404].

Jacksonville Housing Policy

Extensions will be granted in cases where Jacksonville Housing has determined that the owner has made a good-faith effort to correct the deficiencies and is unable to for reasons beyond the owner's control. Reasons may include, but are not limited to:

- A repair cannot be completed because required parts or services are not available.
- A repair cannot be completed because of weather conditions.
- A reasonable accommodation is needed because the family includes a person with disabilities.

The length of the extension will be determined on a case-by-case basis, but will not exceed 60 days, except in the case of delays caused by weather conditions. In the case of weather conditions, extensions may be continued until the weather has improved sufficiently to make repairs possible. The necessary repairs must be made within 15 calendar days once the weather conditions have subsided.

Re-inspections

Jacksonville Housing Policy

Jacksonville Housing will conduct a reinspection immediately following the end of the corrective period or any Jacksonville Housing approved extension.

The family and owner will be given reasonable notice of the reinspection appointment. If the deficiencies have not been corrected by the time of the reinspection, Jacksonville Housing will send a notice of abatement to the owner, or in the case of family-caused violations, a notice of termination to the family, in accordance with Jacksonville Housing policies. If Jacksonville Housing is unable to gain entry to the unit in order to conduct the scheduled reinspection, Jacksonville Housing will consider the family to have violated its obligation to make the unit available for inspection. This may result in the termination of the family's assistance in accordance with Chapter 12.

L. ENFORCING OWNER COMPLIANCE

If the owner fails to maintain the dwelling unit in accordance with HQS, the PHA must take prompt and vigorous action to enforce the owner's obligations.

HAP Abatement

If an owner fails to correct HQS deficiencies by the time specified by the PHA, HUD requires the PHA to abate housing assistance payments no later than the first of the month following the specified correction period (including any approved extension) [24 CFR 985.3(f)]. No retroactive payments will be made to the owner for the period of time the rent was abated. Owner rents are not abated as a result of HQS failures that are the family's responsibility.

Jacksonville Housing Policy

Jacksonville Housing will make all HAP abatements effective the first of the month following the expiration of the Jacksonville Housing specified correction period (including any extension).

Jacksonville Housing will inspect abated units within five (5) business days of the owner's notification that the work has been completed. Payment will resume effective on the day the unit passes inspection.

During any abatement period, the family continues to be responsible for its share of the rent. The owner must not seek payment from the family for abated amounts and may not use the abatement as cause for eviction.

HAP Contract Termination

The PHA must decide how long any abatement period will continue before the HAP contract will be terminated. The PHA should not terminate the contract until the family finds another unit, provided the family does so in a reasonable time [HCV GB p. 10-29] and must give the owner reasonable notice of the termination. The PHA will issue a voucher to permit the family to move to another unit as described in Chapter 10.

Jacksonville Housing Policy

The maximum length of time that HAP may be abated is ninety (90) days. However, if the owner completes corrections and notifies Jacksonville Housing before the termination date of the HAP contract, Jacksonville Housing may rescind the termination notice if (1) the family still resides in the unit and wishes to remain in the unit and (2) the unit passes inspection.

Reasonable notice of HAP contract termination by Jacksonville Housing is thirty (30) days.

ENFORCING FAMILY COMPLIANCE WITH HQS [24 CFR 982.404(b)]

Families are responsible for correcting any HQS violations resulting in damages beyond normal wear and tear. If the family fails to correct a violation within the period allowed by Jacksonville Housing (and any extensions), the PHA will terminate the family's assistance, according to the policies described in Chapter 12.

If the owner carries out a repair for which the family is responsible under the lease, the owner may bill the family for the cost of the repair.

M. RENT REASONABLENESS [24 CFR 982.507]

OVERVIEW

Except in the case of certain LIHTC- and HOME-assisted units, no HAP contract can be approved until the PHA has determined that the rent for the unit is reasonable. The purpose of the rent reasonableness test is to ensure that a fair rent is paid for each unit rented under the HCV program.

HUD regulations define a reasonable rent as one that does not exceed the rent charged for comparable, unassisted units in the same market area. HUD also requires that owners not charge more for assisted units than for comparable units on the premises. This part explains the method used to determine whether a unit's rent is reasonable.

PHA-Owned Units [24 CFR 982.352(b)]

In cases where an HCV family is receiving assistance in a PHA-owned unit, the PHA must obtain the services of an independent entity to determine rent reasonableness in accordance with program requirements, and to assist the family in negotiating the contract rent when the family requests assistance. A PHA-owned unit is defined as a unit that is owned by the PHA that administers the assistance under the consolidated ACC (including a unit owned by an entity substantially controlled by the PHA). The independent agency must communicate the results of the rent reasonableness determination to the family and the PHA. The independent agency must be approved by HUD and may be the unit of general local government for the PHA jurisdiction (unless the PHA is itself the unit of general local government or an agency of such government).

WHEN RENT REASONABLENESS DETERMINATIONS ARE REQUIRED

Owner-Initiated Rent Determinations

The PHA must make a rent reasonableness determination at initial occupancy and whenever the owner requests a rent adjustment.

The owner and family first negotiate the rent for a unit. The PHA (or independent agency in the case of PHA-owned units) will assist the family with the negotiations upon request. At initial occupancy, the PHA must determine whether the proposed rent is reasonable before a HAP Contract is signed. The owner must not change the rent during the initial lease term. Subsequent requests for rent adjustments must be consistent with the lease between the owner and the family. Rent increases will not be approved unless any failed items identified by the most recent HQS inspection have been corrected.

Jacksonville Housing Policy

After the initial occupancy period, the owner may request a rent adjustment in accordance with the owner's lease. For rent increase requests after the initial lease-up, Jacksonville Housing may request owners to provide information about the rents charged for other units on the premises, if the premises include more than 4 units. In evaluating the proposed rents in comparison to other units on the premises Jacksonville Housing will consider unit size and length of tenancy in the other units.

Jacksonville Housing will determine whether the requested increase is reasonable within ten (10) business days of receiving the request from the owner. The owner will be notified of the determination in writing.

Rent increases must be approved by the participant/tenant should the tenant rent portion increase as a result of the rent increase. The unit must be in good HQS standings and have a pass rating.

All rent adjustments will be effective the first of the month following 60 days after Jacksonville Housing's receipt of the owner's request or on the date specified by the owner, whichever is later.

PHA and HUD-Initiated Rent Reasonableness Determinations

HUD requires the PHA to make a determination of rent reasonableness (even if the owner has not requested a change) if there is a 10 percent decrease in the fair market rent that goes into effect at least 60 days before the contract anniversary date. HUD also may direct the PHA to make a determination at any other time. The PHA may decide that a new determination of rent reasonableness is needed at any time.

Jacksonville Housing Policy

In addition to the instances described above, Jacksonville Housing will make a determination of rent reasonableness at any time after the initial occupancy period if: (1) Jacksonville Housing determines that the initial rent reasonableness determination was in error or (2) the Jacksonville Housing determines that the information provided by the owner about the unit or other units on the same premises was incorrect.

LIHTC and HOME-Assisted Units [24 CFR 982.507(c)]

For units receiving low-income housing tax credits (LIHTCs) or units assisted under HUD's HOME Investment Partnerships (HOME) Program, a rent comparison with unassisted units is not required if the voucher rent does not exceed the rent for other LIHTC- or HOME-assisted units in the project that are not occupied by families with tenant-based assistance.

For LIHTCs, if the rent requested by the owner does exceed the LIHTC rents for non-voucher families, the PHA must perform a rent comparability study in accordance with program regulations. In such cases, the rent shall not exceed the lesser of: (1) the reasonable rent as determined from the rent comparability study; or (2) the payment standard established by the PHA for the unit size involved.

HOW COMPARABILITY IS ESTABLISHED

Factors to Consider

HUD requires PHAs to take into consideration the factors listed below when determining rent comparability. The PHA may use these factors to make upward or downward adjustments to the rents of comparison units when the units are not identical to the HCV-assisted unit.

- Location and age
- Unit size including the number of rooms and square footage of rooms
- The type of unit including construction type (e.g., single family, duplex, garden, low-rise, high-rise)

- The quality of the units including the quality of the original construction, maintenance, and improvements made
- Amenities, services, and utilities included in the rent

Units that Must Not Be Used as a Comparable

Comparable units must represent unrestricted market rents. Therefore, units that receive some form of federal, state, or local assistance that impose rent restrictions cannot be considered comparable units. These include units assisted by HUD through any of the following programs: Section 8 project-based assistance, Section 236 and Section 221(d)(3) Below Market Interest Rate (BMIR) projects, HOME or Community Development Block Grant (CDBG) program-assisted units in which the rents are subsidized; units subsidized through federal, state, or local tax credits; units subsidized by the Department of Agriculture rural housing programs, and units that are rent-controlled by local ordinance [Notice PIH 2002-22, Notice PIH 2005-20, and Notice PIH 2020-19].

Note: Notice PIH 2020-19, issued August 21, 2020, provides further guidance on the issue of what constitutes an assisted unit.

Rents Charged for Other Units on the Premises

The Request for Tenancy Approval (HUD-52517) requires owners to provide information, on the form itself, about the rent charged for other unassisted comparable units on the premises if the premises include more than 4 units.

By accepting the PHA payment each month the owner certifies that the rent is not more than the rent charged for comparable unassisted units on the premises. If asked to do so, the owner must give the PHA information regarding rents charged for other units on the premises.

PHA RENT REASONABLENESS METHODOLOGY

How Market Data Is Collected

Jacksonville Housing Policy

Jacksonville Housing will collect and maintain data on market rents in the PHA's jurisdiction. The information source that Jacksonville Housing will use is with www.affordablehousing.com. However, it is not limited and will include newspapers, realtors, market surveys, inquiries of owners, and other available sources. The data will be maintained by bedroom size and market areas. Market areas may be defined by zip codes, census tracts, neighborhoods, and identifiable natural or man-made boundaries. The data will be updated on an ongoing basis and rent information that is more than 12 months old will be eliminated from the database.

How Rents Are Determined

Jacksonville Housing Policy

The rent for a unit proposed for HCV assistance will be compared to the rent charged for comparable units in the same market area. Jacksonville Housing will utilize www.affordablehousing.com which uses a range of prices for comparable units by bedroom size within defined market areas. Units proposed for HCV assistance will be compared to the units within this rent range. Because units may be similar, but not

exactly like the unit proposed for HCV assistance. The adjustment must reflect the local market. Not all differences in units require adjustments (e.g., the presence or absence of a garbage disposal may not affect the rent in some market areas).

Adjustments may also vary by unit type (e.g., a second bathroom may be more valuable in a three-bedroom unit than in a two-bedroom).

The adjustment must reflect the rental value of the difference—not its construction costs (e.g., it might cost \$20,000 to put on a new roof, but the new roof might not make any difference in what a tenant would be willing to pay because rental units are presumed to have functioning roofs).

When a comparable project offers rent concessions (e.g., first month rent-free, or reduced rent) reported monthly rents will be adjusted accordingly. For example, if a comparable project reports rents of \$500/month but new tenants receive the first month's rent free, the actual rent for the unit would be calculated as follows: $\$500 \times 11 \text{ months} = 5500/12 \text{ months} = \text{actual monthly rent of } \488 .

Jacksonville Housing will notify the owner of the rent the Jacksonville Housing can approve based upon its analysis of rents for comparable units. The owner may submit information about other comparable units in the market area. Jacksonville Housing will confirm the accuracy of the information provided and consider this additional information when making rent determinations. The owner must submit any additional information within five business days of Jacksonville Housing's request for information or the owner's request to submit information.

EXHIBIT 8-1: OVERVIEW OF HUD HOUSING QUALITY STANDARDS

Note: This document provides an overview of HQS. For more detailed information see the following documents:

- 24 CFR 982.401, Housing Quality Standards (HQS)
- Housing Choice Voucher Guidebook, Chapter 10.
- HUD Housing Inspection Manual for Section 8 Housing
- HUD Inspection Form, form HUD-52580 (3/01) and Inspection Checklist, form HUD-52580-A (9/00)

Sanitary Facilities

The dwelling unit must include sanitary facilities within the unit. The sanitary facilities must be usable in private and must be in proper operating condition and adequate for personal cleanliness and disposal of human waste.

Food Preparation and Refuse Disposal

The dwelling unit must have space and equipment suitable for the family to store, prepare, and serve food in a sanitary manner.

Space and Security

The dwelling unit must provide adequate space and security for the family. This includes having at least one bedroom or living/sleeping room for each two people.

Thermal Environment

The unit must have a safe system for heating the dwelling unit. Air conditioning is not required but if provided must be in proper operating condition. The dwelling unit must not contain unvented room heaters that burn gas, oil, or kerosene. Portable electric room heaters or kitchen stoves with built-in heating units are not acceptable as a primary source of heat for units located in climatic areas where permanent heat systems are required.

Illumination and Electricity

Each room must have adequate natural or artificial illumination to permit normal indoor activities and to support the health and safety of occupants. The dwelling unit must have sufficient electrical sources so occupants can use essential electrical appliances. Minimum standards are set for different types of rooms. Once the minimum standards are met, the number, type and location of electrical sources are a matter of tenant preference.

Structure and Materials

The dwelling unit must be structurally sound. Handrails are required when four or more steps (risers) are present, and protective railings are required when porches, balconies, and stoops are thirty inches or more off the ground. The elevator servicing the unit must be working [if there is one]. Manufactured homes must have proper tie-down devices capable of surviving wind loads common to the area.

Interior Air Quality

The dwelling unit must be free of air pollutant levels that threaten the occupants' health. There must be adequate air circulation in the dwelling unit. Bathroom areas must have one openable window or other adequate ventilation. Any sleeping room must have at least one window. If a window was designed to be opened, it must be in proper working order.

Water Supply

The dwelling unit must be served by an approved public or private water supply that is sanitary and free from contamination. Plumbing fixtures and pipes must be free of leaks and threats to health and safety.

Lead-Based Paint

Lead-based paint requirements apply to dwelling units built prior to 1978 that are occupied or can be occupied by families with children under six years of age, excluding zero-bedroom dwellings. Owners must:

- Disclose known lead-based paint hazards to prospective tenants before the lease is signed,
- provide all prospective families with "Protect Your Family from Lead in Your Home",
- Stabilize deteriorated painted surfaces and conduct hazard reduction activities within 30 days when identified by the PHA
- Notify tenants each time such an activity is performed
- Conduct all work in accordance with HUD safe practices
- As part of ongoing maintenance ask each family to report deteriorated paint
- Maintain covered housing without deteriorated paint if there is child under six in the family

For units occupied by elevated blood lead level (lead poisoned) children under six years of age, an environmental investigation must be conducted (paid for by the PHA). If lead hazards are identified during the environmental investigation, the owner must complete hazard reduction activities within 30 days.

See HCV GB p. 10-15 for a detailed description of these requirements. For additional information on lead-based paint requirements see 24 CFR 35, Subparts A, B, M, and R.

Access

Use and maintenance of the unit must be possible without unauthorized use of other private properties. The building must provide an alternate means of exit in case of fire.

Site and Neighborhood

The site and neighborhood must be reasonably free from disturbing noises and reverberations, excessive trash or vermin, or other dangers to the health, safety, and general welfare of the occupants.

Sanitary Condition

The dwelling unit and its equipment must be in sanitary condition and free of vermin and rodent infestation. The unit must have adequate barriers to prevent infestation.

Smoke Detectors

Smoke detectors must be installed in accordance with and meet the requirements of the National Fire Protection Association Standard (NFPA) 74 (or its successor standards). If the dwelling unit is occupied by any person with a hearing impairment, smoke detectors must have an appropriate alarm system as specified in NFPA 74 (or successor standards).

Hazards and Health/Safety

The unit, interior and exterior common areas accessible to the family, the site, and the surrounding neighborhood must be free of hazards to the family's health and safety.

<p style="text-align: center;">EXHIBIT 8-2: SUMMARY OF TENANT PREFERENCE AREAS RELATED TO HOUSING QUALITY</p>
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Note: This document provides an overview of unit and site characteristics and conditions for which the family determines acceptability. For more detailed information see the following documents:

- Housing Choice Voucher Guidebook, Chapter 10.
- HUD Housing Inspection Manual for Section 8 Housing
- HUD Inspection Form, form HUD-52580 (3/01) and Inspection Checklist, form HUD-52580-A (9/00)

Provided the minimum housing quality standards have been met, HUD permits the family to determine whether the unit is acceptable with regard to the following characteristics.

- *Sanitary Facilities.* The family may determine the adequacy of the cosmetic condition and quality of the sanitary facilities, including the size of the lavatory, tub, or shower; the location of the sanitary facilities within the unit; and the adequacy of the water heater.
- *Food Preparation and Refuse Disposal.* The family selects the size and type of equipment it finds acceptable. When the family is responsible for supplying cooking appliances, the family may choose to use a microwave oven in place of a conventional oven, stove, or range. When the owner is responsible for providing cooking appliances, the owner may offer a microwave oven in place of an oven, stove, or range only if other subsidized and unsubsidized units on the premises are furnished with microwave ovens only. The adequacy of the amount and type of storage space, the cosmetic conditions of all equipment, and the size and location of the kitchen are all determined by the family.
- *Space and Security.* The family may determine the adequacy of room sizes and room locations. The family is also responsible for deciding the acceptability of the type of door and window locks.
- *Energy conservation items.* The family may determine whether the amount of insulation, presence of absence of storm doors and windows and other energy conservation items are acceptable.
- *Illumination and Electricity.* The family may determine whether the location and the number of outlets and fixtures (over and above those required to meet HQS standards) are acceptable or if the amount of electrical service is adequate for the use of appliances, computers, or stereo equipment.
- (6) *Structure and Materials.* Families may determine whether minor defects, such as lack of paint, or worn flooring or carpeting will affect the livability of the unit.
- (7) *Indoor Air.* Families may determine whether window and door screens, filters, fans, or other devices for proper ventilation are adequate to meet the family's needs. However, if screens are present they must be in good condition.
- (8) *Sanitary Conditions.* The family determines whether the sanitary conditions in the unit, including minor infestations, are acceptable.

- (9) *Neighborhood conditions*. Families may determine whether neighborhood conditions such as the presence of drug activity, commercial enterprises, and convenience to shopping will affect the livability of the unit.
- Families have no discretion with respect to lead-based paint standards and smoke detectors.

CHAPTER 9 GENERAL LEASING POLICIES

INTRODUCTION

Chapter 9 covers the lease-up process from the family's submission of a Request for Tenancy Approval (RFTA) to execution of the HAP contract.

In order for the PHA to assist a family in a particular dwelling unit, or execute a Housing Assistance Payments (HAP) contract with the owner of a dwelling unit, the PHA must determine that all the following program requirements are met:

- The unit itself must qualify as an eligible unit [24 CFR 982.305(a)]
- The unit must be inspected by the PHA and meet the Housing Quality Standards (HQS) [24 CFR 982.305(a)]
- The lease offered by the owner must be approvable and must include the required Tenancy Addendum [24 CFR 982.305(a)]
- The rent to be charged by the owner for the unit must be reasonable [24 CFR 982.305(a)]
- The owner must be an eligible owner, approvable by the PHA, with no conflicts of interest [24 CFR 982.306]
- For families initially leasing a unit only: Where the gross rent of the unit exceeds the applicable payment standard for the family, the share of rent to be paid by the family cannot exceed 40 percent of the family's monthly adjusted income [24 CFR 982.305(a)]

A. TENANT SCREENING

The PHA has no liability or responsibility to the owner or other persons for the family's behavior or suitability for tenancy [24 CFR 982.307(a)(1)].

The PHA may elect to screen applicants for family behavior or suitability for tenancy. See Chapter 3 for a discussion of the PHA's policies with regard to screening applicant families for program eligibility [24 CFR 982.307(a)(1)].

The owner is responsible for screening and selection of the family to occupy the owner's unit. At or before PHA approval of the tenancy, the PHA must inform the owner that screening and selection for tenancy is the responsibility of the owner [24 CFR 982.307(a)(2)]. The PHA must also inform the owner or manager of his/her rights and obligations under the Violence against Women Act of 2013 (VAWA) [24 CFR 5.2005(a)(2)].

The PHA must provide the owner with the family's current and prior address (as shown in the PHA records) and the name and address (if known to the PHA) of the landlord at the family's current and prior address [24 CFR 982.307(b)(1)].

The PHA is permitted, but not required, to offer the owner other information in the PHA's possession about the tenancy history or drug trafficking of family members [24 CFR 982.307(b)(2)].

The PHA's policy on providing information to the owner must be included in the family's briefing packet [24 CFR 982.307(b)(3)].

The PHA may not disclose to the owner any confidential information provided by the family in response to a PHA request for documentation of domestic violence, dating violence, sexual assault, or stalking except at the written request or with the written consent of the individual providing the documentation [24 CFR 5.2007(b)(4)].

Jacksonville Housing Policy

Jacksonville Housing will not screen applicants for family behavior or suitability for tenancy.

Jacksonville Housing will not provide additional screening information to the owner.

B. REQUESTING TENANCY APPROVAL [Form HUD-52517]

After the family is issued a voucher, the family must locate an eligible unit, with an owner or landlord willing to participate in the voucher program. Once a family finds a suitable unit and the owner is willing to lease the unit under the program, the owner and the family must request the PHA to approve the assisted tenancy in the selected unit.

The owner and the family must submit two documents to Jacksonville Housing:

- Completed Request for Tenancy Approval (RFTA) – Form HUD-52517
- Copy of the proposed lease, including the HUD-prescribed Tenancy Addendum – Form HUD-52641-A

The RFTA contains important information about the rental unit selected by the family, including the unit address, number of bedrooms, structure type, year constructed, utilities included in the rent, and the requested beginning date of the lease, necessary for the Jacksonville Housing to determine whether to approve the assisted tenancy in this unit.

Owners must certify the most recent amount of rent charged for the unit and provide an explanation for any difference between the prior rent and the proposed rent.

Owners must certify that they are not the parent, child, grandparent, grandchild, sister or brother of any member of the family unless Jacksonville Housing has granted a request for reasonable accommodation for a person with disabilities who is a member of the tenant household.

For units constructed prior to 1978, owners must either 1) certify that the unit, common areas, and exterior have been found to be free of lead-based paint by a certified inspector; or 2) attach a lead-based paint disclosure statement.

Both the RFTA and the proposed lease must be submitted no later than the expiration date stated on the voucher. [HCV GB p.8-15].

Jacksonville Housing Policy

- The RFTA must be signed by both the family and the owner.
- The owner may submit the RFTA on behalf of the family.
- Completed RFTA (including the proposed dwelling lease) must be submitted as hard copies or electronically, in-person, by mail, by email, or by fax.
- The family may not submit, and Jacksonville Housing will not process more than one (1) RFTA at a time.
- When the family submits the RFTA Jacksonville Housing will review the RFTA for completeness.

If the RFTA is incomplete (including lack of signature by family, owner, or both), or if the dwelling lease is not submitted with the RFTA, Jacksonville Housing will notify the family and the owner of the deficiencies.

Missing information and/or missing documents will only be accepted as hard or electronic copies, in-person, by mail, by email, or by fax. Jacksonville Housing will not accept missing information over the phone.

When the family submits the RFTA and proposed lease, Jacksonville Housing will also review the terms of the RFTA for consistency with the terms of the proposed lease.

If the terms of the RFTA are not consistent with the terms of the proposed lease, Jacksonville Housing will notify the family and the owner of the discrepancies.

Corrections to the terms of the RFTA and/or the proposed lease will only be accepted as hard or electronic copies, in-person, by mail, by email, or by fax. Jacksonville Housing will not accept corrections by phone.

Because of the time-sensitive nature of the tenancy approval process, Jacksonville Housing will attempt to communicate with the owner and family by phone, fax, or email. Jacksonville Housing will use mail when the parties cannot be reached by phone, fax, or email.

C. OWNER PARTICIPATION

Jacksonville Housing does not formally approve an owner to participate in the HCV program. However, there are a number of criteria where Jacksonville Housing may deny approval of an assisted tenancy based on past owner behavior, conflict of interest, or other owner-related issues. There are also criteria for which the Jacksonville Housing must disapprove of an owner. No owner has a right to participate in the HCV program [24 CFR 982.306(e)]

See Chapter 13 for a full discussion of owner qualification to participate in the HCV program.

D. ELIGIBLE UNITS

There are a number of criteria that a dwelling unit must meet in order to be eligible for assistance under the voucher program. Generally, a voucher-holder family may choose any available rental dwelling unit on the market in the Jacksonville Housing's jurisdiction. This includes the dwelling unit they are currently occupying.

Ineligible Units [24 CFR 982.352(a)]

Jacksonville Housing may not assist a unit under the voucher program if the unit is a public housing or Indian housing unit; a unit receiving project-based assistance under section 8 of the 1937 Act (42 U.S.C. 1437f); nursing homes, board and care homes, or facilities providing continual psychiatric, medical, or nursing services; college or other school dormitories; units on the grounds of penal, reformatory, medical, mental, and similar public or private institutions; a unit occupied by its owner or by a person with any interest in the unit.

PHA-Owned Units [24 CFR 982.352(b)]

Otherwise, eligible units that are owned or substantially controlled by the PHA issuing the voucher may also be leased in the voucher program. In order for a PHA-owned unit to be leased under the voucher program, the unit must not be ineligible housing and the PHA must inform the family, both orally and in writing, that the family has the right to select any eligible unit

available for lease and that the family is free to select a PHA-owned unit without any pressure or steering by the PHA.

Jacksonville Housing Policy

Jacksonville Housing has eligible PHA-owned units available for leasing under the voucher program with Jax Urban Initiative and Brentwood.

Special Housing Types [24 CFR 982 Subpart M]

HUD regulations permit but do not generally require Jacksonville Housing to permit families to use voucher assistance in a number of special housing types in accordance with the specific requirements applicable to those programs. These special housing types include single-room occupancy (SRO) housing, congregate housing, group home, shared housing, manufactured home space (where the family owns the manufactured home and leases only the space), cooperative housing, and homeownership option. See Chapter 15 for specific information and policies on any of these housing types that Jacksonville Housing has chosen to allow.

The regulations do require Jacksonville Housing to permit the use of any special housing type if needed as reasonable accommodation so that the program is readily accessible to and usable by persons with disabilities.

Duplicative Assistance [24 CFR 982.352(c)]

A family may not receive the benefit of HCV tenant-based assistance while receiving the benefit of any of the following forms of other housing subsidy, for the same unit or for a different unit:

- Public or Indian housing assistance;
- Other Housing Choice Voucher (HCV) assistance (including other tenant-based assistance);
- Assistance under former Section 23 of the United States Housing Act of 1937 (before amendment by the Housing and Community Development Act of 1974);
- Section 101 rent supplements;
- Section 236 rental assistance payments;
- Tenant-based assistance under the HOME Program;
- Rental assistance payments under Section 521 of the Housing Act of 1949 (a program of the Rural Development Administration);
- Any local or State rent subsidy;
- Section 202 supportive housing for the elderly;
- Section 811 supportive housing for persons with disabilities; (11) Section 202 projects for non-elderly persons with disabilities (Section 162 assistance); or
- Any other duplicative federal, State, or local housing subsidy, as determined by HUD. For this purpose, 'housing subsidy' does not include the housing component of a welfare payment, a social security payment received by the family, or a rent reduction because of a tax credit.

Housing Quality Standards (HQS) [24 CFR 982.305 and 24 CFR 982.401]

In order to be eligible, the dwelling unit must be in decent, safe and sanitary condition. This determination is made using HUD's Housing Quality Standards (HQS) and/or equivalent state or local standards approved by HUD. See Chapter 8 for a full discussion of the HQS standards, as well as the process for HQS inspection at initial lease-up.

Unit Size

In order to be eligible, the dwelling unit must be appropriate for the number of people in the household. A family must be allowed to lease an otherwise acceptable dwelling unit with fewer bedrooms than the number of bedrooms stated on the voucher issued to the family, provided the unit meets the applicable HQS space requirements [24 CFR 982.402(d)]. The family must be allowed to lease an otherwise acceptable dwelling unit with more bedrooms than the number of bedrooms stated on the voucher issued to the family. See Chapter 5 for a full discussion of subsidy standards.

Rent Reasonableness [24 CFR 982.305 and 24 CFR 982.507]

In order to be eligible, the dwelling unit must have a reasonable rent. The rent must be reasonable in relation to comparable unassisted units in the area and must not be in excess of the rent charged by the owner for comparable, unassisted units on the premises. See Chapter 8 for a full discussion of rent reasonableness and the rent reasonableness determination process.

Rent Burden [24 CFR 982.508]

Where a family is initially leasing a unit and the gross rent of the unit exceeds the applicable payment standard for the family, the family share cannot exceed 40 percent of the family's adjusted monthly income. The term "family share" refers to the amount the family pays toward rent and utilities. The gross rent for the unit minus the total housing assistance payment (HAP) for the unit equals the family share. See Chapter 6 for a discussion of the calculation of gross rent, the use of payment standards, and the calculation of family income, family share of rent and HAP.

E. LEASE AND TENANCY ADDENDUM

The family and the owner must execute a written dwelling lease agreement for the assisted unit. This written lease is a contract between the tenant family and the owner; Jacksonville Housing is not a party to this contract.

The tenant must have the legal capacity to enter into a lease under State and local law. "Legal capacity" means that the tenant is bound by the terms of the lease and may enforce the terms of the lease against the owner [24 CFR 982.308(a)]

Lease Form and Tenancy Addendum [24 CFR 982.308]

If the owner uses a standard lease form for rental to unassisted tenants in the locality or the premises, the lease must be in such standard form. If the owner does not use a standard lease form for rental to unassisted tenants, the owner may use another form of lease. The HAP contract prescribed by HUD contains the owner's certification that if the owner uses a standard lease form for rental to unassisted tenants, the lease for the assisted tenants is in such a standard form.

All provisions in the HUD-required Tenancy Addendum must be added word-for-word to the owner's standard lease form. The Tenancy Addendum includes the HUD requirements for the tenancy. Because it is a part of the lease, the tenant shall have the right to enforce the Tenancy Addendum against the owner. If there is a conflict between the owner's lease and the Tenancy Addendum, the terms of the Tenancy Addendum shall prevail over any other provisions of the lease.

Jacksonville Housing Policy

Jacksonville Housing does not provide a model or standard dwelling lease for owners to use in the HCV program.

Lease Information [24 CFR 982.308(d)]

The assisted dwelling lease must contain all of the required information as listed below:

- The names of the owner and the tenant:
- The unit rented (address, apartment number, and any other information needed to identify the contract unit)
- The term of the lease (initial term and any provisions for renewal)
- The amount of the monthly rent to the owner
- A specification of what utilities and appliances are to be supplied by the owner, and what utilities and appliances are to be supplied by the family

Term of Assisted Tenancy

The initial term of the assisted dwelling lease must be for at least one year [24 CFR 982.309]. The initial lease term is also stated in the HAP contract.

The HUD program regulations permit the PHA to approve a shorter initial lease term if certain conditions are met.

Jacksonville Housing Policy

Jacksonville Housing will not approve an initial lease term of less than one (1) year. The lease term may be twelve to fifteen months. During the initial term of the lease, the owner may not raise the rent to the owner [24 CFR 982.309].

Any provisions for renewal of the dwelling lease will be stated in the dwelling lease [HCV Guidebook, pg. 8-22]. There are no HUD requirements regarding any renewal extension terms, except that they must be stated in the dwelling lease if they exist.

Jacksonville Housing may execute the HAP contract even if there is less than one year remaining from the beginning of the initial lease term to the end of the last expiring funding increment under the consolidated ACC. [24 CFR 982.309(b)].

Security Deposit [24 CFR 982.313 (a) and (b)]

The owner may collect a security deposit from the tenant. Jacksonville Housing may prohibit security deposits in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants. However, if Jacksonville Housing chooses to do so, language to this effect must be added to Part A of the HAP contract [Form HUD-52641].

Jacksonville Housing Policy

Jacksonville Housing will allow the owner to collect any security deposit amount the owner determines is appropriate. Therefore, no modifications to the HAP contract will be necessary.

Separate Non-Lease Agreements between Owner and Tenant

Owners may not demand or accept any rent payment from the family in excess of the rent to the owner as approved by Jacksonville Housing minus Jacksonville Housing's housing assistance payments to the owner [24 CFR 982.451(b)(4)].

The owner may not charge the tenant extra amounts for items customarily included in rent in the locality or provided at no additional cost to unsubsidized tenants in the premises [24 CFR 982.510(c)].

Jacksonville Housing Policy

Jacksonville Housing permits owners and families to execute separate, non-lease agreements for services, appliances (other than range and refrigerator), and other items that are not included in the lease.

Any items, appliances, or other services that are customarily provided to unassisted families as part of the dwelling lease with those families or are permanently installed in the dwelling unit must be included in the dwelling lease for the assisted family. These items, appliances or services cannot be placed under a separate non-lease agreement between the owner and family. Side payments for additional rent, or for items, appliances, or services customarily provided to unassisted families as part of the dwelling lease for those families, are prohibited.

Any items, appliances, or other services that are not customarily provided to unassisted families as part of the dwelling lease with those families, are not permanently installed in the dwelling unit and where the family has the sole option of not utilizing the item, appliance, or service, may be included in a separate non-lease agreement between the owner and the family.

The family is not liable and cannot be held responsible under the terms of the assisted dwelling lease for any charges pursuant to a separate non-lease agreement between the owner and the family. Non-payment of any charges pursuant to a separate non-lease agreement between the owner and the family cannot be a cause for eviction or termination of tenancy under the terms of the assisted dwelling lease.

Separate non-lease agreements that involve additional items, appliances or other services may be considered amenities offered by the owner and may be taken into consideration when determining the reasonableness of the rent for the property.

Jacksonville Housing Review of Lease

Jacksonville Housing will review the dwelling lease for compliance with all applicable requirements.

Jacksonville Housing Policy

If the dwelling lease is incomplete or incorrect, Jacksonville Housing will notify the family and the owner of the deficiencies. Missing and corrected lease information will

only be accepted as hard or electronic copies, in-person, by mail, by email, or by fax. Jacksonville Housing will not accept missing and corrected information over the phone.

Because the initial leasing process is time-sensitive, Jacksonville Housing will attempt to communicate with the owner and family by phone, fax, or email. Jacksonville Housing will use mail when the parties can't be reached by phone, fax, or email.

Jacksonville Housing is permitted but is not required, to review the lease to determine if the lease complies with State and local law and is permitted to decline to approve the tenancy if Jacksonville Housing determines that the lease does not comply with State or local law [24 CFR 982.308(c)]

Jacksonville Housing Policy

Jacksonville Housing will not review the owner's lease for compliance with state/local law.

F. TENANCY APPROVAL [24 CFR 982.305]

After receiving the family's Request for Tenancy Approval, with the proposed dwelling lease, the PHA must promptly notify the family and owner whether the assisted tenancy is approved. Prior to approving the assisted tenancy and execution of a HAP contract, the PHA must ensure that all required actions and determinations discussed in this chapter have been completed.

These actions include ensuring that the unit is eligible; the unit has been inspected by the PHA and meets the Housing Quality Standards (HQS); the lease offered by the owner is approvable and includes the required Tenancy Addendum; the rent to be charged by the owner for the unit must be reasonable; where the family is initially leasing a unit and the gross rent of the unit exceeds the applicable payment standard for the family, the share of rent to be paid by the family does not exceed 40 percent of the family's monthly adjusted income [24 CFR 982.305(a)]; the owner is an eligible owner, not disapproved by the PHA, with no conflicts of interest [24 CFR 982.306]; the family and the owner have executed the lease, including the Tenancy Addendum, and the lead-based paint disclosure information [24 CFR 982.305(b)].

Jacksonville Housing Policy

Jacksonville Housing will complete its determination within ten (10) business days of receiving all required information.

If the terms of the RFTA/proposed lease are changed for any reason, including but not limited to negotiation with the Jacksonville Housing, the Jacksonville Housing will obtain corrected copies of the RFTA and proposed lease, signed by the family and the owner.

Corrections to the RFTA/proposed lease will only be accepted as hard or electronic copies, in-person, by mail, by email, or by fax. Jacksonville Housing will not accept corrections over the phone.

If Jacksonville Housing determines that the tenancy cannot be approved for any reason, the owner and the family will be notified in writing and given the opportunity to address any reasons for disapproval. Jacksonville Housing will instruct the owner and family of the steps that are necessary to obtain approval of the tenancy.

Where the tenancy is not approvable because the unit is not approvable, the family must continue to search for eligible housing within the timeframe of the issued voucher.

If the tenancy is not approvable due to rent affordability or rent reasonableness, Jacksonville Housing will attempt to negotiate the rent with the owner. If a new, approvable rent is negotiated, the tenancy will be approved. If the owner is not willing to negotiate an approvable rent, the family must continue to search for eligible housing within the timeframe of the issued voucher.

G. HAP CONTRACT EXECUTION [24 CFR 982.305]

The Housing Assistance Payment (HAP) contract is a written agreement between the PHA and the owner of the dwelling unit. Under the HAP contract, the PHA agrees to make housing assistance payments to the owner on behalf of the family, and the owner agrees to comply with all program requirements as stated in the HAP contract.

The HAP contract form is prescribed by HUD.

If the PHA has given approval for the family of the assisted tenancy, the owner and the PHA must execute the HAP contract.

The term of the HAP contract must be the same as the term of the lease [24 CFR 982.451(a)(2)].

The PHA is permitted to execute a HAP contract even if the funding currently available does not extend for the full term of the HAP contract.

The PHA must make a best effort to ensure that the HAP contract is executed before the beginning of the lease term. Regardless, the HAP contract must be executed no later than 60 calendar days from the beginning of the lease term.

The PHA may not pay any housing assistance payment to the owner until the HAP contract has been executed. If the HAP contract is executed during the period of 60 calendar days from the beginning of the lease term, the PHA will pay housing assistance payments after execution of the HAP contract (in accordance with the terms of the HAP contract), to cover the portion of the lease term before execution of the HAP contract (a maximum of 60 days).

Any HAP contract executed after the 60-day period is void, and the PHA may not pay any housing assistance payment to the owner.

Jacksonville Housing Policy

Owners who have not previously participated in the HCV program must attend a meeting with Jacksonville Housing in which the terms of the Tenancy Addendum and the HAP contract will be explained. Jacksonville Housing may waive this requirement on a case-by-case basis, if it determines that the owner is sufficiently familiar with the requirements and responsibilities under the HCV program.

The owner and the assisted family will execute the dwelling lease and the owner must provide a copy to the Jacksonville Housing. Jacksonville Housing will ensure that both the owner and the assisted family receive copies of the dwelling lease and Tenancy Addendum.

The owner and Jacksonville Housing will execute the HAP contract. Jacksonville Housing will not execute the HAP contract until the owner has submitted IRS form W-9 and owner required forms. Jacksonville Housing will ensure that the owner receives a copy of the executed HAP contract.

As required under VAWA 2013, once the HAP contract and lease have been executed and the family has been admitted to the program, Jacksonville Housing will notify families of their rights under VAWA by providing all families with a copy of the domestic violence certification form (HUD-5382) as well as the VAWA notice of occupancy rights (form HUD-5380).

See Chapter 13 for a discussion of the HAP contract and contract provisions.

H. CHANGES IN LEASE OR RENT [24 CFR 982.308]

If the tenant and the owner agree to any changes in the lease, such changes must be in writing, and the owner must immediately give the PHA a copy of such changes. The lease, including any changes, must remain in accordance with the requirements of this chapter.

Generally, PHA approval of tenancy and execution of a new HAP contract are not required for changes in the lease. However, under certain circumstances, the execution of a new lease and HAP contract are required. These circumstances include:

- Changes in lease requirements governing tenant or owner responsibilities for utilities or appliances
- Changes in lease provisions governing the term of the lease
- The family moves to a new unit, even if the unit is in the same building or complex

In these cases, if the HCV assistance is to continue, the family must submit a new Request for Tenancy Approval (RFTA) along with a new dwelling lease containing the proposed changes. A new tenancy must then be approved in accordance with this chapter.

Where the owner is changing the amount of the rent to owner, the owner must notify the PHA at least sixty (60) days before any such changes go into effect [24 CFR 982.308(g)(4)]. The PHA will agree to such an increase only if the amount of the rent to owner is considered reasonable according to the rent reasonableness standards discussed in Chapter 8. If the requested rent is not found to be reasonable, the owner must either reduce the requested rent increase, or terminate the tenancy in accordance with the terms of the lease.

No rent increase is permitted during the initial term of the lease [24 CFR 982.309(a)(3)].

Jacksonville Housing Policy

Where the owner is requesting a rent increase, Jacksonville Housing will determine whether the requested increase is reasonable within ten (10) business days of receiving the request from the owner. The owner will be notified of the determination in writing.

Rent increases will go into effect on the first of the month following the 60-day period after the owner notifies Jacksonville Housing of the rent change or on the date specified by the owner, whichever is later.

CHAPTER 10 MOVING WITH CONTINUED ASSISTANCE AND PORTABILITY

INTRODUCTION

Freedom of housing choice is a hallmark of the housing choice voucher (HCV) program. In general, HUD regulations impose few restrictions on where families may live or move with HCV assistance. This chapter sets forth HUD regulations and PHA policies governing moves within or outside the PHA's jurisdiction in two parts:

Moving with Continued Assistance. This part covers the general rules that apply to all moves by a family assisted under the PHA's HCV program, whether the family moves to another unit within the PHA's jurisdiction or to a unit outside the PHA's jurisdiction under portability.

Portability. This part covers the special rules that apply to moves by a family under portability, whether the family moves out of or into the PHA's jurisdiction. This part also covers the special responsibilities that the PHA has under portability regulations and procedures.

A. MOVING WITH CONTINUED ASSISTANCE

ALLOWABLE MOVES

HUD lists six regulatory conditions under which an assisted family is allowed to move to a new unit with continued assistance. Permission to move is subject to the restrictions set forth in this section.

- The family has a right to terminate the lease on notice to the owner (for the owner's breach or otherwise) and has given a notice of termination to the owner in accordance with the lease [24 CFR 982.354(b)(3)]. If the family terminates the lease on notice to the owner, the family must give the PHA a copy of the notice at the same time [24 CFR 982.354(d)(1)].
- The lease for the family's unit has been terminated by mutual agreement of the owner and the family [24 CFR 982.354(b)(1)(ii)].

Jacksonville Housing Policy

If the family and the owner mutually agree to terminate the lease for the family's unit, the family must give Jacksonville Housing a copy of the termination agreement.

The owner has given the family notice to vacate, has commenced an action to evict the family, or has obtained a court judgment or other process allowing the owner to evict the family [24 CFR 982.354(b)(2)]. The family must give the PHA a copy of any owner eviction notice [24 CFR 982.551(g)].

- The family or a member of the family is or has been the victim of domestic violence, dating violence, sexual assault, or stalking and the move is needed to protect the health or safety of the family or family member [24 CFR 982.354(b)(4)]. This condition applies even when the family has moved out of its unit in violation of the lease, with or without prior notification to the PHA, if the family or family member who is the victim reasonably believed that they were imminently threatened by harm from further violence if they remained in the unit [24

CFR 982.354(b)(4), 24 CFR 982.353(b)]. The PHA must adopt an emergency transfer plan as required by regulations at 24 CFR 5.2007(e).

Jacksonville Housing Policy

If a family requests permission to move with continued assistance or for an external transfer to another covered housing program operated by Jacksonville Housing based on a claim that the move is necessary to protect the health or safety of a family member who is or has been the victim of domestic violence, dating violence, sexual assault, or stalking, Jacksonville Housing will request that the resident request the emergency transfer using form HUD-5383, and the PHA will request documentation in accordance with Chapter 16 of this plan.

Jacksonville Housing reserves the right to waive the documentation requirement if it determines that a statement or other corroborating evidence from the family or family member will suffice. In such cases Jacksonville Housing will document the waiver in the family's file.

Jacksonville Housing may choose to provide a voucher to facilitate an emergency transfer of the victim without first terminating the assistance of the perpetrator.

Before granting an emergency transfer, Jacksonville Housing will ensure the victim is eligible to receive continued assistance based on the citizenship or immigration status of the victim.

Jacksonville Housing has adopted an emergency transfer plan, which is included as Exhibit 16-3 to this plan and discusses external transfers to other covered housing programs.

- The PHA has terminated the HAP contract for the family's unit for the owner's breach [24 CFR 982.354(b)(1)(i)].
- The PHA determines that the family's current unit does not meet the HQS space standards because of an increase in family size or a change in family composition. In such cases, the PHA must issue the family a new voucher, and the family and PHA must try to find an acceptable unit as soon as possible. If an acceptable unit is available for the family, the PHA must terminate the HAP contract for the family's old unit in accordance with the HAP contract terms and must notify both the family and the owner of the termination. The HAP contract terminates at the end of the calendar month that follows the calendar month in which the PHA gives notice to the owner. [24 CFR 982.403(a) and (c)]

RESTRICTIONS ON MOVES

A family's right to move is generally contingent upon the family's compliance with program requirements [24 CFR 982.1(b)(2)]. HUD specifies two conditions under which a PHA may deny a family permission to move and two ways in which a PHA may restrict moves by a family.

Denial of Moves

HUD regulations permit the PHA to deny a family permission to move under the following conditions:

Insufficient Funding

The PHA may deny a family permission to move either within or outside the PHA's jurisdiction if the PHA does not have sufficient funding for continued assistance [24 CFR 982.354(e)(1)]. However, Notice PIH 2016-09 significantly restricts the ability of PHAs to deny permission to move due to insufficient funding and places further requirements on PHAs regarding moves denied due to lack of funding. The requirements found in this notice are mandatory.

Jacksonville Housing Policy

Jacksonville Housing will deny a family permission to move on grounds that Jacksonville Housing does not have sufficient funding for continued assistance if (a) the move is initiated by the family, not the owner or Jacksonville Housing; (b) Jacksonville Housing can demonstrate that the move will, in fact, result in higher subsidy costs (c) Jacksonville Housing can demonstrate, in accordance with the policies in Chapter 16, that it does not have sufficient funding in its annual budget to accommodate the higher subsidy costs; and (d) for portability moves, the receiving PHA is not absorbing the voucher.

If the PHA does not have sufficient funding for continued assistance, but the family must move from their unit (e.g., the unit failed HQS), the family may move to a higher-cost unit if the move is within the PHA's jurisdiction. The PHA, however, will not allow the family to move under portability in this situation if the family wishes to move to a higher-cost area.

For both moves within the PHA's jurisdiction and under portability, Jacksonville Housing will not deny a move due to insufficient funding if Jacksonville Housing previously approved the move and subsequently experienced a funding shortfall if the family cannot remain in their current unit. Jacksonville Housing will rescind the voucher in this situation if the family will be allowed to remain in their current unit.

Jacksonville Housing will create a list of families whose moves have been denied due to insufficient funding. Jacksonville Housing will keep the family's request open indefinitely, and when funds become available, the families on this list will take precedence over families on the waiting list. Jacksonville Housing will use the same procedures for notifying families with open requests to move when funds become available as it uses for notifying families on the waiting list.

Jacksonville Housing will inform the family of its policy regarding moves denied due to insufficient funding in a letter to the family at the time the move is denied.

Grounds for Denial or Termination of Assistance

The PHA may deny a family permission to move if it has grounds for denying or terminating the family's assistance [24 CFR 982.354(e)(2)].

Jacksonville Housing Policy

If Jacksonville Housing has grounds for denying or terminating a family's assistance, Jacksonville Housing will act on those grounds in accordance with the regulations and policies set forth in Chapters 3 and 12, respectively. In general, it will not deny a family permission to move for this reason; however, it retains the discretion to do so under special circumstances.

Restrictions on Elective Moves [24 CFR 982.354(c)]

HUD regulations permit the PHA to prohibit any elective move by a participant family during the family's initial lease term. They also permit the PHA to prohibit more than one elective move by a participant family during any 12-month period. However, such prohibitions, if adopted, do not apply when the family or a member of the family is or has been the victim of domestic violence, dating violence, sexual assault, or stalking and the move is needed to protect the health or safety of the family or family member. (For the policy on documentation of abuse, see section 10-I.A.) In addition, the PHA may not establish a policy permitting moves only at reexamination [Notice PIH 2016-09].

Jacksonville Housing Policy

Jacksonville Housing will deny a family permission to make an elective move during the family's initial lease term. This policy applies to moves within the PHA's jurisdiction or outside it under portability.

Jacksonville Housing will also deny a family permission to make more than one elective move during any 12-month period. This policy applies to all assisted families residing in the PHA's jurisdiction.

Jacksonville Housing will consider exceptions to these policies for the following reasons: to protect the health or safety of a family member (e.g., lead-based paint hazards, domestic violence, witness protection programs), to accommodate a change in family circumstances (e.g., new employment, school attendance in a distant area), or to address an emergency situation over which a family has no control.

In addition, Jacksonville Housing will allow exceptions to these policies for purposes of reasonable accommodation of a family member who is a person with disabilities (see Chapter 2).

B. MOVING PROCESS

Notification

If a family wishes to move to a new unit, the family must notify the PHA and the owner before moving out of the old unit or terminating the lease on notice to the owner [24 CFR 982.354(d)(2)]. If the family wishes to move to a unit outside the PHA's jurisdiction under portability, the notice to the PHA must specify the area where the family wishes to move [24 CFR 982.354(d)(2)]. The notices must be in writing [24 CFR 982.5].

Approval

Jacksonville Housing Policy

Upon receipt of a family's notification that it wishes to move, the PHA will determine whether the move is approvable in accordance with the regulations and policies set forth in this section. Jacksonville Housing will notify the family in writing of its determination within TEN (10) business days following receipt of the family's notification.

Reexamination of Family Income and Composition

Jacksonville Housing Policy

For families approved to move to a new unit within the PHA's jurisdiction, Jacksonville Housing will perform a new annual reexamination in accordance with the policies set forth in Chapter 11 of this plan.

For families moving into or families approved to move out of the PHA's jurisdiction under portability, Jacksonville Housing will follow the policies set forth in this chapter.

Voucher Issuance and Briefing

Jacksonville Housing Policy

For families approved to move to a new unit within the PHA's jurisdiction, Jacksonville Housing will issue a new voucher within ten (10) business days of Jacksonville Housing's written approval to move. No briefing is required for these families. Jacksonville Housing will follow the policies set forth in Chapter 5 on voucher term, extension, and expiration. If a family does not locate a new unit within the term of the voucher and any extensions, the family may remain in its current unit with continued voucher assistance if the owner agrees and the PHA approves. Otherwise, the family will lose its assistance.

For families moving into or families approved to move out of the PHA's jurisdiction under portability, the PHA will follow the policies set forth in Part II of this chapter.

Housing Assistance Payments [24 CFR 982.311(d)]

When a family moves out of an assisted unit, the PHA may not make any housing assistance payment to the owner for any month **after** the month the family moves out. The owner may keep the housing assistance payment for the month when the family moves out of the unit.

If a participant's family moves from an assisted unit with continued tenant-based assistance, the term of the assisted lease for the new assisted unit may begin during the month the family moves out of the first assisted unit. Overlap of the last housing assistance payment (for the month when the family moves out of the old unit) and the first assistance payment for the new unit, is not considered to constitute a duplicative housing subsidy.

Zero HAP Families Who Wish to Move [24 CFR 982.455]

A participant who is not receiving any subsidy, but whose HAP contract is still in force, may request a voucher to move to a different unit. The PHA must issue a voucher to move unless it has grounds to deny assistance under the program regulations. However, if the PHA determines no subsidy would be paid at the new unit, the PHA may refuse to enter into a HAP contract on behalf of the family.

Jacksonville Housing Policy

If a zero HAP family requests to move to a new unit, the family may request a voucher to move. However, if no subsidy will be paid at the unit to which the family requests to move, Jacksonville Housing will not enter into a HAP contract on behalf of the family for the new unit.

C. PORTABILITY

OVERVIEW

Within the limitations of the regulations and this plan, a participant family or an applicant family that has been issued a voucher has the right to use tenant-based voucher assistance to lease a unit anywhere in the United States providing that the unit is located within the jurisdiction of a PHA administering a tenant-based voucher program [24 CFR 982.353(b)]. The process by which a family obtains a voucher from one PHA and uses it to lease a unit in the jurisdiction of another PHA is known as portability. The PHA that issues the voucher is called the **initial PHA**. The PHA that has jurisdiction in the area to which the family wants to move is called the **receiving PHA**.

The receiving PHA has the option of administering the family's voucher for the initial PHA or absorbing the family into its own program. Under the first option, the receiving PHA provides all housing services for the family and bills the initial PHA for the family's housing assistance payments and the fees for administering the family's voucher. Under the second option, the receiving PHA pays for the family's assistance with its own program funds, and the initial PHA has no further relationship with the family. The initial PHA must contact the receiving PHA via email or other confirmed delivery method to determine whether the receiving PHA will administer or absorb the initial PHA's voucher. Based on the receiving PHA's response, the initial PHA must determine whether they will approve or deny the portability request [Notice PIH 2016-09].

PHAs commonly act as both the initial and receiving PHA because families may move into or out of their jurisdiction under portability. Each role involves different responsibilities. The PHA will follow the rules and policies in this section when it is acting as the initial PHA for a family. It will follow the rules and policies when it is acting as the receiving PHA for a family.

In administering portability, the initial PHA and the receiving PHA must comply with financial procedures required by HUD, including the use of HUD-required forms [24 CFR 982.355(e)(5)].

PHAs must also comply with billing and payment deadlines. HUD may reduce an administrative fee to an initial or receiving PHA if the PHA does not comply with HUD portability requirements [24 CFR 982.355(e)(7)].

D. INITIAL PHA ROLE

Allowable Moves under Portability

A family may move with voucher assistance only to an area where there is at least one PHA administering a voucher program [24 CFR 982.353(b)]. If there is more than one PHA in the area, the initial PHA provides the family with the contact information for the receiving PHAs that serve the area, and the family selects the receiving PHA. The family must inform the initial PHA which receiving PHA it has selected. If the family prefers not to select the receiving PHA, the initial PHA will select the receiving PHA on behalf of the family [24 CFR 982.255(b)].

Applicant families that have been issued vouchers as well as participant families may qualify to lease a unit outside the PHA's jurisdiction under portability. HUD regulations and PHA policy determine whether a family qualifies.

Applicant Families

Under HUD regulations, most applicant families qualify to lease a unit outside the PHA's jurisdiction under portability. However, HUD gives the PHA discretion to deny a portability move by an applicant family for the same two reasons that it may deny any move by a participant family: insufficient funding and grounds for denial or termination of assistance. If a PHA intends to deny a family permission to move under portability due to insufficient funding, the PHA must notify HUD within 10 business days of the determination to deny the move [24 CFR 982.355(e)].

Jacksonville Housing Policy

In determining whether or not to deny an applicant's family permission to move under portability because Jacksonville Housing lacks sufficient funding or has grounds for denying assistance to the family, the initial PHA will follow the policies established in this chapter. If Jacksonville Housing does deny the move due to insufficient funding, Jacksonville Housing will notify HUD in writing within ten (10) business days of the PHA's determination to deny the move.

In addition, the initial PHA may establish a policy denying the right to portability to nonresident applicants during the first 12 months after they are admitted to the program [24 CFR 982.353(c)].

Jacksonville Housing Policy

If neither the head of household nor the spouse/cohead of an applicant family had a domicile (legal residence) in the initial PHA's jurisdiction at the time that the family's initial application for assistance was submitted, the family must lease a unit within the initial PHA's jurisdiction for at least 12 months before requesting portability.

Jacksonville Housing will consider exceptions to this policy for purposes of reasonable accommodation (see Chapter 2) or reasons related to domestic violence, dating violence, sexual assault, or stalking.

Participant Families

The initial PHA must not provide portable assistance for a participant if a family has moved out of its assisted unit in violation of the lease [24 CFR 982.353(b)]. The Violence against Women Act of 2013 (VAWA) creates an exception to this prohibition for families who are otherwise in compliance with program obligations but have moved to protect the health or safety of a family member who is or has been a victim of domestic violence, dating violence, sexual assault, or stalking and who reasonably believed they were imminently threatened by harm from further violence if they remained in the unit [24 CFR 982.353(b)].

Jacksonville Housing Policy

Jacksonville Housing will determine whether a participant family may move out of the PHA's jurisdiction with continued assistance in accordance with the regulations and policies set forth here and in sections 10-A and 10.B of this chapter. Jacksonville Housing will notify the family of its determination in accordance with the approval policy set forth in section 10-C of this chapter.

Determining Income Eligibility

Applicant Families

An applicant family may lease a unit in a particular area under portability only if the family is income eligible for admission to the voucher program in that area [24 CFR 982.353(d)(1)]. The family must specify the area to which the family wishes to move [24 CFR 982.355(c)(1)].

The initial PHA is responsible for determining whether the family is income eligible in the area to which the family wishes to move [24 CFR 982.353(d)(1), 24 CFR 982.355(9)]. If the applicant's family is not income eligible in that area, the PHA must inform the family that it may not move there and receive voucher assistance [Notice PIH 2016-09].

Participant Families

The income eligibility of a participant family is not redetermined if the family moves to a new jurisdiction under portability [24 CFR 982.353(d)(2)].

Reexamination of Family Income and Composition

No new reexamination of family income and composition is required for an applicant's family.

Jacksonville Housing Policy

For a participant family approved to move out of its jurisdiction under portability, Jacksonville Housing generally will conduct a reexamination of family income and composition only if the family's annual reexamination must be completed on or before the initial billing deadline specified on form HUD-52665, Family Portability Information.

Jacksonville Housing will make any exceptions to this policy necessary to remain in compliance with HUD regulations.

Briefing

The regulations and policies on briefings set forth in Chapter 5 of this plan require the PHA to provide information on portability to all applicant families that qualify to lease a unit outside the PHA's jurisdiction under the portability procedures. Therefore, no special briefing is required for these families.

Jacksonville Housing Policy

No formal briefing will be required for a participant's family wishing to move outside the PHA's jurisdiction under portability. However, the PHA will provide the family with the same oral and written explanation of portability that it provides to applicant families selected for admission to the program (see Chapter 5).

Jacksonville Housing will provide the name, address, and phone of the contact for the PHAs in the jurisdiction to which they wish to move. If there is more than one PHA with jurisdiction over the area to which the family wishes to move, Jacksonville Housing will advise the family that the family selects the receiving PHA and notify the initial PHA of which receiving PHA was selected. Jacksonville Housing will provide the family with contact information for all of the receiving PHAs that serve the area. Jacksonville Housing will not provide any additional information about receiving PHAs in the area. Jacksonville Housing will further inform the family that if the family prefers not to select the receiving PHA, the initial PHA will select the receiving PHA on behalf of the family.

In this case, Jacksonville Housing will not provide the family with information for all receiving PHAs in the area.

Jacksonville Housing will advise the family that they will be under the receiving PHA's policies and procedures, including screening, subsidy standards, voucher extension policies, and payment standards.

Voucher Issuance and Term

An applicant's family has no right to portability until after the family has been issued a voucher [24 CFR 982.353(b)]. In issuing vouchers to applicant families, the PHA will follow the regulations and procedures set forth in Chapter 5.

Jacksonville Housing Policy

For participating families approved to move under portability, Jacksonville Housing will issue a new voucher within ten (10) business days of the Jacksonville Housing's written approval to move.

The initial term of the voucher for outgoing portability will be 120 days.

Voucher Extensions and Expiration

Jacksonville Housing Policy

The initial PHA will approve **no** extensions to a voucher issued to an applicant or participant family porting out of the PHA's jurisdiction except under the following circumstances: (a) the initial term of the voucher will expire before the portable family will be issued a voucher by the receiving PHA, (b) the family decides to return to the initial PHA's jurisdiction and search for a unit there, or (c) the family decides to search for a unit in a third PHA's jurisdiction. In such cases, the policies on voucher extensions set forth in Chapter 5 of this plan will apply, including the requirement that the family apply for an extension in writing prior to the expiration of the initial voucher term.

To receive or continue receiving assistance under the initial PHA's voucher program, a family that moves to another PHA's jurisdiction under portability must be under a HAP contract in the receiving PHA's jurisdiction within 90 days following the expiration date of the initial PHA's voucher term (including any extensions). (See below under "Initial Billing Deadline" for one exception to this policy.)

Preapproval Contact with the Receiving PHA

Prior to approving a family's request to move under portability, the initial PHA must contact the receiving PHA via email or other confirmed delivery method to determine whether the receiving PHA will administer or absorb the family's voucher. Based on the receiving PHA's response, the initial PHA must determine whether it will approve or deny the move [24 CFR 982.355(c)(3)].

Jacksonville Housing Policy

Jacksonville Housing will use email, when possible, to contact the receiving PHA regarding whether the receiving PHA will administer or absorb the family's voucher.

Initial Notification to the Receiving PHA

After approving a family's request to move under portability, the initial PHA must promptly notify the receiving PHA via email or other confirmed delivery method to expect the family [24

CFR 982.355(c)(3); 24 CFR 982.355(c)(7)]. The initial PHA must also advise the family on how to contact and request assistance from the receiving PHA [24 CFR 982.355(c)(6)].

Jacksonville Housing Policy

Because the portability process is time-sensitive, Jacksonville Housing will notify the receiving PHA by phone, fax, or email to expect the family. The initial PHA will also ask the receiving PHA to provide any information the family may need upon arrival, including the name, fax, email address, and telephone number of the staff person responsible for business with incoming portable families and procedures related to appointments for voucher issuance. Jacksonville Housing will pass this information along to the family. Jacksonville Housing will also ask for the name, address, telephone number, fax, and email of the person responsible for processing the billing information.

Sending Documentation to the Receiving PHA

The initial PHA is required to send the receiving PHA the following documents:

- Form HUD-52665, Family Portability Information, with Part I filled out [Notice PIH 2016-09]
- A copy of the family's voucher [Notice PIH 2016-09]
- A copy of the family's most recent form HUD-50058, Family Report, or, if necessary, in the case of an applicant family, family and income information in a format similar to that of form HUD-50058 [24 CFR 982.355(c)(7), Notice PIH 2016-09]
- Copies of the income verifications backing up the form HUD-50058, including a copy of the family's current EIV data [24 CFR 982.355(c)(7), Notice PIH 2016-09]

Jacksonville Housing Policy

In addition to these documents, Jacksonville Housing will provide the following information, if available, to the receiving PHA:

Social Security numbers (SSNs)

Documentation of SSNs for all nonexempt household members whose SSNs have not been verified through the EIV system

Documentation of legal identity

Documentation of citizenship or eligible immigration status

Documentation of participation in the earned income disallowance (EID) benefit

Documentation of participation in a family self-sufficiency (FSS) program

Jacksonville Housing will notify the family in writing regarding any information provided to the receiving PHA [HCV GB, p. 13-3].

Initial Billing Deadline [Notice PIH 2016-09]

The deadline for submission of initial billing is 90 days following the expiration date of the voucher issued to the family by the initial PHA. In cases where the suspension of the voucher delays the initial billing submission, the receiving PHA must notify the initial PHA of delayed

billing before the billing deadline and document the delay is due to the suspension. In this case, the initial PHA must extend the billing deadline by 30 days.

If the initial PHA does not receive a billing notice by the deadline and does not intend to honor a late billing submission, it must notify the receiving PHA in writing. The initial PHA may report to HUD the receiving PHA's failure to comply with the deadline.

If the initial PHA will honor the late billing, no action is required.

Jacksonville Housing Policy

The initial PHA's decision as to whether to accept late billing will be based on internal PHA factors, including the initial PHA's leasing or funding status. If Jacksonville Housing has not received an initial billing notice from the receiving PHA within the billing deadline and does not intend to honor the late billing, it will contact the receiving PHA to inform them that it will not honor a late billing submission and will return any subsequent billings that it receives on behalf of the family. In this case, Jacksonville Housing will send the receiving PHA a written confirmation of its decision by mail.

Among other considerations as to whether to accept late billing will be if the family includes a person with disabilities and the late billing is a result of a reasonable accommodation granted to the family by the receiving PHA.

Monthly Billing Payments [24 CFR 982.355(e), Notice PIH 2016-09]

If the receiving PHA is administering the family's voucher, the receiving PHA bills the initial PHA for housing assistance payments and administrative fees. When reimbursing for administrative fees, the initial PHA must promptly reimburse the receiving PHA for the lesser of 80 percent of the initial PHA ongoing administrative fee or 100 percent of the receiving PHA's ongoing administrative fee for each program unit under contract on the first day of the month for which the receiving PHA is billing the initial PHA under portability. If the administrative fees are prorated for the HCV program, the proration will apply to the amount of the administrative fee for which the receiving PHA may bill [24 CFR 982.355(e)(2)].

The initial PHA is responsible for making billing payments in a timely manner. The first billing amount is due within 30 calendar days after the initial PHA receives Part II of form HUD-52665 from the receiving PHA. Subsequent payments must be **received** by the receiving PHA no later than the fifth business day of each month. The payments must be provided in a form and manner that the receiving PHA is able and willing to accept.

The initial PHA may not terminate or delay making payments under existing portability billing arrangements as a result of over-leasing or funding shortfalls. The PHA must manage its tenant-based program in a manner that ensures that it has the financial ability to provide assistance for families that move out of its jurisdiction under portability and are not absorbed by receiving PHAs as well as for families that remain within its jurisdiction.

Jacksonville Housing Policy

The initial PHA will utilize direct deposit to ensure that the payment is received by the deadline unless the receiving PHA notifies the initial PHA that direct deposit is not acceptable to them. If the initial PHA extends the term of the voucher, the receiving PHA's voucher will expire 30 calendar days from the new expiration date of the initial PHA's voucher.

Annual Updates of Form HUD-50058

If the initial PHA is being billed on behalf of a portable family, it should receive an updated form HUD-50058 each year from the receiving PHA. If the initial PHA fails to receive an updated 50058 by the family's annual reexamination date, the initial PHA should contact the receiving PHA to verify the status of the family. The initial PHA must continue paying the receiving PHA based on the last form HUD-50058 received, unless instructed otherwise by HUD. The initial PHA may seek absorption of the vouchers by following steps outlined in Notice PIH 2016-09.

Denial or Termination of Assistance [24 CFR 982.355(c)(17)]

At any time, either the initial PHA or the receiving PHA may make a determination to deny or terminate assistance with the family in accordance with 24 CFR 982.552 and 24 CFR 982.553. (For PHA policies on denial and termination, see Chapters 3 and 12, respectively.)

E. RECEIVING PHA ROLE

If a family has a right to lease a unit in the receiving PHA's jurisdiction under portability, the receiving PHA must provide assistance for the family [24 CFR 982.355(10)]. HUD may determine in certain instances that a PHA is not required to accept incoming portable families, such as a PHA in a declared disaster area. However, the PHA must have approval in writing from HUD before refusing any incoming portable families [24 CFR 982.355(b)].

Administration of the voucher must be in accordance with the receiving PHA's policies. This requirement also applies to the policies of Moving to Work agencies. The receiving PHA procedures and preferences for selection among eligible applicants do not apply to the family, and the receiving PHA waiting list is not used [24 CFR 982.355(c)(10)]. The family's unit, or voucher, size is determined in accordance with the subsidy standards of the receiving PHA [24 CFR 982.355(c)(12)], and the receiving PHA's policies on extensions of the voucher term apply [24 CFR 982.355(c)(14)].

Responding to Initial PHA's Request [24 CFR 982.355(c)]

The receiving PHA must respond via email or other confirmed delivery method to the initial PHA's inquiry to determine whether the family's voucher will be billed or absorbed [24 CFR 982.355(c)(3)]. If the receiving PHA informs the initial PHA that it will be absorbing the voucher, the receiving PHA cannot reverse its decision at a later date without the consent of the initial PHA (24 CFR 982.355(c)(4)).

Jacksonville Housing Policy

Jacksonville Housing will use email, when possible, to notify the initial PHA whether it will administer or absorb the family's voucher.

Initial Contact with Family

When a family moves into the PHA's jurisdiction under portability, the family is responsible for promptly contacting the PHA and complying with the PHA's procedures for incoming portable families. The family's failure to comply may result in denial or termination of the receiving PHA's voucher [24 CFR 982.355(c)(8)].

If the voucher issued to the family by the initial PHA has expired, the receiving PHA must contact the initial PHA to determine if it will extend the voucher [24 CFR 982.355(c)(13)]. An informal hearing is not required when a voucher has expired without the family leasing a unit.

If for any reason the receiving PHA refuses to process or provide assistance to a family under the portability procedures, the family must be given the opportunity for an informal review or hearing [Notice PIH 2016-09]. (For more on this topic, see later under “Denial or Termination of Assistance.”)

Briefing

HUD allows the receiving PHA to require a briefing for an incoming portable family as long as the requirement does not unduly delay the family’s search [Notice PIH 2016-09].

Jacksonville Housing Policy

Jacksonville Housing will not require the family to attend a briefing. Jacksonville Housing will provide the family with a briefing packet (as described in Chapter 5) and, in an individual briefing, will orally inform the family about the PHA’s payment and subsidy standards, procedures for requesting approval of a unit, the unit inspection process, and the leasing process. Jacksonville Housing will suggest that the family attend a full briefing at a later date.

Income Eligibility and Reexamination

The receiving PHA does not redetermine eligibility for a portable family that was already receiving assistance in the initial PHA’s voucher program [24 CFR 982.355(c)(9)]. If the receiving PHA opts to conduct a new reexamination for a current participant family, the receiving PHA may not delay issuing the family a voucher or otherwise delay approval of a unit [24 CFR 982.355(c)(11)].

Jacksonville Housing Policy

For any family moving into its jurisdiction under portability, Jacksonville Housing will conduct a new reexamination of family income and composition. However, Jacksonville Housing will not delay issuing the family a voucher for this reason. Nor will Jacksonville Housing delay approving a unit for the family until the reexamination process is complete unless the family is an applicant and Jacksonville Housing cannot otherwise confirm that the family is income eligible for admission to the program in the area where the unit is located.

In conducting its own reexamination, Jacksonville Housing will rely upon any verifications provided by the initial PHA to the extent that they (a) accurately reflect the family’s current circumstances and (b) were obtained within the last 120 days. Any new information may be verified by documents provided by the family and adjusted, if necessary, when third-party verification is received.

Voucher Issuance

When a family moves into its jurisdiction under portability, the receiving PHA is required to issue the family a voucher [24 CFR 982.355(c)(13)]. The family must submit a request for tenancy approval to the receiving PHA during the term of the receiving PHA’s voucher [24 CFR 982.355(c)(15)].

Timing of Voucher Issuance

HUD expects the receiving PHA to issue the voucher within two weeks after receiving the family's paperwork from the initial PHA if the information is in order, the family has contacted the receiving PHA, and the family complies with the receiving PHA's procedures [Notice PIH 2016-09].

Jacksonville Housing Policy

When a family ports into its jurisdiction, Jacksonville Housing will issue the family a voucher based on the paperwork provided by the initial PHA unless the family's paperwork from the initial PHA is incomplete, the family's voucher from the initial PHA has expired or the family does not comply with the PHA's procedures. Jacksonville Housing will update the family's information when verification has been completed.

Voucher Term

The term of the receiving PHA's voucher may not expire before 30 calendar days from the expiration of the initial PHA's voucher [24 CFR 982.355(c)(13)]. If the initial PHA extends the term of the voucher, the receiving PHA's voucher may not expire before 30 days from the new expiration date of the initial PHA's voucher [Notice PIH 2016-09].

Jacksonville Housing Policy

The receiving PHA's voucher will expire 30 calendar days from the expiration date of the initial PHA's voucher. If the initial PHA extends the term of the voucher, the receiving PHA's voucher will expire 30 calendar days from the new expiration date of the initial PHA's voucher.

Voucher Extensions [24 CFR 982.355(c)(14), Notice 2016-09]

Once the receiving PHA issues the portable family a voucher, the receiving PHA's policies on extensions of the voucher term apply. The receiving PHA must inform the initial PHA of any extension granted to the term of the voucher. It must also bear in mind the billing deadline provided by the initial PHA. Unless willing and able to absorb the family, the receiving PHA should ensure that any voucher expiration date would leave sufficient time to process a request for tenancy approval, execute a HAP contract, and deliver the initial billing to the initial PHA.

Jacksonville Housing Policy

Jacksonville Housing generally will not extend the term of the voucher that it issues to an incoming portable family unless Jacksonville Housing plans to absorb the family into its own program, in which case it will follow the policies on voucher extension set forth in this section.

Jacksonville Housing will consider an exception to this policy as a reasonable accommodation for a person with disabilities (see Chapter 2).

Voucher Suspensions [24 CFR 982.303, 24 CFR 982.355(c)(15)]

If the family submits a request for tenancy approval during the term of receiving PHA's voucher, the PHA must suspend the term of that voucher. The term of the voucher stops from the date that the family submits a request for PHA approval of the tenancy until the date the PHA notifies the family in writing whether the request has been approved or denied [24 CFR 982.4(b)].

Notifying the Initial PHA

The receiving PHA must promptly notify the initial PHA if the family has leased an eligible unit under the program or if the family fails to submit a request for tenancy approval for an eligible unit within the term of the receiving PHA's voucher [24 CFR 982.355(c)(16)]. The receiving PHA is required to use Part II of form HUD-52665, Family Portability Information, for this purpose [Notice PIH 2016-09]. (For more on this topic and the deadline for notification, see below under "Administering a Portable Family's Voucher.")

If an incoming portable family ultimately decides not to lease in the jurisdiction of the receiving PHA but instead wishes to return to the initial PHA's jurisdiction or to search in another jurisdiction, the receiving PHA must refer the family back to the initial PHA. In such a case the voucher of record for the family is once again the voucher originally issued by the initial PHA. Any extension of search time provided by the receiving PHA's voucher is only valid for the family's search in the receiving PHA's jurisdiction [Notice PIH 2016-09].

Administering a Portable Family's Voucher

Portability Billing [24 CFR 982.355(e)]

To cover assistance for a portable family that was not absorbed, the receiving PHA bills the initial PHA for housing assistance payments and administrative fees. The amount of the housing assistance payment for a portable family in the receiving PHA's program is determined in the same manner as for other families in the receiving PHA's program.

The receiving PHA may bill the initial PHA for the lesser of 80 percent of the initial PHA's ongoing administrative fee or 100 percent of the receiving PHA's ongoing administrative fee for each program unit under contract on the first day of the month for which the receiving PHA is billing the initial PHA under portability. If the administrative fees are prorated for the HCV program, the proration will apply to the amount of the administrative fee for which the receiving PHA may bill (i.e., the receiving PHA may bill for the lesser of 80 percent of the initial PHA's prorated ongoing administrative fee or 100 percent of the receiving PHA's ongoing administrative fee).

If both PHAs agree, the PHAs may negotiate a different amount of reimbursement.

Jacksonville Housing Policy

Unless the PHA negotiates a different amount of reimbursement with the initial PHA, the PHA will bill the initial PHA the maximum amount of administrative fees allowed, ensuring any administrative fee proration has been properly applied.

Initial Billing Deadline

If a portable family's search for a unit is successful and the receiving PHA intends to administer the family's voucher, the receiving PHA must submit its initial billing notice (Part II of form HUD-52665) in time that the notice will be **received** no later than 90 days following the expiration date of the family's voucher issued by the initial PHA [Notice PIH 2016-09]. This deadline may be extended for 30 additional days if the delay is due to the suspension of the voucher's term (see Initial Billing Section). A copy of the family's form HUD-50058, Family

Report, completed by the receiving PHA must be attached to the initial billing notice. The receiving PHA may send these documents by mail, fax, or email.

Jacksonville Housing Policy

Jacksonville Housing will send its initial billing notice by fax or email, if necessary, to meet the billing deadline but will also send the notice by regular mail.

If the receiving PHA fails to send the initial billing by the deadline, it is required to absorb the family into its own program unless (a) the initial PHA is willing to accept the late submission or (b) HUD requires the initial PHA to honor the late submission (e.g., because the receiving PHA is over leased) [Notice PIH 2016-09].

Ongoing Notification Responsibilities [Notice PIH 2016-09, HUD-52665]

Annual Reexamination. The receiving PHA must send the initial PHA a copy of a portable family's updated form HUD-50058 after each annual reexamination for the duration of time the receiving PHA is billing the initial PHA on behalf of the family, regardless of whether there is a change in the billing amount.

Jacksonville Housing Policy

Jacksonville Housing will send a copy of the updated HUD-50058 by regular mail no later than ten (10) business days after the effective date of the reexamination.

Change in Billing Amount. The receiving PHA is required to notify the initial PHA, using form HUD-52665, of any change in the billing amount for the family as a result of:

- A change in the HAP amount (because of a reexamination, a change in the applicable payment standard, a move to another unit, etc.)
- An abatement or subsequent resumption of the HAP payments
- Termination of the HAP contract
- Payment of a damage/vacancy loss claim for the family
- Termination of the family from the program

The timing of the notice of the change in the billing amount should correspond with the notification to the owner and the family in order to provide the initial PHA with advance notice of the change. Under no circumstances should the notification be later than ten (10) business days following the effective date of the change in the billing amount. If the receiving PHA fails to send Form HUD-52665 within ten () days of effective date of billing changes, the initial PHA is not responsible for any increase prior to notification. If the change resulted in a decrease in the monthly billing amount, the initial PHA will offset future monthly payments until the difference is reconciled.

Late Payments [Notice PIH 2016-09]

If the initial PHA fails to make a monthly payment for a portable family by the fifth business day of the month, the receiving PHA must promptly notify the initial PHA in writing of the deficiency. The notice must identify the family, the amount of the billing payment, the date the billing payment was due, and the date the billing payment was received (if it arrived late). The receiving PHA must send a copy of the notification to the Office of Public Housing (OPH) in the

HUD area office with jurisdiction over the receiving PHA. If the initial PHA fails to correct the problem by the second month following the notification, the receiving PHA may request by memorandum to the director of the OPH with jurisdiction over the receiving PHA that HUD transfer the unit in question. A copy of the initial notification and any subsequent correspondence between the PHAs on the matter must be attached. The receiving PHA must send a copy of the memorandum to the initial PHA. If the OPH decides to grant the transfer, the billing arrangement on behalf of the family ceases with the transfer, but the initial PHA is still responsible for any outstanding payments due to the receiving PHA.

Overpayments [Notice PIH 2016-09]

In all cases where the receiving PHA has received billing payments for billing arrangements no longer in effect, the receiving PHA is responsible for returning the full amount of the overpayment (including the portion provided for administrative fees) to the initial PHA.

In the event that HUD determines billing payments have continued for at least three months because the receiving PHA failed to notify the initial PHA that the billing arrangement was terminated, the receiving PHA must take the following steps:

- Return the full amount of the overpayment, including the portion provided for administrative fees, to the initial PHA.
- Once full payment has been returned, notify the Office of Public Housing in the HUD area office with jurisdiction over the receiving PHA of the date and the amount of reimbursement to the initial PHA.

At HUD's discretion, the receiving PHA will be subject to the sanctions spelled out in Notice PIH 2016-09.

Denial or Termination of Assistance

At any time, the receiving PHA may make a determination to deny or terminate assistance to a portable family for family action or inaction [24 CFR 982.355(c)(17)].

In the case of a termination, the PHA should provide adequate notice of the effective date to the initial PHA to avoid having to return payment. In no event should the receiving PHA fail to notify the initial PHA later than ten (10) business days following the effective date of the termination of the billing arrangement [HUD-52665; Notice PIH 2016-09].

Jacksonville Housing Policy

If Jacksonville Housing elects to deny or terminate assistance for a portable family, the PHA will notify the initial PHA within ten (10) business days after the informal review or hearing if the denial or termination is upheld. Jacksonville Housing will base its denial or termination decision on the policies set forth in Chapter 3 or Chapter 12, respectively. The informal review or hearing will be held in accordance with the policies set forth in this Administrative Plan. The receiving PHA will furnish the initial PHA with a copy of the review or hearing decision.

Absorbing Portable Family

The receiving PHA may absorb an incoming portable family into its own program when the PHA executes a HAP contract on behalf of the family or at any time thereafter providing that

the PHA has funding available under its annual contributions contract (ACC) [24 CFR 982.355(d)(1), Notice PIH 2016-09].

If the receiving PHA absorbs a family from the point of admission, the admission will be counted against the income-targeting obligation of the receiving PHA [24 CFR 982.201(b)(2)(vii)].

If the receiving PHA absorbs a family after providing assistance for the family under a billing arrangement with the initial PHA, the receiving PHA must send an updated form HUD-52665 to the initial PHA no later than 10 business days following the effective date of the termination of the billing arrangement [Notice PIH 2016-09].

Jacksonville Housing Policy

If Jacksonville Housing decides to absorb a portable family upon the execution of a HAP contract on behalf of the family, Jacksonville Housing will notify the initial PHA by the initial billing deadline specified on form HUD-52665. The effective date of the HAP contract will be the effective date of the absorption.

If Jacksonville Housing decides to absorb a family after that, it will provide the initial PHA with 30 days' advance notice, but no later than 10 business days following the effective date of the termination of the billing arrangement.

Following the absorption of an incoming portable family, the family is assisted with funds available under the consolidated ACC for the receiving PHA's voucher program [24 CFR 982.355(d)], and the receiving PHA becomes the initial PHA in any subsequent moves by the family under portability [24 CFR 982.355(e)(4)]

CHAPTER 11 REEXAMINATIONS

INTRODUCTION

The PHA is required to reexamine each family's income and composition at least annually and to adjust the family's level of assistance accordingly. Interim reexaminations are also needed in certain situations. This chapter discusses both annual and interim reexaminations and the recalculation of family share and subsidy that occurs as a result. HUD regulations and PHA policies concerning reexaminations are presented in three parts:

Annual Reexaminations. This part discusses the process for conducting annual reexaminations.

Interim Reexaminations. This part details the requirements for families to report changes in family income and composition between annual reexaminations.

Recalculating Family Share and Subsidy Amount. This part discusses the recalculation of family share and subsidy amounts based on the results of annual and interim reexaminations.

Policies governing reasonable accommodation, family privacy, required family cooperation, and program abuse, as described elsewhere in this plan, apply to both annual and interim reexaminations.

A. ANNUAL REEXAMINATIONS [24 CFR 982.516]

OVERVIEW

Jacksonville Housing must conduct a reexamination of family income and composition at least annually. This includes gathering and verifying current information about family composition, income, and expenses. Based on this updated information, the family's income and rent must be recalculated. This part discusses the schedule for annual reexaminations, the information to be collected and verified, and annual reexamination effective dates.

B. STREAMLINED ANNUAL REEXAMINATIONS [24 CFR 982.516(b); [New HCV GB, Reexaminations]

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 but is not required to verify

non-fixed income amounts. 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.

Jacksonville Housing Policy

Jacksonville Housing will streamline the annual reexamination process by applying the verified COLA or interest rate to fixed-income sources. Jacksonville Housing 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, Jacksonville Housing 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, Jacksonville Housing 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.

C. SCHEDULING ANNUAL REEXAMINATIONS

The PHA must establish a policy to ensure that the annual reexamination for each family is completed *within* a 12-month period and may require reexaminations more frequently [HCV GB p. 12-1].

Jacksonville Housing Policy

Jacksonville Housing will begin the annual reexamination process 120 days in advance of its scheduled effective date. Generally, Jacksonville Housing will initiate annual reexamination effective dates to coincide with the family's anniversary date.

The 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 moves to a new unit, Jacksonville Housing will perform a new annual reexamination.

Jacksonville Housing also may initiate an annual reexamination for completion prior to the anniversary date for administrative purposes.

Notification of and Participation in the Annual Reexamination Process

The PHA is required to obtain the information needed to conduct annual reexaminations. How that information will be collected is left to the discretion of the PHA. 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].

Jacksonville Housing Policy

Families generally are required to participate in an annual reexamination process, which must be initiated by the head of household, spouse, or cohead. If participation in the electronic process poses a hardship because of a family member's disability, the family

should contact Jacksonville Housing to request a reasonable accommodation (see Chapter 2).

Notification of the annual reexamination process will be sent by US postal mail and electronically via email. The notification will include an electronic initiation to access the RentCafe Resident Portal. In addition, it will inform the family of the information and documentation that must be scanned to complete the process.

If the family is unable to access the Resident Portal, the family should contact Jacksonville Housing in advance of the deadline date for technical assistance. If a family does not complete the annual recertification via the Resident Portal, Jacksonville Housing will send a second notification requesting them to complete the process.

If a family fails to complete the annual recertifications after two attempts, or if the notice is returned by the post office with no forwarding address, a notice of termination (see Chapter 12) will be sent to the family's address of record, and to any alternate address provided in the family's file.

An advocate, interpreter, or other assistant may assist the family in the interview process. The family and Jacksonville Housing must execute a certification attesting to the role and the assistance provided by any such third party.

D. CONDUCTING ANNUAL REEXAMINATIONS

As part of the annual reexamination process, families are required to provide updated information to the PHA regarding the family's income, expenses, and composition [24 CFR 982.551(b)].

Jacksonville Housing Policy

Families will be asked to electronically submit all required information (as described in the reexamination notice). The required information will include a Jacksonville Housing - designated reexamination form, an Authorization for the Release of Information/Privacy Act Notice, as well as supporting documents or forms related to the family's income, expenses, and family composition.

Any required documents or information that the family is unable to provide at the time of the electronic process must be provided within ten (10) business days of the interview. 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 period (plus any extensions), the family will be sent a notice of termination (See Chapter 12).

Additionally, HUD recommends that at annual reexaminations PHAs ask whether the participant, or any member of the tenant's household, is subject to a lifetime sex offender registration requirement in any state [Notice PIH 2012-28].

Jacksonville Housing Policy

At the annual reexamination, Jacksonville Housing will ask whether the participant, or any member of the tenant's household, is subject to a lifetime sex offender registration

requirement in any state. Jacksonville Housing will use the Dru Sjodin National Sex Offender database to verify the information provided by the tenant.

If the PHA proposes to terminate assistance based on lifetime sex offender registration information, the PHA must notify the household of the proposed action and must provide the subject of the record and the tenant a copy of the record and an opportunity to dispute the accuracy and relevance of the information prior to termination. [24 CFR 5.903(f) and 5.905(d)]. (See Chapter 12.)

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 PHA 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

If adding a new family member to the unit causes overcrowding according to the housing quality standards (HQS) (see Chapter 8), Jacksonville Housing must issue the family a new voucher, and the family and PHA must try to find an acceptable unit as soon as possible. If an acceptable unit is available for rental by the family, the PHA must terminate the HAP contract in accordance with its terms [24 CFR 982.403].

E. DETERMINING ONGOING ELIGIBILITY OF CERTAIN STUDENTS **[24 CFR 982.552(b)(5)]**

Section 327 of Public Law 109-115 established new restrictions on the ongoing eligibility of certain students (both part- and full-time) who are enrolled in institutions of higher education.

If a student enrolled in an institution of higher education is under the age of 24, is not a veteran, is not married, does not have a dependent child, and is not a person with disabilities receiving HCV assistance as of November 30, 2005, the student's eligibility must be reexamined along with the income eligibility of the student's parents on an annual basis. In these cases, both the student and the student's parents must be income eligible for the student to continue to receive HCV assistance. If, however, a student in these circumstances is determined independent from their parents or is considered a *vulnerable youth* in accordance with PHA policy, the income of the student's parents will not be considered in determining the student's ongoing eligibility.

Students who reside with parents in an HCV-assisted unit are not subject to this provision. It is limited to students who are receiving assistance on their own, separately from their parents.

Jacksonville Housing Policy

During the annual reexamination process, Jacksonville Housing will determine the ongoing eligibility of each student who is subject to the eligibility restrictions in 24 CFR 5.612 by reviewing the student's individual income as well as the income of the student's

parents. If the student has been determined “independent” from their parents or is considered a *vulnerable youth* based on the policies in Chapters 3 and 7, the parent’s income will not be reviewed.

If the student is no longer income-eligible based on their own income or the income of their parents, the student’s assistance will be terminated in accordance with the policies in Chapter 12.

If the student continues to be income eligible based on their own income and the income of their parents (if applicable), Jacksonville Housing will process a reexamination in accordance with the policies in this chapter.

F. EFFECTIVE DATES

The PHA must establish policies concerning the effective date of changes that result from an annual reexamination [24 CFR 982.516].

Jacksonville Housing Policy

In general, an *increase* in the family share of the 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 a family moves to a new unit, the increase will take effect on the effective date of the new lease and HAP contract, and no 30-day notice is required.

If Jacksonville Housing chooses to schedule an annual reexamination for completion prior to the family’s anniversary date for administrative purposes, the effective date will be determined by Jacksonville Housing, 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 overpaid subsidy and may be offered a repayment agreement in accordance with the policies in Chapter 16.

In general, a *decrease* in the family share of the rent that results from an annual reexamination will take effect on the family’s anniversary date.

If a family moves to a new unit, the decrease will take effect on the effective date of the new lease and HAP contract.

If the PHA chooses to schedule an annual reexamination for completion prior to the family’s anniversary date for administrative purposes, the effective date will be determined by the PHA.

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 the information requested by the PHA by the date specified, and this delay prevents the PHA from completing the reexamination as scheduled.

G. INTERIM REEXAMINATIONS [24 CFR 982.516]

OVERVIEW

Family circumstances may change between annual reexaminations. HUD and PHA policies dictate what kinds of information about changes in family circumstances must be reported, and under what circumstances the PHA must process interim reexaminations to reflect those changes. HUD regulations also permit the PHA to conduct interim reexaminations of income or family composition at any time. When an interim reexamination is conducted, only those factors that have changed are verified and adjusted [HCV GB, p. 12-10].

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. The PHA must complete the interim reexamination within a reasonable time after the family's request.

This part includes HUD and PHA policies describing what changes families are required to report, what changes families may choose to report, and how the PHA will process both PHA- and family-initiated interim reexaminations.

CHANGES IN FAMILY AND HOUSEHOLD COMPOSITION

The family is required to report all changes in family composition. The PHA must adopt policies prescribing when and under what conditions the family must report changes in income and family composition. However, due to family obligations under the program, the PHA has limited discretion in this area.

Jacksonville Housing Policy

Jacksonville Housing will conduct interim reexaminations to account for any changes in household composition that occur between annual reexaminations.

New Family Members Not Requiring PHA Approval

The addition of a family member as a result of birth, adoption, or court-awarded custody does not require PHA approval. However, the family is required to promptly notify the PHA of the addition [24 CFR 982.551(h)(2)].

Jacksonville Housing Policy

The family must inform Jacksonville Housing of the birth, adoption, or court-awarded custody of a child within ten (10) business 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 PHA approval to add a new family member [24 CFR 982.551(h)(2)] or other household members (live-in aide or foster child) [24 CFR 982.551(h)(4)].

Although the PHA must verify aspects of program eligibility when any new family member is added, the Streamlining Final Rule removed the requirement that PHAs conduct a reexamination of income whenever a new family member is added. The PHA may state in policy that an income reexamination will be conducted.

If a change in family size causes a violation of Housing Quality Standards (HQS) space standards (see Chapter 8), the PHA must issue the family a new voucher, and the family and PHA must try to find an acceptable unit as soon as possible. If an acceptable unit is available for rental by the family, the PHA must terminate the family's HAP contract in accordance with its terms [24 CFR 982.403].

Jacksonville Housing Policy

Families must request Jacksonville Housing 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 thirty (30) consecutive days or ninety (90) cumulative days within a 12-month period and therefore no longer qualifies as a "guest." Requests must be made in writing and approved by Jacksonville Housing prior to the individual moving into the unit.

Jacksonville Housing will not approve the addition of a new family or household member unless the individual meets Jacksonville Housing's eligibility criteria (see Chapter 3) and documentation requirements (see Chapter 7).

Jacksonville Housing will not approve the addition of a foster child or foster adult if it will cause a violation of HQS space standards.

If Jacksonville Housing determines an individual meets the Jacksonville Housing's eligibility criteria and documentation requirements, Jacksonville Housing will provide written approval to the family. If the approval of a new family member or live-in aide will cause overcrowding according to HQS standards, the approval letter will explain that the family will be issued a voucher and will be required to move.

If Jacksonville Housing determines that an individual does not meet the Jacksonville Housing's eligibility criteria or documentation requirements, Jacksonville Housing 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.

Jacksonville Housing will make its determination within ten (10) business days of receiving all information required to verify the individual's eligibility.

Departure of a Family or Household Member

Families must promptly notify the PHA if any family member no longer lives in the unit [24 CFR 982.551(h)(3)]. Because household members are considered when determining the family unit (voucher) size [24 CFR 982.402], the PHA also needs to know when any live-in aide, foster child, or foster adult ceases to reside in the unit.

Jacksonville Housing Policy

If a household member ceases to reside in the unit, the family must inform Jacksonville Housing within ten (10) business days. This requirement also applies to a family member who has been considered temporarily absent to the point that the family concludes the individual is permanently absent.

CHANGES AFFECTING INCOME OR EXPENSES

Interim reexaminations can be scheduled either because the PHA 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, the PHA may take different actions depending on whether the family reported the change voluntarily, or because it was required to do so.

PHA-Initiated Interim Reexaminations

PHA-initiated interim reexaminations are those that are scheduled based on circumstances or criteria defined by the PHA. They are not scheduled because of changes reported by the family.

Jacksonville Housing Policy

Jacksonville Housing will conduct interim reexaminations in each of the following instances:

- For families receiving the Earned Income Disallowance (EID), Jacksonville Housing will conduct an interim reexamination at the start and conclusion of the 24-month eligibility period.
- If the family has reported zero income, Jacksonville Housing will conduct an interim reexamination every 3 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), Jacksonville Housing 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 declarations were used on a provisional basis due to the lack of third-party verification, and third-party verification becomes available, Jacksonville Housing will conduct an interim reexamination.
- Jacksonville Housing 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

The PHA must adopt policies prescribing when and under what conditions the family must report changes in family income or expenses [24 CFR 982.516(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 982.516(b)(2)].

Required Reporting

HUD regulations give the PHA the freedom to determine the circumstances under which families will be required to report changes affecting income.

Jacksonville Housing Policy

Families are required to report all increases in earned income, including new employment, within ten (10) business days of the date the change takes effect.

Jacksonville Housing will only conduct interim reexaminations for families that qualify for the earned income disallowance (EID), and only when the EID family's share of rent

will change as a result of the increase. In all other cases, Jacksonville Housing 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 982.516(b)(2)]. The PHA must process the request if the family reports a change that will result in a reduced family income [HCV GB, p. 12-9].

If a family reports a decrease in income from the loss of welfare benefits due to fraud or non-compliance 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.

Jacksonville Housing Policy

If a family reports a change that it was not required to report and that would result in an increase in the family share of the rent, Jacksonville Housing 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 family share of rent, Jacksonville Housing will conduct an interim reexamination.

Families may report changes in income or expenses at any time.

PROCESSING THE INTERIM REEXAMINATION

Method of Reporting

Jacksonville Housing Policy

The family may notify Jacksonville Housing of changes either orally or in writing. If the family provides oral notice, Jacksonville Housing 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 Jacksonville Housing determines that an interview is warranted, the family may be required to attend.

Based on the type of change reported, Jacksonville Housing will determine the documentation the family will be required to submit. The family must submit any required information or documents within ten (10) business days of receiving a request from Jacksonville Housing. This time frame may be extended for good cause with Jacksonville Housing approval. Jacksonville Housing will accept required documentation by mail, email, fax, Resident Portal or in person.

Effective Dates

The PHA must establish the time frames in which any changes that result from an interim reexamination will take effect [24 CFR 982.516(d)]. The changes may be applied either retroactively or prospectively, depending on whether there is to be an increase or a decrease in

the family share of the rent, and whether the family reported any required information within the required time frames [HCV GB, p. 12-10].

Jacksonville Housing 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 overpaid subsidy 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*:

The decrease will be effective on the first day of the month following the month in which the change was reported, and all required documentation was submitted. In cases where the change cannot be verified until after the date the change would have become effective, the change will be made retroactively.

H. RECALCULATING FAMILY SHARE AND SUBSIDY AMOUNT

OVERVIEW

After gathering and verifying required information for an annual or interim reexamination, the PHA must recalculate the family share of the rent and the subsidy amount and notify the family and owner of the changes [24 CFR 982.516(d)(2), HCV 12-6 and 12-10]. 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.

I. CHANGES IN PAYMENT STANDARDS AND UTILITY ALLOWANCES

In order to calculate the family share of the rent and HAP amount correctly, changes in payment standards, subsidy standards, or utility allowances may need to be updated and included in the PHA's calculations. Specific policies governing how subsidy standards, payment standards, and utility allowances are applied are discussed below.

Payment Standards [24 CFR 982.505]

The family share of the rent and HAP calculations must use the correct payment standard for the family, taking into consideration the family unit size, the size of the unit, and the area in which the unit is located [HCV GB, p. 12-5]. See Chapter 6 for information on how to select the appropriate payment standard.

When the PHA changes its payment standards or the family's situation changes, new payment standards are applied at the following times:

- If the PHA's payment standard amount changes during the term of the HAP contract, the date on which the new standard is applied depends on whether the standard has increased or decreased:

- If the payment standard amount has *increased*, the increased payment standard will be applied at the *first annual* reexamination following the effective date of the increase in the payment standard.
- If the payment standard amount has *decreased*, during the term of a HAP contract, the PHA is not required to reduce the payment standard as the HAP contract remains in effect. At the family's *second annual* reexamination, the PHA may, but is not required to, apply the decreased payment standard or may gradually implement the reduced payment standard (See Chapter 6 for the PHA's policy on decreases in the payment standard).
- If the family moves to a new unit, or a new HAP contract is executed due to changes in the lease (even if the family remains in place) the current payment standard applicable to the family will be used when the new HAP contract is processed.

Subsidy Standards [24 CFR 982.505(c)(4)]

If there is a change in the family unit size that would apply to a family during the HAP contract term, either due to a change in family composition or a change in the PHA's subsidy standards (see Chapter 5), the new family unit size must be used to determine the payment standard amount for the family at the family's *first annual* reexamination following the change in family unit size.

Utility Allowances [24 CFR 982.517(d)]

The family share of the rent and HAP calculations must reflect any changes in the family's utility arrangement with the owner, or in the PHA's utility allowance schedule [HCV GB, p. 12-5]. Chapter 16 discusses how utility allowance schedules are established.

When there are changes in the utility arrangement with the owner, the PHA must use the utility allowances in effect at the time the new lease and HAP contract are executed.

At reexamination, the PHA must use the PHA current utility allowance schedule [HCV GB, p. 18-8].

Jacksonville Housing Policy

Revised utility allowances will be applied to a family's rent and subsidy calculations at the first annual reexamination after the allowance is adopted.

NOTIFICATION OF NEW FAMILY SHARE AND HAP AMOUNT

The PHA must notify the owner and family of any changes in the amount of the HAP payment [HUD-52641, HAP Contract]. The notice must include the following information [HCV GB, p. 12-6]:

- The amount and effective date of the new HAP payment
- The amount and effective date of the new family share of the rent
- The amount and effective date of the new tenant rent to owner

The family must be given an opportunity for an informal hearing regarding the PHA's determination of their annual or adjusted income, and the use of such income to compute the housing assistance payment [24 CFR 982.555(a)(1)(i)] (see Chapter 16).

Jacksonville Housing Policy

The notice to the family will include the annual and adjusted income amounts that were used to calculate the family share of the rent and the housing assistance payment.

The notice will state the family has the right to request an explanation of how the assistance was calculated and if the family disagrees, they have the right to an informal hearing. The notice will include the procedures for requesting an informal hearing.

DISCREPANCIES

During an annual or interim reexamination, the PHA may discover that information previously reported by the family was in error, or that the family intentionally misrepresented information. In addition, the PHA may discover errors made by the PHA. When errors resulting in the overpayment or underpayment of subsidy are discovered, corrections will be made in accordance with the policies in Chapter 13.

CHAPTER 12 TERMINATION OF ASSISTANCE AND TENANCY

INTRODUCTION

HUD regulations specify mandatory and optional grounds for which a PHA can terminate a family's assistance. They also specify the circumstances under which an owner may terminate the tenancy of an assisted family. This chapter describes the policies that govern mandatory and optional terminations of assistance and termination of tenancy by the owner. It is presented in three parts:

Grounds for Termination of Assistance. This part describes the various circumstances under which assistance under the program can be terminated by the family or by the PHA.

Approach to Termination of Assistance. This part describes the policies and the process that the PHA will use in evaluating decisions on whether to terminate assistance due to actions or inactions of the family where a termination is an option. It specifies the alternatives that the PHA may consider in lieu of termination, the criteria the PHA will use when deciding what action to take, and the steps the PHA must take when terminating a family's assistance.

Termination of Tenancy by the Owner. This part describes the HUD policies that govern the owner's right to terminate an assisted tenancy.

A. GROUNDS FOR TERMINATION OF ASSISTANCE

OVERVIEW

HUD requires the PHA to terminate assistance for certain actions and inactions of the family and when the family no longer requires assistance due to increases in family income. HUD permits the PHA to terminate assistance for certain other actions or inactions of the family. In addition, a family may decide to withdraw from the program and terminate their HCV assistance at any time by notifying the PHA.

FAMILY NO LONGER REQUIRES ASSISTANCE [24 CFR 982.455]

As a family's income increases, the amount of the housing assistance payment decreases. If the amount of assistance provided by the PHA is reduced to zero, the family's assistance terminates automatically 180 days after the last HAP payment.

Jacksonville Housing Policy

If a participating family receiving zero assistance experiences a change in circumstances that would result in a HAP payment to the owner, the family must notify Jacksonville Housing of the change and request an interim reexamination before the expiration of the 180-day period.

THE FAMILY CHOOSES TO TERMINATE THE ASSISTANCE

The family may request that the PHA terminate housing assistance payments on behalf of the family at any time.

Jacksonville Housing Policy

The request to terminate assistance should be made in writing and signed by the head of household, and spouse or cohead if applicable. Before terminating the family's assistance, Jacksonville Housing will follow the notice requirements in this chapter.

MANDATORY TERMINATION OF ASSISTANCE

HUD requires the PHA to terminate assistance in the following circumstances.

Eviction [24 CFR 982.552(b)(2), 24 CFR 5.2005(c)(1)]

The PHA must terminate assistance whenever a family is evicted from a unit assisted under the HCV program for a serious or repeated violation of the lease. As discussed further in this chapter, incidents of actual or threatened domestic violence, dating violence, sexual assault, 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.

Jacksonville Housing Policy

A family will be considered *evicted* if the family moves after a legal eviction order has been issued, whether or not physical enforcement of the order was necessary.

If a family moves after the owner has given the family an eviction notice for serious or repeated lease violations but before a legal eviction order has been issued, termination of assistance is not mandatory. In such cases, Jacksonville Housing will determine whether the family has committed serious or repeated violations of the lease based on available evidence and may terminate assistance or take any of the alternative measures described in Chapter 12.C. In making its decision, Jacksonville Housing will consider the factors described in this chapter. Upon consideration of such factors, Jacksonville Housing may, on a case-by-case basis, choose not to terminate assistance.

Serious and repeated lease violations will include, but not be limited to, nonpayment of rent, disturbance of neighbors, destruction of property, or living or housekeeping habits that cause damage to the unit or premises and criminal activity. Generally, the criterion to be used will be whether or not the reason for the eviction was the fault of the tenant or guests.

Failure to Provide Consent [24 CFR 982.552(b)(3)]

The PHA must terminate assistance if any family member fails to sign and submit any consent form they are required to sign for a regular or interim reexamination. See Chapter 7 - Verifications for a complete discussion of consent requirements.

Failure to Document Citizenship [24 CFR 982.552(b)(4) and [24 CFR 5.514(c)]

The PHA must terminate assistance 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; or (3) a family member, as determined by the PHA, has knowingly permitted another individual who is not eligible for assistance to reside (on a permanent basis) in the unit.

For (3) above, 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.

Failure to Disclose and Document Social Security Numbers [24 CFR 5.218(c), Notice PIH 2018-24]

The PHA must terminate assistance if a participant's 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 the PHA 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, the PHA 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 the PHA determined the family to be non-compliant.

Jacksonville Housing Policy

Jacksonville Housing 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.

Methamphetamine Manufacture or Production [24 CFR 982.553(b)(1)(ii)]

The PHA must terminate assistance if any household member has ever been convicted of the manufacture or production of methamphetamine on the premises of federally assisted housing.

Lifetime Registered Sex Offenders [Notice PIH 2012-28]

Should a PHA discover that a member of an assisted household was subject to a lifetime registration requirement at admission and was erroneously admitted after June 25, 2001, the PHA must immediately terminate assistance for the household member.

In this situation, the PHA must offer the family the opportunity to remove the ineligible family member from the household. If the family is unwilling to remove that individual from the household, the PHA must terminate assistance for the household.

Failure of Students to Meet Ongoing Eligibility Requirements [24 CFR 982.552(b)(5) and FR 4/10/06]

If a student enrolled at an institution of higher education is under the age of 24, is not a veteran, is not married, does not have dependent children, is not residing with their parents in an HCV assisted household, and is not a person with disabilities receiving HCV assistance as of November 30, 2005, the PHA must terminate the student's assistance if, at the time of reexamination, either the student's income or the income of the student's parents (if applicable) exceeds the applicable income limit.

If a participant household consists of both eligible and ineligible students, the eligible students shall not be terminated, but must be issued a voucher to move with continued assistance in

accordance with program regulations and PHA policies or must be given the opportunity to lease in place if the terminated ineligible student members elect to move out of the assisted unit.

Death of the Sole Family Member [24 CFR 982.311(d) and Notice PIH 2010-9]

The PHA must immediately terminate program assistance for deceased single member households.

B. MANDATORY POLICIES AND OTHER AUTHORIZED TERMINATIONS

Mandatory Policies [24 CFR 982.553(b) and 982.551(D)]

HUD requires the PHA to establish policies that permit the PHA to terminate assistance if the PHA determines that:

- Any household member is currently engaged in any illegal use of a drug, or has a pattern of illegal drug use that interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents
- Any household member's abuse or pattern of abuse of alcohol may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents
- Any household member has violated the family's obligation not to engage in any drug-related criminal activity
- Any household member has violated the family's obligation not to engage in violent criminal activity

Use of Illegal Drugs and Alcohol Abuse

Jacksonville Housing Policy

Jacksonville Housing will terminate a family's assistance if any household member is currently engaged in any illegal use of a drug or has a pattern of illegal drug use that interferes with the health, safety, or right to peaceful enjoyment of the premises by other residents.

Jacksonville Housing will terminate assistance if any household member's abuse or pattern of abuse of alcohol threatens the health, safety, or right to peaceful enjoyment of the premises by other residents.

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

Jacksonville Housing will consider all credible evidence, including but not limited to, any record of arrests, convictions, or eviction of household members related to the use of illegal drugs or abuse of alcohol.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate assistance, Jacksonville Housing will consider alternatives as described in this chapter. Upon consideration of such alternatives and factors, Jacksonville Housing may, on a case-by-case basis, choose not to terminate assistance.

Drug-Related and Violent Criminal Activity [24 CFR 5.100]

Drug means a controlled substance as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802).

Drug-related criminal activity is 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.

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.

Jacksonville Housing Policy

Jacksonville Housing will terminate a family's assistance if any household member has violated the family's obligation not to engage in any drug-related or violent criminal activity during participation in the HCV program.

Jacksonville Housing will consider all credible evidence, including but not limited to, any record of arrests and/or convictions of household members related to drug-related or violent criminal activity, and any eviction or notice to evict based on drug-related or violent criminal activity.

A record or records of arrest will not be used as the sole basis for the termination or proof that the participant engaged in disqualifying criminal activity.

In making its decision to terminate assistance, Jacksonville Housing will consider alternatives as described in this chapter. Upon consideration of such alternatives and factors, Jacksonville Housing may, on a case-by-case basis, choose not to terminate assistance.

Authorized Reasons for Termination of Assistance [24 CFR 982.552(c), 24 CFR 5.2005(c), 24 CFR 984.101(d)]

HUD permits the PHA to terminate assistance under a number of other circumstances. It is left to the discretion of the PHA whether such circumstances in general warrant consideration for the termination of assistance. As discussed further in this chapter, the Violence Against Women Act (VAWA) of 2013 explicitly prohibits PHAs from considering incidents of, or criminal activity directly related to, domestic violence, dating violence, sexual assault, or stalking as reasons for terminating the assistance of a victim of such abuse.

Additionally, per 24 CFR 984.101(d), PHAs are no longer permitted to terminate assistance to a family due to the family's failure to meet its obligations under the Family Self-Sufficiency (FSS) contract of participation.

Jacksonville Housing Policy

Jacksonville Housing **will** terminate a family's assistance if:

- The family has failed to comply with any family obligations under the program. See Exhibit 12-1 for a listing of family obligations and related Jacksonville Housing policies.

- Any family member has been evicted from federally assisted housing in the last five years.
- Any family member has committed fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program.
- The family currently owes rent or other amounts to any PHA in connection with Section 8 or public housing assistance under the 1937 Act.
- The family has not reimbursed any PHA for amounts the PHA paid to an owner under a HAP contract for rent, damages to the unit, or other amounts owed by the family under the lease.
- The family has breached the terms of a repayment agreement entered into with Jacksonville Housing.

A family member has engaged in or threatened violent or abusive behavior toward Jacksonville Housing personnel.

- *Abusive or violent behavior towards Jacksonville Housing 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 assistance, Jacksonville Housing will consider alternatives as described in this chapter. Upon consideration of such alternatives and factors, Jacksonville Housing may, on a case-by-case basis, choose not to terminate assistance.

Family Absence from the Unit [24 CFR 982.312]

The family may be absent from the unit for brief periods. The PHA must establish a policy on how long the family may be absent from the assisted unit. However, the family may not be absent from the unit for a period of more than 180 consecutive calendar days for any reason. Absence in this context means that no member of the family is residing in the unit.

Jacksonville Housing Policy

If the family is absent from the unit for more than 180 consecutive calendar days, the family's assistance will be terminated. Notice of termination will be sent in accordance with this chapter.

Insufficient Funding [24 CFR 982.454]

The PHA may terminate HAP contracts if the PHA determines, in accordance with HUD requirements, that funding under the consolidated ACC is insufficient to support continued assistance for families in the program.

Jacksonville Housing Policy

Jacksonville Housing will determine whether there is sufficient funding to pay for currently assisted families according to the policies in Chapter 16. If Jacksonville Housing determines there is a shortage of funding, prior to terminating any HAP

contracts, Jacksonville Housing will determine if any other actions can be taken to reduce program costs.

In the event that Jacksonville Housing decides to stop issuing vouchers as a result of a funding shortfall, and Jacksonville Housing is not assisting the required number of special purpose vouchers (NED families, HUD-Veterans Affairs Supportive Housing (VASH) families, and family unification program (FUP) families), when Jacksonville Housing resumes issuing vouchers, Jacksonville Housing will issue vouchers first to the special purpose voucher families on its waiting list until it has reached the required number of special purpose vouchers, when applicable.

If after implementing all reasonable cost-cutting measures there is not enough funding available to provide continued assistance for current participants, Jacksonville Housing will terminate HAP contracts as a last resort.

Prior to terminating any HAP contracts, Jacksonville Housing will inform the local HUD field office. Jacksonville Housing will terminate the minimum number needed in order to reduce HAP costs to a level within the PHA's annual budget authority.

If Jacksonville Housing must terminate HAP contracts due to insufficient funding, the Jacksonville Housing will do so in accordance with the following criteria and instructions:

- Families who have been assisted in the HCV program the longest will be the first to be terminated, excluding families that include elderly or disabled family members.
- Families comprising the required number of special purpose vouchers, including nonelderly disabled (NED), HUD-Veteran's Affairs Supportive Housing (HUD-VASH), and family unification program (FUP) will be the last to be terminated.

C. APPROACH TO TERMINATION OF ASSISTANCE

OVERVIEW

The PHA is required by regulation to terminate a family's assistance for certain actions or inactions of the family. For other types of actions or inactions of the family, the regulations give the PHA the authority to either terminate the family's assistance or to take another action. This part discusses the various actions the PHA may choose to take when it has discretion and outlines the criteria the PHA will use to make its decision about whether or not to terminate assistance. It also specifies the requirements for the notification to the family of the PHA's intent to terminate assistance.

METHOD OF TERMINATION [24 CFR 982.552(a)(3)]

Termination of assistance for a participant may include any or all of the following:

- Terminating housing assistance payments under a current HAP contract,
- Refusing to enter into a new HAP contract or approve a lease, or
- Refusing to process a request for or to provide assistance under portability procedures.

ALTERNATIVES TO TERMINATION OF ASSISTANCE

Change in Household Composition

As a condition of continued assistance, the PHA may require that any household member who participated in or was responsible for an offense no longer resides in the unit [24 CFR 982.552(c)(2)(ii)].

Jacksonville Housing Policy

As a condition of continued assistance, the head of household must certify that the culpable family 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 family member's current address upon Jacksonville Housing request.

Repayment of Family Debts

Jacksonville Housing Policy

If a family owes amounts to Jacksonville Housing, as a condition of continued assistance, Jacksonville Housing will require the family to repay the full amount or to enter into a repayment agreement, within 30 days of receiving notice from Jacksonville Housing of the amount owed. See Chapter 16 for policies on repayment agreements.

CRITERIA FOR DECIDING TO TERMINATE ASSISTANCE

Evidence

For criminal activity, HUD permits the PHA to terminate assistance 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 [24 CFR 982.553(c)].

Jacksonville Housing Policy

Jacksonville Housing 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

Use of Criminal Conviction Records after Admission [24 CFR 5.903]

The regulation at 24 CFR 5.903 governs a PHA's access to and use of criminal conviction records obtained from a "law enforcement agency" such as the National Crime Information Center (NCIC), police departments, and other law enforcement agencies that hold criminal conviction records. While the regulatory listing of permitted uses for these records includes PHA screening of applicants for admission to the HCV program, it specifically excludes the use of records for lease enforcement and eviction of HCV participants and excludes by omission a PHA's use of records to terminate assistance for participants. While a PHA has regulatory authority to use criminal conviction records for the purpose of applicant screening for admission, there is no corresponding authority to use these records to check for criminal and illegal drug activity by participants, and therefore, PHAs may not use records for this purpose. The

limitations, however, do not apply to criminal conviction information searches from non-federal sources (i.e., sources other than the “law enforcement agencies” defined in 24 CFR 5.902(b)). There is no prohibition that bars a PHA from using non-federal sources to conduct criminal background checks of program participants.

Consideration of Circumstances [24 CFR 982.552(c)(2)(i)]

The PHA is permitted, but not required, to consider all relevant circumstances when determining whether a family’s assistance should be terminated.

Jacksonville Housing Policy

Jacksonville Housing will consider the following facts and circumstances when making its decision to terminate assistance:

- The seriousness of the case, especially with respect to how it would affect other residents’ safety or property
- The effects that termination of assistance may have on other members of the family who were not involved in the action or failure to act
- 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 a victim of domestic violence, dating violence, sexual assault or stalking
- The length of time since the violation occurred, including the age of the individual at the time of the conduct, as well as the family’s recent history and the likelihood of favorable conduct in the future
- While a record or records of arrest will not be used as the sole basis for termination, an arrest may, however, trigger an investigation to determine whether the participant actually engaged in disqualifying criminal activity. As part of its investigation, the PHA may obtain the police report associated with the arrest and consider the reported circumstances of the arrest. Jacksonville Housing may also consider:
 - Any statements made by witnesses or the participant not included in the police report
 - Whether criminal charges were filed
 - Whether, if filed, criminal charges were abandoned, dismissed, not prosecuted, or ultimately resulted in an acquittal
 - Any other evidence relevant to determining whether or not the participant engaged in disqualifying activity
 - Evidence of criminal conduct will be considered if it indicates a demonstrable risk to safety and/or property
 - 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
 - The PHA will require the participant 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.
 - In the case of program abuse, the dollar amount of the overpaid assistance and whether or not a false certification was signed by the family

Reasonable Accommodation [24 CFR 982.552(c)(2)(iv)]

If the family includes a person with disabilities, the PHA's decision to terminate the family's assistance is subject to consideration of reasonable accommodation in accordance with 24 CFR Part 8.

Jacksonville Housing Policy

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

D. TERMINATIONS RELATED TO DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT OR STALKING

This section describes the protections against termination of assistance that the Violence against Women Act of 2013 (VAWA) provides for victims of domestic violence, dating violence, sexual assault and stalking. For general VAWA requirements, key VAWA definitions, and PHA policies pertaining to notification, documentation, and confidentiality, see section 16-IX of this plan.

VAWA Protections against Termination

VAWA provides four specific protections against termination of HCV assistance for victims of domestic violence, dating violence, sexual assault or stalking. (*Note:* The second, third, and fourth protections also apply to terminations of tenancy or occupancy by owners participating in the HCV program, as do the limitations discussed under the next heading.)

First, VAWA provides that a PHA may not terminate assistance to a family that moves out of an assisted unit in violation of the lease, with or without prior notification to the PHA, if the move occurred to protect the health or safety of a family member who is or has been the victim of domestic violence, dating violence, sexual assault or stalking and who reasonably believed they were imminently threatened by harm from further violence if they remained in the unit [24 CFR 982.354(b)(4)].

Second, it provides that an incident or incidents of actual or threatened domestic violence, dating violence, sexual assault or stalking may not be construed either as a serious or repeated lease violation by the victim or as good cause to terminate the assistance of the victim [24 CFR 5.2005(c)(1)].

Third, it provides that criminal activity directly related to domestic violence, dating violence, sexual assault or stalking may not be construed as cause for terminating the assistance of a tenant if a member of the tenant's household, a guest, or another person under the tenant's control is the one engaging in the criminal activity and the tenant or affiliated individual or other individual is the actual or threatened victim of the domestic violence, dating violence, or stalking [24 CFR 5.2005(c)(2)].

Fourth, it gives PHAs the authority to terminate assistance to any tenant or lawful occupant who engages in criminal acts of physical violence against family members or others without terminating assistance to, or otherwise penalizing, the victim of the violence [24 CFR 5.2009(a)].

Limitations on VAWA Protections [24 CFR 5.2005(d) and (e)]

VAWA does not limit the authority of a PHA to terminate the assistance of a victim of abuse for reasons unrelated to domestic violence, dating violence, sexual assault, or stalking so long as the PHA does not subject the victim to a more demanding standard than it applies to other program participants [24 CFR 5.2005(d)(1)].

Likewise, VAWA does not limit the authority of a PHA to terminate the assistance of a victim of domestic violence, dating violence, sexual assault, or stalking if the PHA can demonstrate an actual and imminent threat to other tenants or those employed at or providing service to the assisted property if the victim is not terminated from assistance [24 CFR 5.2005(d)(2)].

HUD regulations define the *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)]

In order to demonstrate an actual and imminent threat, the PHA must have objective evidence of words, gestures, actions, or other indicators. 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" [24 CFR 5.2005(d)(3)].

Jacksonville Housing Policy

In determining whether a program participant 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, Jacksonville Housing 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 an immediate time frame
- 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 or seeking a legal remedy to prevent the perpetrator from acting on the threat

If the participant wishes to contest the PHA's determination that they are an actual and imminent threat to other tenants or employees, the participant may do so as part of the informal hearing.

Documentation of Abuse [24 CFR 5.2007]

Jacksonville Housing Policy

When an individual faces termination of assistance for reasons related to domestic violence, dating violence, sexual assault, or stalking claims protection under VAWA, Jacksonville Housing will request that the individual provide documentation supporting the claim in accordance with the policies in chapter 16 of this plan.

Jacksonville Housing 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, Jacksonville Housing will document the waiver in the individual's file.

Terminating the Assistance of a Domestic Violence Perpetrator

Although VAWA provides protection against termination of assistance for victims of domestic violence, it does not provide such protection for perpetrators. VAWA gives the PHA the explicit authority to "terminate assistance to any individual who is a tenant or lawful occupant and who engages in criminal acts of physical violence against family members or others" without terminating assistance to "or otherwise penalizing the victim of such violence who is also a tenant or lawful occupant" [24 CFR 5.2009(a)]. This authority is not dependent on a bifurcated lease or other eviction action by an owner against an individual family member. Further, this authority supersedes any local, state, or other federal law to the contrary. However, if the PHA chooses to exercise this authority, it must follow any procedures prescribed by HUD or by applicable local, state, or federal law regarding termination of assistance. This means that the PHA must follow the same rules when terminating assistance to an individual as it would when terminating the assistance of an entire family [3/16/07 *Federal Register* notice on the applicability of VAWA to HUD programs].

If the perpetrator remains in the unit, the PHA continues to pay the owner until the PHA terminates the perpetrator from the program. The PHA must not stop paying HAP until 30 days after the owner bifurcates the lease to evict the perpetrator. The PHA may pay HAP for the full month if the 30-day period will end mid-month [Notice PIH 2017-08].

If the perpetrator is the only participant eligible to receive assistance, the PHA will provide any remaining participant a chance to establish eligibility for the program. If the remaining participant cannot do so, the PHA will provide them with 30 days to establish eligibility for another housing program prior to the termination of the HAP contract.

Jacksonville Housing Policy

Jacksonville Housing will terminate assistance to a family member if Jacksonville Housing determines that the family member has committed criminal acts of physical violence against other family members or others. This action will not affect the assistance of the remaining, nonculpable family members.

In making its decision, Jacksonville Housing will consider all credible evidence, including, but not limited to, a signed certification (form HUD-5382) or other

documentation of abuse submitted to Jacksonville Housing by the victim in accordance with this section and chapter 16. Jacksonville Housing will also consider the factors in this chapter. Upon such consideration, Jacksonville Housing may, on a case-by-case basis, choose not to terminate the assistance of the culpable family member.

If Jacksonville Housing does terminate the assistance of the culpable family member, it will do so in accordance with applicable law, HUD regulations, and the policies in this plan.

E. TERMINATION NOTICE

HUD regulations require PHAs to provide written notice of termination of assistance to a family only when the family is entitled to an informal hearing. However, since the family's HAP contract and lease will also terminate when the family's assistance terminates [form HUD-52641], it is a good business practice to provide written notification to both owner and family anytime assistance will be terminated, whether voluntarily or involuntarily.

Jacksonville Housing Policy

Whenever a family's assistance will be terminated, Jacksonville Housing will send a written notice of termination to the family and to the owner. Jacksonville Housing will also send form HUD-5382 and form HUD-5380 to the family with the termination notice. The notice will state the date on which the termination will become effective. This date generally will be at least thirty (30) calendar days following the date of the termination notice, but exceptions will be made whenever HUD rules, other PHA policies, or the circumstances surrounding the termination require.

When Jacksonville Housing notifies an owner that a family's assistance will be terminated, Jacksonville Housing will, if appropriate, advise the owner of their right to offer the family a separate, unassisted lease.

If a family whose assistance is being terminated is entitled to an informal hearing, the notice of termination that the PHA sends to the family must meet the additional HUD and PHA notice requirements discussed in Chapter 16 of this plan. VAWA 2013 expands notification requirements to require PHAs to provide notice of VAWA rights and the HUD 5382 form when a PHA terminates a household's housing benefits.

Jacksonville Housing Policy

Whenever Jacksonville Housing decides to terminate a family's assistance because of the family's action or failure to act, Jacksonville Housing will include in its termination notice the VAWA information described in Chapter 16 of this plan and form HUD-5382 and form HUD-5380. Jacksonville Housing will request in writing that a family member wishing to claim protection under VAWA notify Jacksonville Housing within fourteen (14) business days.

Still, other notice requirements apply in two situations:

- If a criminal record is the basis of a family's termination, Jacksonville Housing must provide a copy of the record to the subject of the record and the tenant so that they have an opportunity to dispute the accuracy and relevance of the record [24 CFR 982.553(d)(2)].

- If immigration status is the basis of a family’s termination, as discussed in this chapter, the special notice requirements must be followed.

F. TERMINATION OF TENANCY BY THE OWNER

OVERVIEW

Termination of an assisted tenancy is a matter between the owner and the family; the PHA is not directly involved. However, the owner is under some constraints when terminating an assisted tenancy. Termination of tenancy for certain reasons will also result in termination of assistance as discussed in this section.

GROUNDINGS FOR OWNER TERMINATION OF TENANCY [24 CFR 982.310, 24 CFR 5.2005(c), and Form HUD-52641-A, Tenancy Addendum]

During the term of the lease, the owner is not permitted to terminate the tenancy except for serious or repeated violations of the lease, certain violations of state or local law, or other good causes.

Serious or Repeated Lease Violations

The owner is permitted to terminate the family’s tenancy for serious or repeated violations of the terms and conditions of the lease, except when the violations are related to incidents of actual or threatened domestic violence, dating violence, sexual assault, or stalking and the victim is protected from eviction by the Violence Against Women Act of 2013 (see Chapter 12). A serious lease violation includes failure to pay the tenant portion of the rent. However, the PHA’s failure to make a HAP payment to the owner is not a violation of the lease between the family and the owner.

Violation of Federal, State, or Local Law

The owner is permitted to terminate the tenancy if a family member violates federal, state, or local law that imposes obligations in connection with the occupancy or use of the premises.

Criminal Activity or Alcohol Abuse

The owner may terminate tenancy during the term of the lease if any *covered person*—meaning any member of the household, a guest, or another person under the tenant’s control—commits any of the following types of criminal activity (for applicable definitions see 24 CFR 5.100):

- Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of the premises by, other residents (including property management staff residing on the premises)
- Any criminal activity that threatens the health or safety of, or the right to peaceful enjoyment of their residences by, persons residing in the immediate vicinity of the premises
- Any violent criminal activity on or near the premises
- Any drug-related criminal activity on or near the premises

However, in the case of criminal activity directly related to domestic violence, dating violence, sexual assault or stalking, if the tenant or an affiliated individual is the victim, the criminal activity may not be construed as cause for terminating the victim’s tenancy).

The owner may terminate tenancy during the term of the lease if any member of the household is:

- Fleeing to avoid prosecution, custody, or confinement after conviction for a crime or an 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.

The owner may terminate tenancy during the term of the lease if any member of the household has engaged in abuse of alcohol that threatens the health, safety, or right to peaceful enjoyment of the premises by other residents.

Evidence of Criminal Activity

The owner may terminate tenancy and evict by judicial action a family for criminal activity by a covered person if the owner determines the covered person has engaged in the criminal activity, regardless of whether the covered person has been arrested or convicted for such activity and without satisfying the standard of proof used for a criminal conviction. This is the case except in certain incidents where the criminal activity directly relates to domestic violence, dating violence, sexual assault, or stalking, and the tenant or an affiliated individual is the victim or threatened victim of the domestic violence, dating violence, sexual assault, or stalking.

Other Good Cause

During the initial lease term, the owner may not terminate the tenancy for “other good cause” unless the owner is terminating the tenancy because of something the family did or failed to do. During the initial lease term or during any extension term, other good cause includes the disturbance of neighbors, destruction of property, or living or housekeeping habits that cause damage to the unit or premises.

After the initial lease term, “other good cause” for termination of tenancy by the owner includes:

- Failure by the family to accept the offer of a new lease or revision
- The owner’s desire to use the unit for personal or family use, or for a purpose other than as a residential rental unit
- A business or economic reason for termination of the tenancy (such as sale of the property, renovation of the unit, or desire to lease the unit at a higher rent)

After the initial lease term, the owner may give the family notice at any time, in accordance with the terms of the lease.

If a property is subject to foreclosure, during the term of the lease, the new owner of the property does not have good cause to terminate the tenant’s lease, unless the new owner will occupy the unit as their primary residence and has provided the tenant with at least a 90-day notice. In that case, the lease may be terminated effective on the date of sale, although the tenant is still entitled to a 90-day notice to vacate.

EVICTION [24 CFR 982.310(e) and (f) and Form HUD-52641-A, Tenancy Addendum]

The owner must give the tenant a written notice that specifies the grounds for termination of tenancy during the term of the lease. The tenancy does not terminate before the owner has given this notice, and the notice must be given at or before commencement of the eviction action.

The notice of grounds may be included in, or may be combined with, any owner eviction notice to the tenant.

Owner 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. The owner may only evict the tenant from the unit by instituting a court action. The owner must give the PHA a copy of any eviction notice at the same time the owner notifies the family. The family is also required to give the PHA a copy of any eviction notice (see Chapter 5).

Jacksonville Housing Policy

If the eviction action is finalized in court, the owner must provide Jacksonville Housing with documentation related to the eviction, including notice of the eviction date, as soon as possible, but no later than 5 business days following the court-ordered eviction.

DECIDING WHETHER TO TERMINATE TENANCY [24 CFR 982.310(h), 24 CFR 982.310(h)(4)]

An owner who has grounds to terminate a tenancy is not required to do so, and may consider all of the circumstances relevant to a particular case before making a decision. These might include:

- The nature of the offending action
- The seriousness of the offending action;
- The effect on the community of the termination, or of the owner's failure to terminate the tenancy;
- The extent of participation by the leaseholder in the offending action;
- The effect of termination of tenancy on household members not involved in the offending activity;
- The demand for assisted housing by families who will adhere to lease responsibilities;
- The extent to which the leaseholder has shown personal responsibility and taken all reasonable steps to prevent or mitigate the offending action;
- The effect of the owner's action on the integrity of the program.

The owner may require a family 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.

In determining whether to terminate tenancy for illegal use of drugs or alcohol abuse by a household member who is no longer engaged in such behavior, the owner may 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 (42 U.S.C. 13661). For this purpose, the owner may 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.

The owner's termination of tenancy actions must be consistent with the fair housing and equal opportunity provisions in 24 CFR 5.105.

An owner's decision to terminate tenancy for incidents related to domestic violence, dating violence, sexual assault or stalking is limited by the Violence Against Women Act of 2013 (VAWA) and the conforming regulations in 24 CFR Part 5, Subpart L. (See Chapter 12.E.)

EFFECT OF TENANCY TERMINATION ON THE FAMILY'S ASSISTANCE

If a termination is not due to a serious or repeated violation of the lease, and if the PHA has no other grounds for termination of assistance, the PHA may issue a new voucher so that the family can move with continued assistance (see Chapter 10).

G. EXHIBIT 12-1: STATEMENT OF FAMILY OBLIGATIONS

Following is a listing of a participant family's obligations under the HCV program:

- The family must supply any information that the PHA or HUD determines to be necessary, including submission of required evidence of citizenship or eligible immigration status.
- The family must supply any information requested by the PHA or HUD for use in a regularly scheduled reexamination or interim reexamination of family income and composition.
- The family must disclose and verify social security numbers and sign and submit consent forms for obtaining information.
- Any information supplied by the family must be true and complete.
- The family is responsible for any Housing Quality Standards (HQS) breach by the family caused by failure to pay tenant-provided utilities or appliances, or damages to the dwelling unit or premises beyond normal wear and tear caused by any member of the household or guest.

Jacksonville Housing Policy

Damages beyond normal wear and tear will be considered to be damages which could be assessed against the security deposit.

- The family must allow the PHA to inspect the unit at reasonable times and after reasonable notice, as described in Chapter 8 of this plan.
- The family must not commit any serious or repeated violation of the lease.

Jacksonville Housing Policy

Jacksonville Housing will determine if a family has committed serious or repeated violations of the lease based on available evidence, including but not limited to, a court-ordered eviction or an owner's notice to evict, police reports, and affidavits from the owner, neighbors, or other credible parties with direct knowledge.

Serious and repeated lease violations will include, but not be limited to, nonpayment of rent, disturbance of neighbors, destruction of property, living or housekeeping habits that cause damage to the unit or premises, and criminal activity. Generally, the criterion to be used will be whether or not the reason for the eviction was the fault of the tenant or guests. Any incidents of, or criminal activity related to, domestic violence, dating violence, sexual assault or stalking will not be construed as serious or repeated lease violations by the victim [24 CFR 5.2005(c)(1)].

- The family must notify the PHA and the owner before moving out of the unit or terminating the lease.

Jacksonville Housing Policy

The family must comply with lease requirements regarding written notice to the owner. The family must provide written notice to Jacksonville Housing at the same time the owner is notified.

- The family must promptly give Jacksonville Housing a copy of any owner eviction notice.

- The family must use the assisted unit for residence by the family. The unit must be the family's only residence.
- The composition of the assisted family residing in the unit must be approved by Jacksonville Housing. The family must promptly notify Jacksonville Housing in writing of the birth, adoption, or court-awarded custody of a child. The family must request Jacksonville Housing approval to add any other family member as an occupant of the unit.

Jacksonville Housing Policy

The request to add a family member must be submitted in writing and approved prior to the person moving into the unit. Jacksonville Housing will determine eligibility of the new member in accordance with the policies in Chapter 3.

- The family must promptly notify Jacksonville Housing in writing if any family member no longer lives in the unit.
- If Jacksonville Housing has given approval, a foster child or a live-in aide may reside in the unit. Jacksonville Housing has the discretion to adopt reasonable policies concerning residency by a foster child or a live-in aide, and to define when PHA consent may be given or denied. For policies related to the request and approval/disapproval of foster children, foster adults, and live-in aides, see Chapter 11.
- The family must not sublease the unit, assign the lease, or transfer the unit.

Jacksonville Housing Policy

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.

- The family must supply any information requested by Jacksonville Housing to verify that the family is living in the unit or information related to family absence from the unit.
- The family must promptly notify Jacksonville Housing when the family is absent from the unit.

Jacksonville Housing Policy

Notice is required under this provision only when all family members will be absent from the unit for an extended period. An extended period is defined as any period greater than 30 calendar days. Written notice must be provided to Jacksonville Housing at the start of the extended absence.

- The family must pay utility bills and provide and maintain any appliances that the owner is not required to provide under the lease [Form HUD-52646, Voucher].
- The family must not own or have any interest in the unit, (other than in a cooperative and owners of a manufactured home leasing a manufactured home space).
- Family members must not commit fraud, bribery, or any other corrupt or criminal act in connection with the program. (See Chapter 14, Program Integrity for additional information).

- Family members must not engage in drug-related criminal activity or violent criminal activity or other criminal activity that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for HUD and Jacksonville Housing policies related to drug-related and violent criminal activity.
- Members of the household must not engage in abuse of alcohol in a way that threatens the health, safety or right to peaceful enjoyment of the other residents and persons residing in the immediate vicinity of the premises. See Chapter 12 for a discussion of HUD and Jacksonville Housing policies related to alcohol abuse.
- An assisted family or member of the family must not receive HCV program assistance while receiving another housing subsidy, for the same unit or a different unit under any other federal, state or local housing assistance program.
- A family must not receive HCV program assistance while residing in a unit owned by a parent, child, grandparent, grandchild, sister or brother of any member of the family, unless the PHA has determined (and has notified the owner and the family of such determination) that approving rental of the unit, notwithstanding such relationship, would provide reasonable accommodation for a family member who is a person with disabilities. [Form HUD-52646, Voucher]

CHAPTER 13 OWNERS

INTRODUCTION

Owners play a major role in the HCV program by supplying decent, safe, and sanitary housing for participating families.

The term “owner” refers to any person or entity with the legal right to lease or sublease a unit to a participant in the HCV program [24 CFR 982.4(b)]. The term “owner” includes a principal or other interested party [24 CFR 982.453; 24 CFR 982.306(f)], such as a designated agent of the owner.

Owners have numerous responsibilities under the program, including screening and leasing to families, maintaining the dwelling unit, enforcing the lease, and complying with various contractual obligations.

The chapter is organized in two parts:

Owners in the HCV Program. This part discusses the role of an owner in the PHA’s HCV program and highlights key owner rights and responsibilities.

HAP Contracts. This part explains provisions of the HAP contract and the relationship between the PHA and the owner as expressed in the HAP contract.

For detailed information about HCV program responsibilities and processes, including PHA policies in key areas, owners will need to refer to several other chapters in this plan. Where appropriate, Chapter 13 will reference the other chapters.

A. OWNERS IN THE HCV PROGRAM

OWNER RECRUITMENT AND RETENTION

[HCV GB, pp. 2-4 to 2-6; HCV Landlord Strategy Guidebook for PHAs]

Recruitment

PHAs are responsible for ensuring that very low-income families have access to all types and ranges of affordable housing in the PHA’s jurisdiction, particularly housing outside areas of poverty or minority concentration. A critical element in fulfilling this responsibility is for the PHA to ensure that a sufficient number of owners, representing all types and ranges of affordable housing in the PHA’s jurisdiction, are willing to participate in the HCV program.

To accomplish this objective, PHAs must identify and recruit new owners to participate in the program. If the PHA will be conducting outreach events, the PHA must ensure that notices and communications during outreach events are provided in a manner that is effective for persons with hearing, visual, and other communications-related disabilities. PHAs must also take reasonable steps to ensure meaningful access to programs for persons with limited English proficiency.

Jacksonville Housing Policy

Jacksonville Housing will conduct owner outreach to ensure that owners are familiar with the program and its advantages. Jacksonville Housing will actively recruit property owners with property located outside areas of poverty and minority concentration. These outreach strategies will include:

- Distributing printed material about the program to property owners and managers
- Contacting property owners and managers by phone or in-person
- Holding owner recruitment/information meetings at least once a year
- Participating in community-based organizations comprised of private property and apartment owners and managers
- Developing working relationships with owners, apartment associations, industry investor groups, and real estate brokers' associations
- To the extent practical, partnering with and attending events hosted by other area agencies to deliver information about the HCV program

Outreach strategies will be monitored for effectiveness and adapted accordingly.

Retention

In addition to recruiting owners to participate in the HCV program, the PHA must also provide the kind of customer service that will encourage participating owners to remain active in the program.

Jacksonville Housing Policy

All Jacksonville Housing activities that may affect an owner's ability to lease a unit will be processed as rapidly as possible, in order to minimize vacancy losses for owners.

Jacksonville Housing will provide owners with a handbook that explains the program, including HUD and PHA policies and procedures, in easy-to-understand language.

Jacksonville Housing will give special attention to helping new owners succeed through activities such as:

- Providing the owner with a designated Jacksonville Housing contact person.
- Coordinating inspection and leasing activities between Jacksonville Housing, the owner, and the family.
- Initiating telephone contact with the owner to explain the inspection process and provide an inspection booklet and other resource materials about HUD housing quality standards.
- Providing other written information about how the program operates through a landlord handbook, including answers to frequently asked questions.
- Contact owners via emails or texts to disseminate information.

Additional services may be undertaken on an as-needed basis and as resources permit.

B. BASIC HCV PROGRAM REQUIREMENTS

HUD requires the PHA to assist families in their housing search by providing the family with a list of landlords or other parties known to the PHA who may be willing to lease a unit to the family or to help the family find a unit. Although the PHA cannot maintain a list of owners that are pre-qualified to participate in the program, owners may indicate to the PHA their willingness to lease a unit to an eligible HCV family or to help the HCV family find a unit [24 CFR 982.301(b)(11)].

Jacksonville Housing Policy

Owners that wish to indicate their willingness to lease a unit to an eligible HCV family or to help the HCV family find a unit may notify Jacksonville Housing. Jacksonville Housing will maintain a listing of such owners and provide this listing to the HCV family via www.affordablehousing.com as part of the informational briefing packet.

When a family approaches an owner to apply for a tenancy, the owner is responsible for screening the family and deciding whether to lease to the family, just as the owner would with any potential unassisted tenant. Jacksonville Housing has no liability or responsibility to the owner or other persons for the family's behavior or suitability for tenancy. See chapters 3 and 9 for more detail on tenant family screening policies and processes.

If the owner is willing, the family and the owner must jointly complete a Request for Tenancy Approval (RTA, Form HUD 52517), which constitutes the family's request for assistance in the specified unit, and which documents the owner's willingness to lease to the family and to follow the program's requirements. When submitted to the PHA, this document is the first step in the process of obtaining approval for the family to receive the financial assistance it will need in order to occupy the unit. Also submitted with the RTA is a copy of the owner's proposed dwelling lease, including the HUD-required Tenancy Addendum (Form HUD-52641-A). See Chapter 9 for more detail on request for tenancy approval policies and processes.

HUD regulations stipulate requirements for the approval of an assisted tenancy.

The owner must be qualified to participate in the program [24 CFR 982.306]. Some owners are precluded from participating in the program, or from renting to a particular family, either because of their past history with this or another federal housing program, or because of certain conflicts of interest. Owner qualifications are discussed later in this chapter.

The selected unit must be of a type that is eligible for the program [24 CFR 982.305(a)]. Certain types of dwelling units cannot be assisted under the HCV program. Other types may be assisted under certain conditions. See Chapter 9 for more detail on unit eligibility policies and processes.

The selected unit must meet HUD's Housing Quality Standards (HQS) and/or equivalent state or local standards approved by HUD [24 CFR 982.305(a)]. The PHA will inspect the owner's dwelling unit at least annually to ensure that the unit continues to meet HQS requirements. See Chapter 8 for a discussion of the HQS standards and policies for HQS inspections at the initial lease-up and throughout the family's tenancy.

Jacksonville Housing must determine that the proposed rent for the unit is reasonable [24 CFR 982.305(a)]. The rent must be reasonable in relation to comparable unassisted units in the area and must not be in excess of rents charged by the owner for comparable, unassisted units on the premises. See Chapter 8 for a discussion of requirements and policies on rent reasonableness, rent comparability, and the rent reasonableness determination process.

At the initial lease-up of a unit, if the gross rent exceeds the applicable payment standard, the PHA must ensure that the family share does not exceed 40 percent of the family's monthly adjusted income [24 CFR 982.305(a)]. See Chapter 6 for a discussion of the calculation of family income, family share of rent, and HAP.

The dwelling lease must comply with all program requirements [24 CFR 982.308]. Owners are encouraged to use their standard leases when renting to an assisted family. The HUD Tenancy

Addendum includes the HUD requirements governing the tenancy and must be added word-for-word to the owner's lease. See Chapter 9 for a discussion of the dwelling lease and tenancy addendum, including lease terms and provisions.

The PHA and the owner must execute a Housing Assistance Payment (HAP) Contract (Form HUD-52641). The HAP contract format is prescribed by HUD. See Chapter 9 for a discussion of the HUD requirements for the execution of the HAP contract.

OWNER RESPONSIBILITIES [24 CFR 982.452]

The basic owner responsibilities in the HCV program are outlined in the regulations as follows:

- Complying with all of the owner's obligations under the housing assistance payments (HAP) contract and the lease
- Performing all management and rental functions for the assisted unit, including selecting a voucher-holder to lease the unit, and deciding if the family is suitable for tenancy of the unit
- Maintaining the unit in accordance with the Housing Quality Standards (HQS), including the performance of ordinary and extraordinary maintenance
- Complying with equal opportunity requirements
- Preparing and furnishing to the PHA information required under the HAP contract
- Collecting the security deposit, the tenant rent, and any charges for unit damage by the family.
- Enforcing tenant obligations under the dwelling lease
- Paying for utilities and services that are not the responsibility of the family as specified in the lease
- Allowing reasonable modifications to a dwelling unit occupied or to be occupied by a disabled person [24 CFR 100.203]
- Complying with the Violence Against Women Reauthorization Act of 2013 (VAWA) when screening prospective HCV tenants or terminating the tenancy of an HCV family (see 24 CFR Part 5, Subpart L; 24 CFR 982.310(h)(4); and 24 CFR 982.452(b)(1))

OWNER QUALIFICATIONS

The PHA does not formally approve an owner to participate in the HCV program. However, there are a number of criteria where the PHA may deny approval of an assisted tenancy based on past owner behavior, conflict of interest, or other owner-related issues. No owner has a right to participate in the HCV program [24 CFR 982.306(e)].

Owners Barred from Participation [24 CFR 982.306(a) and (b)]

The PHA must not approve the assisted tenancy if the PHA has been informed that the owner has been debarred, suspended, or subject to a limited denial of participation under 24 CFR part 24. HUD may direct the PHA not to approve a tenancy request if a court or administrative agency has determined that the owner violated the Fair Housing Act or other federal equal opportunity requirements, or if such an action is pending.

Leasing to Relatives [24 CFR 982.306(d), HCV GB p. 11-2]

The PHA must not approve a tenancy if the owner is the parent, child, grandparent, grandchild, sister, or brother of any member of the family. The PHA may make an exception as a reasonable accommodation for a family member with a disability. The owner is required to certify that no such relationship exists. This restriction applies at the time that the family receives assistance under the HCV program for occupancy of a particular unit. Current contracts on behalf of owners and families that are related may continue, but any new leases or contracts for these families may not be approved.

Conflict of Interest [24 CFR 982.161; HCV GB p. 8-19; Form HUD-52641, Section 13]

The PHA must not approve a tenancy in which any of the following classes of persons has any interest, direct or indirect, during tenure or for one year thereafter:

- Any present or former member or officer of the PHA (except a participant commissioner)
- Any employee of the PHA, or any contractor, subcontractor or agent of the PHA, who formulates policy or who influences decisions with respect to the programs
- Any public official, member of a governing body, or State or local legislator, who exercises functions or responsibilities with respect to the programs
- Any member of the Congress of the United States

Such “covered individual” may not have any direct or indirect interest in the HAP contract or in any benefits or payments under the contract (including the interest of an immediate family member of such covered individual) while such person is a covered individual or for one year thereafter.

Immediate family member means the spouse, parent (including a stepparent), child (including a stepchild), grandparent, grandchild, sister, or brother (including a stepsister or stepbrother) of any covered individual.

HUD may waive the conflict of interest requirements, except for members of Congress, for good cause. The PHA must submit a waiver request to the appropriate HUD Field Office for determination.

Any waiver request submitted by the PHA must include the following [HCV Guidebook pp.11-2 and 11-3]:

- Complete statement of the facts of the case;
- Analysis of the specific conflict of interest provision of the HAP contract and justification as to why the provision should be waived;
- Analysis of and statement of consistency with state and local laws. The local HUD office, the PHA, or both parties may conduct this analysis. Where appropriate, an opinion by the state’s attorney general should be obtained;
- Opinion by the local HUD office as to whether there would be an appearance of impropriety if the waiver were granted;
- Statement regarding alternative existing housing available for lease under the HCV program or other assisted housing if the waiver is denied;
- If the case involves a hardship for a particular family, statement of the circumstances and discussion of possible alternatives;

- If the case involves a public official or member of the governing body, explanation of their duties under state or local law, including reference to any responsibilities involving the HCV program;
- If the case involves the employment of a family member by the PHA or assistance under the HCV program for an eligible PHA employee, explanation of the responsibilities and duties of the position, including any related to the HCV program;
- If the case involves an investment on the part of a member, officer, or employee of the PHA, description of the nature of the investment, including disclosure/divestiture plans.

Where the PHA has requested a conflict-of-interest waiver, the PHA may not execute the HAP contract until HUD has made a decision on the waiver request.

Jacksonville Housing Policy

In considering whether to request a conflict of interest waiver from HUD, Jacksonville Housing will consider certain factors such as consistency of the waiver with state and local laws, the existence of alternative housing available to families, the individual circumstances of a particular family, the specific duties of individuals whose positions present a possible conflict of interest, the nature of any financial investment in the property and plans for disclosure/divestiture, and the possible appearance of impropriety.

Owner Actions That May Result in Disapproval of a Tenancy Request [24 CFR 982.306(c)]

HUD regulations permit the PHA to disapprove a request for tenancy for various actions and inactions of the owner.

If the PHA disapproves a request for tenancy because an owner is not qualified, it may not terminate the HAP contract for any assisted families that are already living in the owner's properties unless the owner has violated the HAP contract for those units [HCV GB p. 11-4].

Jacksonville Housing Policy

Jacksonville Housing will refuse to approve a request for tenancy if the PHA becomes aware that any of the following are true:

- The owner has violated obligations under a HAP contract under Section 8 of the 1937 Act (42 U.S.C. 1437f);
- The owner has committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program;
- The owner has engaged in any drug-related criminal activity or any violent criminal activity;
- The owner has a history or practice of non-compliance with the HQS for units leased under the tenancy-based programs, or with applicable housing standards for units leased with project-based Section 8 assistance or leased under any other federal housing program;
- The owner has a history or practice of failing to terminate tenancy of tenants of units assisted under Section 8 or any other federally assisted housing program for activity engaged in by the tenant, any member of the household, a guest or another person under the control of any member of the household that:

- i. Threatens the right to peaceful enjoyment of the premises by other residents;
- ii. Threatens the health or safety of other residents, of employees of the PHA, or of owner-employees or other persons engaged in the management of the housing;
- iii. Threatens the health or safety of, or the right to peaceful enjoyment of their residences, by persons residing in the immediate vicinity of the premises; or
- iv. Is the drug-related criminal activity or violent criminal activity;
- v. The owner has a history or practice of renting units that fail to meet state or local housing codes; or
- vi. The owner has not paid state or local real estate taxes, fines, or assessments.

In considering whether to disapprove owners for any of the discretionary reasons listed above, Jacksonville Housing will consider any mitigating factors. Such factors may include, but are not limited to, the seriousness of the violation in relation to program requirements, the impact on the ability of families to lease units under the program, health and safety of participating families, among others. Upon consideration of such circumstances, Jacksonville Housing may, on a case-by-case basis, choose to approve an owner.

Legal Ownership of Unit

The following represents PHA policy on legal ownership of a dwelling unit to be assisted under the HCV program.

Jacksonville Housing Policy

Jacksonville Housing will only enter into a contractual relationship with the legal owner of a qualified unit. No tenancy will be approved without acceptable documentation of legal ownership (e.g., deed of trust, proof of taxes for most recent year) A copy of the current management agreement must be provided for third-party agents.

NON-DISCRIMINATION [HAP Contract – Form HUD-52641]

The owner must not discriminate against any person because of race, color, religion, sex, national origin, age, familial status, or disability, in connection with any actions or responsibilities under the HCV program and the HAP contract with the PHA.

The owner must cooperate with the PHA and with HUD in conducting any equal opportunity compliance reviews and complaint investigations in connection with the HCV program and the HAP contract with the PHA.

See Chapter 4 for a more thorough discussion of Fair Housing and Equal Opportunity requirements in the HCV program.

C. HOUSING ASSISTANCE PAYMENT (HAP) CONTRACTS

OVERVIEW

The HAP contract represents a written agreement between the PHA and the owner of the dwelling unit occupied by an HCV-assisted family. The contract spells out the owner's

responsibilities under the program, as well as the PHA's obligations. Under the HAP contract, the PHA agrees to make housing assistance payments to the owner on behalf of the family approved by the PHA to occupy the unit.

The HAP contract is used for all HCV tenant-based program tenancies except for assistance under the Section 8 homeownership program, and assistance to families that own a manufactured home and use their assistance to lease the space for the manufactured home. See Chapter 15 for a discussion of any special housing types included in the PHA's HCV program.

When the PHA has determined that the unit meets program requirements and the tenancy is approvable, the PHA and owner must execute the HAP contract. See Chapter 9 for a discussion of the leasing process, including provisions for the execution of the HAP contract.

HAP CONTRACT CONTENTS

The HAP contract format is required by HUD, specifically Housing Assistance Payment (HAP) Contract, Form HUD-52641.

The HAP contract contains three parts.

Part A of the contract includes basic contract information: the names of the tenant and all household members, the address of the contract unit, start and end dates of the initial lease term, the amount of initial monthly rent to the owner, the amount of initial housing assistance payment, the utilities and appliances to be supplied by owner and tenant, and the signatures of the PHA representative and owner [HCV Guidebook, pp. 11-10 and 11-11].

In general, the HAP contract cannot be modified. However, PHAs do have the discretion to add language to Part A of the HAP contract which prohibits the owner from collecting a security deposit in excess of private market practices or in excess of amounts charged to unassisted tenants. PHA policy on the amount of security deposit an owner may collect is found in Chapter 9.

PHAs also have the discretion to add language to Part A of the HAP contract that defines when the housing assistance payment by the PHA is deemed received by the owner (e.g., upon mailing by the PHA or actual receipt by the owner).

Jacksonville Housing Policy

Jacksonville Housing has not adopted a policy that defines when the housing assistance payment by Jacksonville Housing is deemed received by the owner. Therefore, no modifications to the HAP contract will be necessary.

Part B is the body of the contract. It describes in detail program requirements affecting the owner and owner roles and responsibilities under the HCV program. Most of the requirements contained in Part B of the HAP contract are outlined elsewhere in this plan. Topics addressed in Part B include:

- Lease of Contract Unit
- Maintenance, Utilities, and Other Services
- Term of HAP Contract
- Provision and Payment of Utilities and Appliances

- Rent to Owner: Reasonable Rent
- PHA Payment to Owner
- Prohibition of Discrimination
- Owner's Breach of HAP Contract
- PHA and HUD Access to Premises and Owner's Records
- Exclusion of Third Party Rights
- Conflict of Interest
- Assignment of the HAP Contract
- Written Notices
- Entire Agreement Interpretation

Part C of the contract includes the Tenancy Addendum (Form HUD-52641-A). The addendum sets forth the tenancy requirements for the program and the composition of the household, as approved by the PHA. The tenant has the right to enforce the Tenancy Addendum against the owner. The terms of the Tenancy Addendum prevail over any other provisions of the lease.

HAP CONTRACT PAYMENTS

General

During the term of the HAP contract, and subject to the provisions of the HAP contract, the PHA must make monthly HAP payments to the owner on behalf of the family at the beginning of each month. If a lease term begins after the first of the month, the HAP payment for the first month is prorated for a partial month.

The amount of the HAP payment is determined according to the policies described in Chapter 6 and is subject to change during the term of the HAP contract. The PHA must notify the owner and the family in writing of any changes in the HAP payment.

HAP payments can be made only during the lease term, and only while the family is residing in the unit.

The monthly HAP payment by the PHA is credited toward the monthly rent to owner under the family's lease. The total of the rent paid by the tenant and the HAP payment is equal to the rent to owner as specified in the lease.

The family is not responsible for payment of the HAP payment, and the PHA is not responsible for the payment of the family share of rent.

The family's share of the rent cannot be more than the difference between the rent to the owner and the HAP payment. The owner may not demand or accept any rent payment from the tenant in excess of this maximum [24 CFR 982.451(b)(4)]. The owner may not charge the tenant extra amounts for items customarily included in rent in the locality or provided at no additional cost to unsubsidized tenants in the premises [24 CFR 982.510(c)]. See Chapter 9 for a discussion of separate, non-lease agreements for services, appliances, and other items that are not included in the lease.

If the owner receives any excess HAP from the PHA, the excess amount must be returned immediately. If the PHA determines that the owner is not entitled to all or a portion of the HAP, the PHA may deduct the amount of overpayment from any amounts due to the owner, including amounts due under any other Section 8 HCV contract. See Chapter 16 for additional detail on owner reimbursement of HAP overpayments.

Owner Certification of Compliance

Unless the owner complies with all provisions of the HAP contract, the owner is not entitled to receive housing assistance payments under the HAP contract [HAP Contract – Form HUD-52641].

By accepting the monthly check from the PHA, the owner certifies compliance with the terms of the HAP contract. This includes a certification that the owner is maintaining the unit and premises in accordance with HQS; that the contract unit is leased to the tenant family and, to the best of the owner's knowledge, the family resides in the unit as the family's only residence; the rent the owner does not exceed rents charged by the owner for comparable unassisted units on the premises; and that the owner does not receive (other than rent to owner) any additional payments or other consideration for rent of the contract unit during the HAP term.

Late HAP Payments [24 CFR 982.451(a)(5)]

The PHA is responsible for making HAP payments promptly when due to the owner, in accordance with the terms of the HAP contract. After the first two calendar months of the HAP contract term, the HAP contract provides for late penalties if the PHA fails to make the HAP payment on time.

Penalties for late HAP payments can only be imposed if 1) the penalties are in accordance with generally accepted local rental market practices and laws governing penalties for late payment by tenants; 2) it is the owner's normal business practice to charge late payment penalties for both assisted and unassisted families; and 3) the owner charges the assisted family for late payment of the family's share of the rent.

The PHA is not required to pay a late payment penalty if HUD determines that the payment is late for reasons beyond the PHA's control. In addition, late payment penalties are not required if the PHA intentionally delays or denies payment as a remedy to an owner's breach of the HAP contract [HCV Guidebook p. 11-7].

Termination of HAP Payments [24 CFR 982.311(b)]

The PHA must continue making housing assistance payments to the owner in accordance with the HAP contract as long as the tenant continues to occupy the unit and the HAP contract is not violated.

HAP payments terminate when the HAP contract terminates or when the tenancy is terminated in accordance with the terms of the lease.

If the owner has initiated eviction proceedings against the family and the family continues to reside in the unit, the PHA must continue to make housing assistance payments to the owner until the owner has obtained a court judgment or other process allowing the owner to evict the tenant.

The owner must inform Jacksonville Housing when the owner has initiated eviction proceedings against the family and the family continues to reside in the unit.

The owner must inform Jacksonville Housing when the owner has obtained a court judgment or other process allowing the owner to evict the tenant and provide Jacksonville Housing with a copy of such judgment or determination.

After the owner has obtained a court judgment or other process allowing the owner to evict the tenant, Jacksonville Housing will continue to make HAP payments to the owner until the family actually moves from the unit or until the family is physically evicted from the unit, whichever is earlier. The owner must inform Jacksonville Housing of the date when the family actually moves from the unit or the family is physically evicted from the unit.

BREACH OF HAP CONTRACT [24 CFR 982.453]

Any of the following actions by the owner constitutes a breach of the HAP contract:

- If the owner violates any obligations under the HAP contract including failure to maintain the unit in accordance with HQS
- If the owner has violated any obligation under any other HAP contract under the Housing Choice Voucher program
- If the owner has committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program
- For projects with mortgages insured by HUD or loans made by HUD, if the owner has failed to comply with the regulation for the applicable program; or if the owner has committed fraud, bribery or any other corrupt or criminal act in connection with the mortgage or loan
- If the owner has engaged in drug-related criminal activity
- If the owner has committed any violent criminal activity

If the PHA determines that a breach of the HAP contract has occurred, it may exercise any of its rights and remedies under the HAP contract.

The PHA rights and remedies against the owner under the HAP contract include recovery of any HAP overpayment, suspension of housing assistance payments, abatement or reduction of the housing assistance payment, termination of the payment or termination of the HAP contract. The PHA may also obtain additional relief by judicial order or action.

The PHA must notify the owner of its determination and provide in writing the reasons for the determination. The notice may require the owner to take corrective action by an established deadline. The PHA must provide the owner with written notice of any reduction in housing assistance payments or the termination of the HAP contract.

Jacksonville Housing Policy

Before Jacksonville Housing invokes a remedy against an owner, Jacksonville Housing will evaluate all information and documents available to determine if the contract has been breached.

If relevant, Jacksonville Housing will conduct an audit of the owner's records pertaining to the tenancy or unit.

If it is determined that the owner has breached the contract, Jacksonville Housing will consider all of the relevant factors including the seriousness of the breach, the effect on the family, the owner's record of compliance, and the number and seriousness of any prior HAP contract violations.

HAP CONTRACT TERMS AND TERMINATIONS

The term of the HAP contract runs concurrently with the term of the dwelling lease [24 CFR 982.451(a)(2)], beginning on the first day of the initial term of the lease and terminating on the last day of the term of the lease, including any lease term extensions.

The HAP contract and the housing assistance payments made under the HAP contract terminate if [HCV Guidebook pp.11-4 and 11-5, pg. 15-3]:

- The owner or the family terminates the lease;
- The lease expires;
- The PHA terminates the HAP contract;
- The PHA terminates assistance for the family;
- The family moves from the assisted unit. In this situation, the owner is entitled to keep the housing assistance payment for the month when the family moves out of the unit.
- 180 calendar days have elapsed since the PHA made the last housing assistance payment to the owner;
- The family is absent from the unit for longer than the maximum period permitted by the PHA;
- The Annual Contributions Contract (ACC) between the PHA and HUD expires
- The PHA elects to terminate the HAP contract.

Jacksonville Housing Policy

Jacksonville Housing may elect to terminate the HAP contract in each of the following situations:

- Available program funding is not sufficient to support continued assistance for families in the program [24 CFR 982.454];
- The unit does not meet HQS size requirements due to a change in family composition [24 CFR 982.403] See Chapter 8;
- The unit does not meet HQS [24 CFR 982.404] – See Chapter 8;
- The family breaks up [HUD Form 52641] – See Chapter 3;
- The owner breaches the HAP contract [24 CFR 982.453(b)] – see Chapter 13.D.

If the PHA terminates the HAP contract, the PHA must give the owner and the family written notice. The notice must specify the reasons for the termination and the effective date of the termination. Once a HAP contract is terminated, no further HAP payments may be made under that contract [HCV Guidebook pg.15-4].

Jacksonville Housing Policy

In all cases, the HAP contract terminates at the end of the calendar month that follows the calendar month in which Jacksonville Housing gives written notice to the owner. The owner is not entitled to any housing assistance payment after this period and must return to Jacksonville Housing any housing assistance payment received after this period.

If the family moves from the assisted unit into a new unit, even if the new unit is in the same building or complex as the assisted unit, the HAP contract for the assisted unit terminates. A new HAP contract would be required [HCV GB, p. 11-17].

When the family moves from an assisted unit into a new unit, the term of the HAP contract for the new unit may begin in the same month in which the family moves out of its old unit. This is not considered a duplicative subsidy [HCV GB, p. 8-22].

D. CHANGE IN OWNERSHIP / ASSIGNMENT OF THE HAP CONTRACT **[HUD-52641]**

The HAP contract cannot be assigned to a new owner without the prior written consent of the PHA.

An owner under a HAP contract must notify the PHA in writing prior to a change in the legal ownership of the unit. The owner must supply all information as requested by the PHA.

Prior to approval of assignment to a new owner, the new owner must agree to be bound by and comply with the HAP contract. The agreement between the new owner and the former owner must be in writing and in a form that the PHA finds acceptable. The new owner must provide the PHA with a copy of the executed agreement.

Jacksonville Housing Policy

Assignment of the HAP contract will be approved only if the new owner is qualified to become an owner under the HCV program according to the policies in this chapter.

Jacksonville Housing must receive a signed, written request from the existing owner stating the name and address of the new HAP payee and the effective date of the assignment in order to change the HAP payee under an outstanding HAP contract.

Within ten (10) business days of receiving the owner's request, Jacksonville Housing will inform the current owner in writing whether the assignment may take place.

The new owner must provide a written certification to Jacksonville Housing that includes:

- A copy of the escrow statement or other document showing the transfer of title and recorded deed;
- A copy of the owner's IRS Form W-9, Request for Taxpayer Identification Number and Certification, or the social security number of the new owner;
- The effective date of the HAP contract assignment;
- A written agreement to comply with the terms of the HAP contract; and
- A certification that the new owner is not a prohibited relative.

If the new owner does not agree to an assignment of the HAP contract, or fails to provide the necessary documents, Jacksonville Housing will terminate the HAP contract with the old owner.

If the new owner wants to offer the family a new lease, and the family elects to stay with continued assistance, Jacksonville Housing will process the leasing in accordance with the policies in Chapter 9.

E. FORECLOSURE [Notice PIH 2010-49]

Families receiving HCV assistance are entitled to certain protections set forth under the Protecting Tenants at Foreclosure Act (PTFA). During the term of the lease, the new owner of the property does not have good cause to terminate the tenant's lease, unless the new owner will occupy the unit as their primary residence and has provided the tenant with at least a 90-day notice. In that case, the lease may be terminated effective on the date of sale, although the tenant is still entitled to a 90-day notice to vacate. Further, the new owner assumes interest in the lease between the prior owner and the tenant and to the HAP contract.

Any state or local law that provides longer time periods or other additional protections for tenants also applies.

Jacksonville Housing Policy

If a property is in foreclosure, Jacksonville Housing will make all reasonable efforts to determine the status of the foreclosure and ownership of the property and will continue to make payments to the original owner until ownership legally transfers in accordance with the HAP contract.

Jacksonville Housing will attempt to obtain a written acknowledgement of the assignment of the HAP contract from the successor in interest. This will include a request for owner information, including a tax identification number and payment instructions from the new owner. Even if the new owner does not acknowledge the assignment of the HAP contract in writing, the assignment is still effective by operation of law.

Jacksonville Housing will inform the tenant that they must continue to pay rent in accordance with the lease, and if the new owner refuses to accept payment or cannot be identified, the tenant should pay rent into escrow. Failure to pay rent may constitute an independent ground for eviction.

In the event that Jacksonville Housing is unable to make HAP payments to the new owner due to an action or inaction by the new owner that prevents such payments (e.g., rejection of payments or failure to maintain the property according to HQS), or due to an inability to identify the new owner, Jacksonville Housing will either use the funds to pay:

- The utilities that are the owner's responsibility after taking reasonable steps to notify the owner; except that if the unit has been or will be rendered uninhabitable due to termination or threat of termination of service, prior notice is not required. In the latter case, Jacksonville Housing shall notify the owner within a reasonable time after making the utility payment; or
- For the family's reasonable moving costs, including security deposit costs.

Jacksonville Housing will also refer the tenant, as needed, to the local legal aid office in order to ensure adequate protection of the tenant's rights and enforcement of the successor in interest's performance under the HAP contract. See Chapter 12. B. for a discussion of foreclosure as it pertains to owner termination of tenancy.

CHAPTER 14 PROGRAM INTEGRITY

INTRODUCTION

The PHA is committed to ensuring that subsidy funds made available to the PHA are spent in accordance with HUD requirements.

This chapter covers HUD and PHA 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.

Preventing, Detecting, and Investigating Errors and Program Abuse. This part presents PHA policies related to preventing, detecting, and investigating errors and program abuse.

Corrective Measures and Penalties. This part describes the corrective measures the PHA must and may take when errors or program abuses are found.

A. PREVENTING, DETECTING, AND INVESTIGATING ERRORS AND PROGRAM ABUSE

PREVENTING ERRORS AND PROGRAM ABUSE

HUD created the Enterprise Income Verification (EIV) system to provide PHAs with a powerful tool for preventing errors and detecting 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 participants 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

Jacksonville Housing Policy

To ensure that Jacksonville Housing’s HCV program is administered according to the highest ethical and legal standards, Jacksonville Housing will employ a variety of techniques to ensure that both errors and intentional program abuse are rare.

- Jacksonville Housing will discuss program compliance and integrity issues during the voucher briefing sessions described in Chapter 5.
- Jacksonville Housing will provide each applicant and participant 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.
- Jacksonville Housing will provide each applicant and participant 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, the PHA will require the head of each household to acknowledge receipt of the guide by signing a copy for retention in the family file.

- Jacksonville Housing will place a warning statement about the penalties for fraud (as described in 18 U.S.C. 1001 and 1010) on key PHA forms and form letters that request information from a family or owner.
- Jacksonville Housing staff will be required to review and explain the contents of all HUD- and PHA-required forms prior to requesting family member signatures.
- At every regular reexamination, Jacksonville Housing staff will explain any changes in HUD regulations or Jacksonville Housing policy that affect program participants.
- Jacksonville Housing will require first-time owners (or their agents) to participate in a briefing session on HAP contract requirements.
- Jacksonville Housing will provide owners with ongoing information about the program, with an emphasis on actions and situations to avoid.
- Jacksonville Housing will provide each Jacksonville Housing 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.

DETECTING ERRORS AND PROGRAM ABUSE

In addition to taking steps to prevent errors and program abuse, Jacksonville Housing will use a variety of activities to detect errors and program abuse.

Quality Control and Analysis of Data

Under the Section 8 Management Assessment Program (SEMAP), HUD requires the PHA to review a random sample of tenant records annually to determine if the records conform to program requirements and to conduct quality control inspections of a sample of units to ensure HQS compliance [24 CFR, Part 985]. (See Chapter 16 for additional information about SEMAP requirements).

Jacksonville Housing Policy

In addition to the SEMAP quality control requirements, Jacksonville Housing will employ a variety of methods to detect errors and program abuse.

- Jacksonville Housing routinely will use HUD and other non-HUD sources of up-front income verification. This may include The Work Number and any other private or public databases available to Jacksonville Housing.
- 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.
- Jacksonville Housing will compare family-reported income and expenditures to detect possible unreported income.

Independent Audits and HUD Monitoring

OMB Circular A-133 requires all PHAs that expend \$500,000 or more in federal awards annually to have an independent audit (IPA). In addition, HUD conducts periodic on-site and automated monitoring of PHA activities and notifies the PHA of errors and potential cases of program abuse.

Jacksonville Housing Policy

Jacksonville Housing 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 Jacksonville Housing's error detection and abuse prevention efforts.

Individual Reporting of Possible Errors and Program Abuse

Jacksonville Housing Policy

Jacksonville Housing will encourage staff, program participants, and the public to report possible program abuse.

INVESTIGATING ERRORS AND PROGRAM ABUSE

When the PHA Will Investigate

Jacksonville Housing Policy

Jacksonville Housing 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 Jacksonville Housing 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.

Jacksonville Housing will investigate when inconsistent or contradictory information is detected through file reviews and the verification process.

Consent to Release of Information [24 CFR 982.516]

The PHA may investigate possible instances of error or abuse using all available PHA and public records. If necessary, the PHA will require HCV families to sign consent forms for the release of additional information.

Analysis and Findings

Jacksonville Housing Policy

Jacksonville Housing will base its evaluation on a preponderance of the evidence collected during its investigation.

The preponderance of the evidence is defined as evidence that 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. The preponderance of evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

For each investigation, Jacksonville Housing will determine (1) whether an error or program abuse has occurred, (2) whether any amount of money is owed Jacksonville Housing, 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 the PHA will enforce other corrective actions and penalties depends upon the nature of the error or program abuse.

Jacksonville Housing Policy

In the case of family-caused errors or program abuse, Jacksonville Housing 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.

In the case of owner-caused errors or program abuse, Jacksonville Housing will take into consideration (1) the seriousness of the offense, (2) the length of time since the violation has occurred, and (3) the effects of a particular remedy on family members who were not involved in the offense.

Notice and Appeals

Jacksonville Housing Policy

Jacksonville Housing 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 Jacksonville Housing determined the error or program abuses, (3) the remedies to be employed, and (4) the family's right to appeal the results through the informal review or hearing process, if applicable (see Chapter 16).

B. CORRECTIVE MEASURES AND PENALTIES

SUBSIDY UNDER- OR OVERPAYMENTS

A subsidy under- or overpayment includes (1) an incorrect housing assistance payment to the owner, (2) an incorrect family share established for the family, and (3) an incorrect utility reimbursement to a family.

Corrections

Whether the incorrect subsidy determination is an overpayment or underpayment of subsidy, the PHA must promptly correct the HAP, family share, and any utility reimbursement prospectively.

Jacksonville Housing Policy

Increases in the family share will be implemented on the first of the month following a written 30-day notice.

Any decreases in family share will become effective the first of the month following the discovery of the error.

Reimbursement

Whether the family or owner is required to reimburse the PHA or the PHA is required to make retroactive subsidy payments to the owner or family depends upon which party is responsible for the incorrect subsidy payment and whether the action taken was an error or program abuse. Policies regarding reimbursement are discussed in the three sections that follow.

FAMILY-CAUSED ERRORS AND PROGRAM ABUSE

Family obligations and general administrative requirements for participating in the program are discussed throughout this plan. This section deals specifically with errors and program abuse by family members.

An incorrect subsidy 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 the PHA to use incorrect information provided by a third party.

Family Reimbursement to PHA [HCV GB pp. 22-12 to 22-13]

Jacksonville Housing Policy

In the case of family-caused errors or program abuse, the family will be required to repay any excess subsidy received. Jacksonville Housing may, but is not required to, offer the family a repayment agreement in accordance with Chapter 16. If the family fails to repay the excess subsidy, Jacksonville Housing will terminate the family's assistance in accordance with the policies in Chapter 12.

PHA Reimbursement to Family [HCV GB p. 22-12]

Jacksonville Housing Policy

Jacksonville Housing will not reimburse the family for any underpayment of assistance when the underpayment clearly is caused by the family.

Prohibited Actions

An applicant or participant in the HCV program must not knowingly:

- Make a false statement to the PHA [Title 18 U.S.C. Section 1001].
- Commit fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program [24 CFR 982.552(c)(iv)].

Jacksonville Housing Policy

Any of the following will be considered evidence of family program abuse:

- Payment to the owner in excess of amounts authorized by Jacksonville Housing for rent, security deposit, and additional services
- Offering bribes or illegal gratuities to Jacksonville Housing Board of Commissioners, employees, contractors, or other Jacksonville Housing representatives
- Offering payments or other incentives to the owner or a third party as an inducement for the third party to make false or misleading statements to Jacksonville Housing 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. income, 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

Jacksonville Housing 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, the PHA may, at its discretion, impose any of the following remedies.

- The PHA may require the family to repay excess subsidy amounts paid by the PHA, as described earlier in this section.
- The PHA 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 12 (for participants).
- The PHA may deny or terminate the family’s assistance following the policies set forth in Chapter 3 and Chapter 12 respectively.
- The PHA may refer the family for state or federal criminal prosecution as described in this chapter.

OWNER-CAUSED ERROR OR PROGRAM ABUSE

Owner requirements that are part of the regular process of offering, leasing, and maintaining a unit (e.g., HQS compliance, fair housing) are addressed in the appropriate chapters of this plan. This section focuses on errors and program abuse by owners.

An incorrect subsidy determination caused by an owner generally would be the result of an incorrect owner statement about the characteristics of the assisted unit (e.g., the number of bedrooms, which utilities are paid by the family). It also includes accepting duplicate housing assistance payments for the same unit in the same month, or after a family no longer resides in the unit.

Owner Reimbursement to the PHA

In all cases of overpayment of subsidy caused by the owner, the owner must repay to the PHA any excess subsidy received. The PHA may recover overpaid amounts by withholding housing assistance payments due for subsequent months, or if the debt is large, the PHA may allow the owner to pay in installments over a period of time [HCV GB p. 22-13].

Jacksonville Housing Policy

In cases where the owner has received an excess subsidy, Jacksonville Housing will require the owner to repay the amount owed in accordance with the policies in Chapter 16.

Prohibited Owner Actions

An owner participating in the HCV program must not:

- Make any false statement to the PHA [Title 18 U.S.C. Section 1001].
- Commit fraud, bribery, or any other corrupt or criminal act in connection with any federal housing program [24 CFR 982.453(a)(3)] including:

Jacksonville Housing Policy

Any of the following will be considered evidence of owner-program abuse:

- Charging the family rent above or below the amount specified by Jacksonville Housing
- Charging a security deposit other than that specified in the family's lease
- Charging the family for services that are provided to unassisted tenants at no extra charge
- Knowingly accepting housing assistance payments for any month(s) after the family has vacated the unit
- Knowingly accepting incorrect or excess housing assistance payments
- Offering bribes or illegal gratuities to Jacksonville Housing Board of Commissioners, employees, contractors, or other Jacksonville Housing representatives
- Offering payments or other incentives to an HCV family as an inducement for the family to make false or misleading statements to Jacksonville Housing
- Residing in the unit with an assisted family
- Committing sexual or other harassment, either quid pro quo or hostile environment, based on the protected classes defined in Chapter 2
- Retaliating against any applicant or participant reporting/alleging sexual or other harassment, either quid pro quo or hostile environment, based on the protected classes defined in Chapter 2

Remedies and Penalties

When the PHA determines that the owner has committed program abuse, the PHA may take any of the following actions:

- Require the owner to repay excess housing assistance payments, as discussed earlier in this section and in accordance with the policies in Chapter 16.
- Terminate the HAP contract (See Chapter 13).
- Bar the owner from future participation in any PHA programs.
- Refer the case to state or federal officials for criminal prosecution as described in this chapter.

PHA-CAUSED ERRORS OR PROGRAM ABUSE

The responsibilities and expectations of PHA staff with respect to normal program administration are discussed throughout this plan. This section specifically addresses actions of a PHA staff member that are considered errors or program abuse related to the HCV program. Additional standards of conduct may be provided in the PHA personnel policy.

PHA-caused incorrect subsidy determinations include (1) failing to correctly apply HCV rules regarding family composition, income, assets, and expenses, (2) assigning the incorrect voucher size to a family, and (3) errors in calculation.

Repayment to the PHA

Neither a family nor an owner is required to repay an overpayment of subsidy if the error or program abuse is caused by PHA staff [HCV GB. 22-12].

PHA Reimbursement to Family or Owner

The PHA must reimburse a family for any underpayment of subsidy, regardless of whether the underpayment was the result of staff-caused error or staff or owner program abuse. Funds for this reimbursement must come from the PHA's administrative fee reserves [HCV GB p. 22-12].

Prohibited Activities

Jacksonville Housing Policy

Any of the following will be considered evidence of program abuse by Jacksonville Housing staff:

- Failing to comply with any HCV program requirements for personal gain
- Failing to comply with any HCV program requirements as a result of a conflict-of-interest relationship with any applicant, participant, or owner
- Seeking or accepting anything of material value from applicants, participating families, vendors, owners, contractors, or other persons who provide services or materials to Jacksonville Housing
- Disclosing confidential or proprietary information to outside parties
- Gaining profit as a result of insider knowledge of Jacksonville Housing activities, policies, or practices
- Misappropriating or misusing HCV funds
- Destroying, concealing, removing, or inappropriately using any records related to the HCV program
- Committing any other corrupt or criminal act in connection with any federal housing program

CRIMINAL PROSECUTION

Jacksonville Housing Policy

When Jacksonville Housing determines that program abuse by an owner, family, or Jacksonville Housing staff member has occurred and the amount of overpaid subsidy meets or exceeds the threshold for prosecution under local or state law, Jacksonville Housing will refer the matter to the appropriate entity for prosecution. When the amount of overpaid assistance 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 HCV program will be referred to the appropriate local, state, or federal entity.

FRAUD AND PROGRAM ABUSE RECOVERIES

The PHA may retain a portion of program fraud losses that the PHA recovers from a family or owner through litigation, court order, or a repayment agreement [24 CFR 982.163].

The PHA must be the principal party initiating or sustaining the action to recover amounts due from tenants that are due as a result of fraud and abuse. 24 CFR 792.202 permits the PHA to retain the greater of:

- 50 percent of the amount it actually collects from a judgment, litigation (including settlement of a lawsuit) or an administrative repayment agreement, or
- Reasonable and necessary costs that the PHA incurs related to the collection including costs of investigation, legal fees, and agency collection fees.

The family must be afforded the opportunity for an informal hearing in accordance with requirements in 24 CFR 982.555.

If HUD incurs costs on behalf of the PHA related to the collection, these costs must be deducted from the amount retained by the PHA.

CHAPTER 15 SPECIAL HOUSING TYPES

SPECIAL HOUSING TYPES

[24 CFR 982 Subpart M; New HCV GB, *Special Housing Types*]

INTRODUCTION

The PHA may permit a family to use any of the special housing types discussed in this chapter. However, the PHA is not required to permit families receiving assistance in its jurisdiction to use these housing types, except that PHAs must permit use of any special housing type if needed as a reasonable accommodation for a person with a disability. The PHA also may limit the number of families who receive HCV assistance in these housing types and cannot require families to use a particular housing type. No special funding is provided for special housing types.

Jacksonville Housing Policy

Families will not be permitted to use any special housing types, unless use is needed as a reasonable accommodation so that the program is readily accessible to a person with disabilities.

Special housing types include single room occupancy (SRO), congregate housing, group homes, shared housing, cooperative housing, manufactured homes where the family owns the home and leases the space, and homeownership [24 CFR 982.601]. A single unit cannot be designated as more than one type of special housing. The PHA cannot give preference to households that wish to live in any of these types of housing and cannot require households to select any of these types of housing [New HCV GB, *Special Housing Types*, p. 3].

This chapter consists of the following five parts. Each part contains a description of the housing type and any special requirements associated with it. Except as modified by this chapter, the general requirements of the HCV program apply to special housing types.

Part I: Single Room Occupancy

Part II: Congregate Housing

Part III: Shared Housing

Part IV: Manufactured Homes (including manufactured home space rental)

Part V: Homeownership

A. SINGLE ROOM OCCUPANCY

[24 CFR 982.602 through 982.605; Form HUD-52641; New HCV GB,
Special Housing Types, p. 4]

OVERVIEW

A single room occupancy (SRO) unit provides living and sleeping space for the exclusive use of the occupant but requires the occupant to share sanitary and/or food preparation facilities with others. More than one person may not occupy an SRO unit. HCV regulations do not limit the number of units in an SRO facility, but the size of a facility may be limited by local ordinances.

When providing HCV assistance in an SRO unit, a separate lease and HAP contract are executed for each assisted person. The standard form of the HAP contract is used (form HUD-52641) with

the special housing type specified in Part A of the HAP contract, as follows: “This HAP contract is used for the following special housing type under HUD regulations for the Section 8 voucher program: Single room occupancy (SRO) housing.”

PAYMENT STANDARD, UTILITY ALLOWANCE, AND HAP CALCULATION

The payment standard for SRO housing is 75 percent of the zero-bedroom payment standard amount on the PHA’s payment standard schedule.

The utility allowance for an assisted person residing in SRO housing is 75 percent of the zero-bedroom utility allowance.

The HAP for an assisted occupant in an SRO facility is the lower of the SRO payment standard amount minus the TTP or the gross rent for the unit minus the TTP.

HOUSING QUALITY STANDARDS (HQS)

HQS requirements described in Chapter 8 apply to SRO housing except that sanitary facilities, and space and security characteristics must meet local code standards for SRO housing. In the absence of applicable local code standards for SRO housing, the following standards apply:

- *Access:* Access doors to the SRO unit must have working locks for privacy. The occupant must be able to access the unit without going through any other unit. Each unit must have immediate access to two or more approved means of exit from the building, appropriately marked and leading to safe and open space at ground level. The SRO unit must also have any other means of exit required by State or local law.
- *Fire Safety:* All SRO facilities must have a sprinkler system that protects major spaces. “Major spaces” are defined as hallways, large common areas, and any other areas specified in local fire, building, or safety codes. SROs must also have hard-wired smoke detectors, and any other fire and safety equipment required by state or local law.

Sanitary facilities and space and security standards must meet local code requirements for SRO housing. In the absence of local code standards, the requirements discussed below apply [24 CFR 982.605].

- *Sanitary Facilities:* At least one flush toilet that can be used in privacy, a lavatory basin, and a bathtub or shower in proper operating condition must be provided for each six persons (or fewer) residing in the SRO facility. If the SRO units are leased only to males, flush urinals may be substituted for up to one half of the required number of toilets. Sanitary facilities must be reasonably accessible from a common hall or passageway to all persons sharing them and may not be located more than one floor above or below the SRO unit. They may not be located below grade unless the SRO units are located on that level.
- *Space and Security:* An SRO unit must contain at least 110 square feet of floor space, and at least four square feet of closet space with an unobstructed height of at least five feet, for use by the occupant. If the closet space is less than four square feet, the habitable floor space in the SRO unit must be increased by the amount of the deficiency. Exterior doors and windows accessible from outside the SRO unit must be lockable.

Because no children live in SRO housing, the housing quality standards applicable to lead-based paint do not apply.

B. CONGREGATE HOUSING

[24 CFR 982.606 through 982.609; Form HUD-52641; New HCV GB,
Special Housing Types, p. 6]

OVERVIEW

Congregate housing is intended for use by elderly persons or persons with disabilities. A congregate housing facility contains a shared central kitchen and dining area and a private living area for the individual household that includes at least a living room

, bedroom and bathroom. Food service for residents must be provided.

If approved by the PHA, a family member or live-in aide may reside with the elderly person or person with disabilities. The PHA must approve a live-in aide if needed as a reasonable accommodation so that the program is readily accessible to and usable by persons with disabilities.

When providing HCV assistance in congregate housing, a separate lease and HAP contract are executed for each assisted family. The standard form of the HAP contract is used (form HUD-52641) with the special housing type specified in Part A of the HAP contract, as follows: "This HAP contract is used for the following special housing type under HUD regulations for the Section 8 voucher program: Congregate housing."

PAYMENT STANDARD, UTILITY ALLOWANCE, AND HAP CALCULATION

The payment standard for an individual unit in a congregate housing facility is based on the number of rooms in the private living area for the assisted family. If there is only one room in the unit (not including the bathroom or the kitchen, if a kitchen is provided), the PHA must use the payment standard for a zero-bedroom unit. If the unit has two or more rooms (other than the bathroom and the kitchen), the PHA must use the one-bedroom payment standard.

The HAP for an assisted occupant in a congregate housing facility is the lower of the applicable payment standard minus the TTP or the gross rent for the unit minus the TTP.

The gross rent for the unit for the purpose of calculating HCV assistance is the shelter portion (including utilities) of the resident's monthly housing expense only. The residents' costs for food service should not be included in the rent for a congregate housing unit.

HOUSING QUALITY STANDARDS

HQS requirements as described in Chapter 8 apply to congregate housing except for the requirements stated below. Congregate housing must have a refrigerator of appropriate size in the private living area of each resident, a central kitchen and dining facilities located within the premises and accessible to the residents, and food service for the residents, that is not provided by the residents themselves.

The congregate housing must contain adequate facilities and services for the sanitary disposal of food waste and refuse, including facilities for temporary storage where necessary.

The housing quality standards applicable to lead-based paint do not apply unless a child under the age of six is expected to reside in the unit.

C. SHARED HOUSING

[24 CFR 982.615 through 982.618; Form HUD-52641; Notice PIH 2021-05; New HCV GB, *Special Housing Types*, p. 11]

OVERVIEW

Families in markets with tight rental conditions or with a prevalence of single-family housing may determine a shared housing living arrangement to be a useful way to secure affordable housing. PHAs offering shared housing as a housing solution may also experience some reduction in the average per-unit-cost (PUC) paid on behalf of assisted families.

Shared housing is a single housing unit occupied by an assisted family and another resident or residents. The unit may be a house or an apartment. The shared unit consists of both common space for use by the occupants of the unit and separate private space for each assisted family.

An assisted family may share a unit with other persons assisted under the HCV program or with other unassisted persons.

Shared housing may be offered in a number 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 [Notice PIH 2021-05].

The owner of a shared housing unit may reside in the unit, but housing assistance may not be paid on behalf of the owner. The resident owner may not be related by blood or marriage to the assisted family.

If approved by the PHA, a live-in aide may reside with the family to care for a person with disabilities. The PHA must approve a live-in aide if needed as a reasonable accommodation so that the program is readily accessible to and usable by persons with disabilities.

When shared housing is offered as a housing option, HUD encourages PHAs to consider ways in which the families may be assisted in finding shared housing, including for-profit shared housing matching (such as roommates or single-family homes) and online sites that charge a fee for their matching services, or nonprofit shared housing matching services. HUD further encourages PHAs to include information about this housing possibility in the family's voucher briefing.

PHAs should be aware of potential local legal barriers to HCV participants using shared housing, which can create additional obstacles for shared housing:

- Municipalities may have occupancy limits for the number of unrelated persons who may share a housing unit.
- Local zoning codes for single family housing may restrict occupancy in certain areas to households whose family members are related by blood.

PHAs should work with local jurisdictions to find solutions that encourage affordable housing and are consistent with the Fair Housing Act, Title VI, and other federal, state, and local fair housing laws. PHAs should inform HUD if they encounter barriers to shared housing that may conflict with fair housing laws.

When providing HCV assistance in shared housing, a separate lease and HAP contract are executed for each assisted family. The standard form of the HAP contract is used (form HUD-52641) with the special housing type specified in Part A of the HAP contract, as follows: "This

HAP contract is used for the following special housing type under HUD regulations for the Section 8 voucher program: Shared housing.”

PAYMENT STANDARD, UTILITY ALLOWANCE AND HAP CALCULATION

The payment standard for a family in shared housing is the lower of the payment standard for the family unit size (voucher size) or the prorata share of the payment standard for the shared housing unit size.

The prorated share is calculated by dividing the number of bedrooms available for occupancy by the assisted family in the private, non-shared space by the total number of bedrooms in the unit.

Example: Family holds a two-bedroom voucher.
Shared housing unit size: bedrooms available to assisted family = 2
Total bedrooms in the unit: 3
2 Bedrooms for assisted family
÷ 3 Bedrooms in the unit
.667 pro-rata share
2 BR payment standard: \$1200
3 BR payment standard: \$1695
 $\$1695 \times .667$ (pro-rata share) = \$1131
\$1131 is lower than the \$1200 payment standard for the 2 BR family unit size \$1131 is the payment standard used to calculate the HAP

The HAP for a family in shared housing is the lower of the payment standard minus the TTP or the gross rent minus the TTP.

The utility allowance for an assisted family living in shared housing is the prorata share of the utility allowance for the shared housing unit.

Example: A family holds a 2-bedroom voucher. The family decides to occupy 3 out of 4 bedrooms available in the unit.

The utility allowance for a 4-bedroom unit equals \$200

The utility allowance for a 2-bedroom unit equals \$100

The prorata share of the utility allowance is \$150 (3/4 of \$200)

The PHA will use the 2-bedroom utility allowance of \$100.

The rents paid for families living in shared housing are subject to generally applicable standards for rent reasonableness. The rent paid to the owner for the assisted family must not exceed the pro-rata portion of the reasonable rent for the shared unit. In determining reasonable rent, the PHA may consider whether sanitary and food preparation areas are private or shared.

HOUSING QUALITY STANDARDS

The PHA may not give approval to reside in shared housing unless the entire unit, including the portion of the unit available for use by the assisted family under its lease, meets the housing quality standards.

HQS requirements described in Chapter 8 apply to shared housing except for the requirements stated below.

- *Facilities Available for the Family*: Facilities available to the assisted family, whether shared or private, must include a living room, a bathroom, and food preparation and refuse disposal facilities.
- *Space and Security*: The entire unit must provide adequate space and security for all assisted and unassisted residents. The private space for each assisted family must contain at least one bedroom for every two persons in the family. The number of bedrooms in the private space of an assisted family must not be less than the family unit size (voucher size). A zero-bedroom or one-bedroom unit may not be used for shared housing.

D. MANUFACTURED HOMES

[24 CFR 982.620 through 982.624; FR Notice 1/18/17; New HCV GB, *Special Housing Types*, p. 15;]

OVERVIEW

A manufactured home is a manufactured structure, transportable in one or more parts, that is built on a permanent chassis, and designed for use as a principal place of residence. HCV-assisted families may occupy manufactured homes in three different ways.

- (1) A family can choose to rent a manufactured home already installed in a space and the PHA must permit it. In this instance, program rules are the same as when a family rents any other residential housing, except that there are special HQS requirements as provided in this chapter.
- (2) A family can purchase a manufactured home under the Housing Choice Voucher Homeownership program.
- (3) HUD also permits an otherwise eligible family that owns a manufactured home to rent a space for the manufactured home and receive HCV assistance with the rent for the space as well as certain other housing expenses. PHAs may but are not required to, provide assistance for such families.

SPECIAL REQUIREMENTS FOR MANUFACTURED HOMEOWNERS WHO LEASE A SPACE

Family Income

In determining the annual income of families leasing manufactured home spaces, the value of the family's equity in the manufactured home in which the family resides is not counted as a family asset.

Lease and HAP Contract

There is a designated HAP Contract (form HUD-52642) and a designated Tenancy Addendum (form HUD 52642-A) for this special housing type.

PAYMENT STANDARD, UTILITY ALLOWANCE AND HAP CALCULATION [FR Notice 1/18/17]

Payment Standards

The PHA payment standard for manufactured homes is determined in accordance with 24 CFR 982.505 and is the payment standard used for the PHA's HCV program. It is based on the applicable FMR for the area in which the manufactured home space is located.

The payment standard for the family is the lower of the family unit size (voucher size) or the payment standard for the number of bedrooms in the manufactured home.

Utility Allowance

The PHA must establish utility allowances for manufactured home space rental. For the first 12 months of the initial lease term only, the allowance must include an amount for a utility hook-up charge if the family actually incurred a hook-up charge because of a move. This allowance will not be given to a family that leases in place. Utility allowances for manufactured home space must not include the costs of digging a well or installing a septic system.

If the amount of the monthly assistance payment for a family exceeds the monthly rent for the manufactured home space (including the owner's monthly management and maintenance charges), the PHA may pay the remainder to the family, lender, or utility company.

Space Rent

The rent for the manufactured home space (including other eligible housing expenses) is the total of:

- The rent charged for the manufactured home space;
- Owner maintenance and management charges for the space;
- The monthly payments made by the family to amortize the cost of purchasing the manufactured home, including any required insurance and property taxes; and
- The applicable allowance for tenant-paid unities.

Amortization Costs

The monthly payment made by the family to amortize the cost of purchasing the manufactured home is the debt service established at the time of application to a lender for financing the purchase of the manufactured home if monthly payments are still being made. Any increase in debt service due to refinancing after the purchase of the home may not be included in the amortization cost. Debt service for set-up charges incurred by a family may be included in the monthly amortization payments made by the family. In addition, set-up charges incurred before the family became an assisted family may be included in the amortization cost if monthly payments are still being made to amortize the charges.

Housing Assistance Payment

The HAP for a manufactured home space under the housing choice voucher program is the lower of the payment standard minus the TTP or the manufactured home space rent (including other eligible housing expenses) minus the TTP.

Rent Reasonableness

Initially, and at least annually thereafter, the PHA must determine that the rent for the manufactured home space is reasonable based on rents for comparable manufactured home spaces. The PHA must consider the location and size of the space and any services and maintenance to be provided by the owner. By accepting the monthly housing assistance payment, the owner of the manufactured home space certifies that the rent does not exceed rents charged by the owner for comparable unassisted spaces in the same manufactured home park or elsewhere.

If requested by the PHA, the owner must give the PHA information on rents charged by the owner for other manufactured home spaces.

HOUSING QUALITY STANDARDS

Under either type of occupancy described above, the manufactured home must meet all HQS performance requirements and acceptability criteria discussed in Chapter 8 of this plan. In addition, the following requirement applies:

Manufactured Home Tie-Down

A manufactured home must be placed on the site in a stable manner and must be free from hazards such as sliding or wind damage. The home must be securely anchored by a tie-down device that distributes and transfers the loads imposed by the unit to appropriate ground anchors to resist overturning and sliding.

E. HOMEOWNERSHIP [24 CFR 982.625 through 982.643]

OVERVIEW [24 CFR 982.625]

The homeownership option is used to assist a family residing in a home purchased and owned by one or more members of the family. A family assisted under this option may be newly admitted or an existing participant in the HCV program. The PHA must have the capacity to operate a successful HCV homeownership program as defined by the regulations.

There are two forms of homeownership assistance described in the regulations: monthly homeownership assistance payments and single down payment assistance grants. However, PHAs may not offer down payment assistance until and unless funding is allocated by Congress. Since this has not yet happened, only monthly homeownership assistance may be offered.

The PHA may choose not to offer homeownership assistance. However, the PHA must offer homeownership assistance if needed as a reasonable accommodation so that the program is readily accessible to and usable by persons with disabilities. It is the sole responsibility of the PHA to determine whether it is reasonable to implement a homeownership program as a reasonable accommodation. The PHA must determine what is reasonable based on the specific circumstances and individual needs of the person with a disability. The PHA may determine that it is not reasonable to offer homeownership assistance as a reasonable accommodation in cases where the PHA has otherwise opted not to implement a homeownership program.

The PHA must approve a live-in aide if needed as a reasonable accommodation so that the program is readily accessible to and usable by persons with disabilities.

FAMILY ELIGIBILITY [24 CFR 982.627]

If the PHA offers the homeownership option, participation by the family is optional. However, the family must meet all of the requirements listed below before the commencement of homeownership assistance. The PHA may also establish additional initial requirements as long as they are described in the PHA administrative plan.

- The family must have been admitted to the Housing Choice Voucher program.
- The family must qualify as a first-time, homeowner, or may be a cooperative member.
- The family must meet the Federal minimum income requirement. The family must have a gross annual income equal to the Federal minimum wage multiplied by 2000, based on the income of adult family members who will own the home. The PHA may establish a higher income standard for families. However, a family that meets the federal minimum income requirement (but not the PHA's requirement) will be considered to meet the minimum income requirement if it can demonstrate that it has been pre-qualified or pre-approved for financing that is sufficient to purchase an eligible unit.
- For disabled families, the minimum income requirement is equal to the current SSI monthly payment for an individual living alone, multiplied by 12.
- For elderly or disabled families, welfare assistance payments for adult family members who will own the home will be included in determining whether the family meets the minimum income requirement. It will not be included for other families.
- The family must satisfy the employment requirements by demonstrating that one or more adult members of the family who will own the home at commencement of homeownership assistance is currently employed on a full-time basis (the term 'full-time employment' means not less than an average of 30 hours per week); and has been continuously so employed during the year before commencement of homeownership assistance for the family.
- The employment requirement does not apply to elderly and disabled families. In addition, if a family, other than an elderly or disabled family includes a person with disabilities, the PHA must grant an exemption from the employment requirement if the PHA determines that it is needed as a reasonable accommodation.
- The family has not defaulted on a mortgage securing debt to purchase a home under the homeownership option
- Except for cooperative members who have acquired cooperative membership shares prior to commencement of homeownership assistance, no family member has a present ownership interest in a residence at the commencement of homeownership assistance for the purchase of any home.
- Except for cooperative members who have acquired cooperative membership shares prior to the commencement of homeownership assistance, the family has entered a contract of sale in accordance with 24 CFR 982.631(c).

SELECTION OF FAMILIES [24 CFR 982.626]

Unless otherwise provided (under the homeownership option), the PHA may limit homeownership assistance to families or purposes defined by the PHA and may prescribe additional requirements for commencement of homeownership assistance for a family. Any such limits or additional requirements must be described in the PHA administrative plan.

If the PHA limits the number of families that may participate in the homeownership option, the PHA must establish a system by which to select families to participate.

ELIGIBLE UNITS [24 CFR 982.628]

In order for a unit to be eligible, the PHA must determine that the unit satisfies all of the following requirements:

- The unit must meet HUD’s “eligible housing” requirements. The unit may not be any of the following:
 - A public housing or Indian housing unit;
 - A unit receiving Section 8 project-based assistance;
 - A nursing home, board and care home, or facility providing continual psychiatric, medical or nursing services;
 - A college or other school dormitory;
 - On the grounds of penal, reformatory, medical, mental, or similar public or private institutions.
- The unit must be a one-unit property or a single dwelling unit in a cooperative or condominium.
- The unit must have been inspected by the PHA and by an independent inspector designated by the family.
- The unit must meet Housing Quality Standards (see Chapter 8).
- For a unit where the family will not own fee title to the real property (such as a manufactured home), the home must have a permanent foundation and the family must have the right to occupy the site for at least 40 years.

Families may enter into contracts of sale for units not yet under construction. However, the PHA will not commence homeownership assistance for the family for that unit until:

1. Either the responsible entity completes the environmental review as required by 24 CFR part 58 and HUD approved the environmental certification and request for release of funds prior to commencement of construction or HUD performed an environmental review under CFR part 50 and notified the PHA in writing of environmental approval of the site prior to construction commencement; and
 2. Construction of the unit has been completed and the unit has passed the required HQS inspection and independent inspection as addressed elsewhere in this chapter.
- For PHA-owned units all of the following conditions must be satisfied:

- The PHA informs the family, both orally and in writing, that the family has the right to purchase any eligible unit, and a PHA-owned unit is freely selected by the family without PHA pressure or steering;
- The unit is not ineligible for housing;
- The PHA obtains the services of an independent agency to inspect the unit for compliance with HQS, review the independent inspection report, review the contract of sale, and determine the reasonableness of the sales price and PHA-provided financing.
- All of these actions must be completed in accordance with program requirements.

The PHA must not approve the unit if the PHA has been informed that the seller is debarred, suspended, or subject to a limited denial of participation.

ADDITIONAL PHA REQUIREMENTS FOR SEARCH AND PURCHASE [24 CFR 982.629]

It is the family's responsibility to find a home that meets the criteria for voucher homeownership assistance. The PHA may establish the maximum time that will be allowed for a family to locate and purchase a home and may require the family to report on their progress in finding and purchasing a home. If the family is unable to purchase a home within the maximum time established by the PHA, the PHA may issue the family a voucher to lease a unit or place the family's name on the waiting list for a voucher.

HOMEOWNERSHIP COUNSELING [24 CFR 982.630]

Before the commencement of homeownership assistance for a family, the family must attend and satisfactorily complete the pre-assistance homeownership and housing counseling program required by the PHA. HUD suggests the following topics for the PHA-required pre-assistance counseling:

- Home maintenance (including care of the grounds);
- Budgeting and money management;
- Credit counseling;
- How to negotiate the purchase price of a home;
- How to obtain homeownership financing and loan pre-approvals, including a description of types of financing that may be available, and the pros and cons of different types of financing;
- How to find a home, including information about homeownership opportunities, schools, and transportation in the PHA jurisdiction;
- Advantages of purchasing a home in an area that does not have a high concentration of low-income families and how to locate homes in such areas;
- Information on fair housing, including fair housing lending and local fair housing enforcement agencies; and

- Information about the Real Estate Settlement Procedures Act (12 U.S.C. 2601 et seq.) (RESPA), state and Federal truth-in-lending laws, and how to identify and avoid loans with oppressive terms and conditions.

The PHA may adapt the subjects covered in pre-assistance counseling (as listed) to local circumstances and the needs of individual families.

The PHA may also offer additional counseling after commencement of homeownership assistance (ongoing counseling). If the PHA offers a program of ongoing counseling for participants in the homeownership option, the PHA shall have discretion to determine whether the family is required to participate in the ongoing counseling.

If the PHA does not use a HUD-approved housing counseling agency to provide the counseling, the PHA should ensure that its counseling program is consistent with the counseling provided under HUD's Housing Counseling program.

HOME INSPECTIONS, CONTRACT OF SALE, AND PHA DISAPPROVAL OF SELLER [24 CFR 982.631]

Home Inspections

The PHA may not commence monthly homeownership assistance payments for a family until the PHA has inspected the unit and has determined that the unit passes HQS.

An independent professional inspector selected by and paid for by the family must also inspect the unit. The independent inspection must cover major building systems and components, including the foundation and structure, housing interior and exterior, and the roofing, plumbing, electrical, and heating systems. The independent inspector must be qualified to report on property conditions, including major building systems and components.

The PHA may not require the family to use an independent inspector selected by the PHA. The independent inspector may not be a PHA employee or contractor, or other person under the control of the PHA. However, the PHA may establish standards for the qualification of inspectors selected by families under the homeownership option.

The PHA may disapprove a unit for assistance based on information in the independent inspector's report, even if the unit was found to comply with HQS.

Contract of Sale

Before the commencement of monthly homeownership assistance payments, a member or members of the family must enter into a contract of sale with the seller of the unit to be acquired by the family. The family must give the PHA a copy of the contract of sale. The contract of sale must:

- Specify the price and other terms of sale by the seller to the purchaser;
- Provide that the purchaser will arrange for a pre-purchase inspection of the dwelling unit by an independent inspector selected by the purchaser;
- Provide that the purchaser is not obligated to purchase the unit unless the inspection is satisfactory to the purchaser;
- Provide that the purchaser is not obligated to pay for any necessary repairs; and

- Contain a certification from the seller that the seller has not been debarred, suspended, or subject to a limited denial of participation under CFR part 24.
- A contract for the sale of a unit not yet under construction must meet all above requirements, and requirements below. Commencement of construction in violation of the below requirements voids the purchase contract.
 - The purchaser is not obligated to purchase the unit unless an environmental review has been performed and the site received environmental approval prior to commencement of construction in accordance with 24 CFR 982.628; and
 - The construction will not commence until the environmental review has been completed and the seller has received written notice from the PHA that environmental approval has been obtained. Environmental approval may be conditioned on the contracting parties' agreement to modification to the unit design or to mitigation actions.

Disapproval of a Seller

In its administrative discretion, the PHA may deny approval of a seller for the same reasons a PHA may disapprove an owner under the regular HCV program [see 24 CFR 982.306(c)].

FINANCING [24 CFR 982.632]

The PHA may establish requirements for financing the purchase of a home under the homeownership option. This may include requirements concerning qualification of lenders, terms of financing, restrictions concerning debt secured by the home, lender qualifications, loan terms, and affordability of the debt. The PHA must establish policies describing these requirements in the administrative plan.

A PHA may not require that families acquire financing from one or more specified lenders, thereby restricting the family's ability to secure favorable financing terms.

CONTINUED ASSISTANCE REQUIREMENTS; FAMILY OBLIGATIONS [24 CFR 982.633]

Homeownership assistance may only be paid while the family is residing in the home. If the family moves out of the home, the PHA may not continue homeownership assistance after the month when the family moves out. The family or lender is not required to refund to the PHA the homeownership assistance for the month when the family moves out.

Before the commencement of homeownership assistance, the family must execute a statement of family obligations in the form prescribed by HUD [form HUD-52649]. In the statement, the family agrees to comply with all family obligations under the homeownership option.

The family must comply with the following obligations:

- The family must comply with the terms of the mortgage securing debt incurred to purchase the home or any refinancing of such debt.
- The family may not convey or transfer ownership of the home, except for purposes of financing, refinancing, or pending settlement of the estate of a deceased family member. Use and occupancy of the home are subject to 24 CFR 982.551 (h) and (i).

- The family must supply information to the PHA or HUD as specified in 24 CFR 982.551(b). The family must further supply any information required by the PHA or HUD concerning mortgage financing or refinancing, sale or transfer of any interest in the home, or homeownership expenses.
- The family must notify the PHA before moving out of the home.
- The family must notify the PHA if the family defaults on the mortgage used to purchase the home.
- The family must provide the PHA with information on any satisfaction or payment of the mortgage debt.
- No family member may have any ownership interest in any other residential property.
- The family must comply with the obligations of a participant family described in 24 CFR 982.551, except for the following provisions which do not apply to assistance under the homeownership option: 24 CFR 982.551(c), (d), (e), (f), (g) and (j).

MAXIMUM TERM OF HOMEOWNER ASSISTANCE [24 CFR 982.634]

Except in the case of a family that qualifies as an elderly or disabled family, other family members (described below) shall not receive homeownership assistance for more than:

- Fifteen years, if the initial mortgage incurred to finance the purchase of the home has a term of 20 years or longer; or
- Ten years, in all other cases.

The maximum term described above applies to any member of the family who:

- Has an ownership interest in the unit during the time that homeownership payments are made; or
- Is the spouse of any member of the household who has an ownership interest in the unit during the time homeownership payments are made.

In the case of an elderly family, the exception only applies if the family qualifies as an elderly family at the start of homeownership assistance. In the case of a disabled family, the exception applies if at any time during receipt of homeownership assistance the family qualifies as a disabled family.

If, during the course of homeownership assistance, the family ceases to qualify as a disabled or elderly family, the maximum term becomes applicable from the date homeownership assistance commenced. However, such a family must be provided at least 6 months of homeownership assistance after the maximum term becomes applicable (provided the family is otherwise eligible to receive homeownership assistance).

If the family has received such assistance for different homes, or from different PHAs, the total of such assistance terms is subject to the maximum term described in this part.

HOMEOWNERSHIP ASSISTANCE PAYMENTS AND HOMEOWNERSHIP EXPENSES [24 CFR 982.635]

The monthly homeownership assistance payment is the lower of the voucher payment standard minus the total tenant payment, or the monthly homeownership expenses minus the total tenant payment.

In determining the amount of the homeownership assistance payment, the PHA will use the same payment standard schedule, payment standard amounts, and subsidy standards as those described elsewhere in this plan for the Housing Choice Voucher program. The payment standard for a family is the greater of (i) The payment standard as determined at the commencement of homeownership assistance for occupancy of the home, or (ii) The payment standard at the most recent regular reexamination of family income and composition since the commencement of homeownership assistance for occupancy of the home.

The PHA must adopt policies for determining the amount of homeownership expenses to be allowed by the PHA in accordance with HUD requirements.

Homeownership expenses (not including cooperatives) must include amounts allowed by the PHA to cover:

- Principal and interest on initial mortgage debt, any refinancing of such debt, and any mortgage insurance premium incurred to finance purchase of the home;
- Real estate taxes and public assessments on the home;
- Home insurance;
- The PHA allowance for maintenance expenses;
- The PHA allowance for costs of major repairs and replacements;
- The PHA utility allowance for the home;
- Principal and interest on mortgage debt incurred to finance costs for major repairs, replacements or improvements for the home. If a member of the family is a person with disabilities, such debt may include debt incurred by the family to finance costs needed to make the home accessible for such person, if the PHA determines that allowance of such costs as homeownership expenses is needed as a reasonable accommodation so that the homeownership option is readily accessible to and usable by such person;
- Land lease payments where a family does not own fee title to the real property on which the home is located; [see 24 CFR 982.628(b)].
- For a condominium unit, condominium operating charges or maintenance fees assessed by the condominium homeowner association.

The PHA does not have the discretion to exclude any of the listed homeownership expenses or to add any additional items.

Homeownership expenses for a cooperative member include amounts allowed by the PHA to cover:

- The cooperative charge under the cooperative occupancy agreement including payment for real estate taxes and public assessments on the home;

- Principal and interest on initial debt incurred to finance purchase of cooperative membership shares and any refinancing of such debt;
- Home insurance;
- The PHA allowance for maintenance expenses;
- The PHA allowance for costs of major repairs and replacements;
- The PHA utility allowance for the home; and
- Principal and interest on debt incurred to finance major repairs, replacements or improvements for the home. If a member of the family is a person with disabilities, such debt may include debt incurred by the family to finance costs needed to make the home accessible for such person, if the PHA determines that allowance of such costs as homeownership expenses is needed as a reasonable accommodation so that the homeownership option is readily accessible to and usable by such person.
- Cooperative operating charges or maintenance fees assessed by the cooperative homeowner association.

The PHA may pay the homeownership assistance payments directly to the family, or at the PHA's discretion, to a lender on behalf of the family. If the assistance payment exceeds the amount due to the lender, the PHA must pay the excess directly to the family.

PORTABILITY [24 CFR 982.636, 982.637, 982.353(b) and (c), 982.552, 982.553]

Subject to the restrictions on portability included in HUD regulations and PHA policies, a family may exercise portability if the receiving PHA is administering a voucher homeownership program and accepting new homeownership families. The receiving PHA may absorb the family into its voucher program or bill the initial PHA.

The family must attend the briefing and counseling sessions required by the receiving PHA. The receiving PHA will determine whether the financing for and the physical condition of the unit, are acceptable. The receiving PHA must promptly notify the initial PHA if the family has purchased an eligible unit under the program, or if the family is unable to purchase a home within the maximum time established by the PHA.

MOVING WITH CONTINUED ASSISTANCE [24 CFR 982.637]

A family receiving homeownership assistance may move with continued tenant-based assistance or with voucher homeownership assistance.

The PHA must determine that all initial requirements have been satisfied if a family that has received homeownership assistance wants to move with continued homeownership assistance. However, the following do not apply:

- The requirement that a family must be a first-time homeowner is not applicable.
- The requirement for pre-assistance counseling is not applicable. However, the PHA may require that the family complete additional counseling (before or after moving to a new unit with continued homeownership assistance).

Continued tenant-based assistance for a new unit cannot begin so long as any family member holds title to the prior home. However, when the family or a member of the family is or has been the victim of domestic violence, dating violence, sexual assault or stalking and the move is needed to protect the health or safety of the family or family member (or any family member has been the victim of a sexual assault that occurred on the premises during the 90-calendar-day period preceding the family's request to move), such family or family member may be assisted with continued tenant-based assistance even if they own any title or other interest in the prior home.

The PHA may deny permission to move to a new unit with continued voucher assistance:

- If the PHA has insufficient funding to provide continued assistance.
- In accordance with 24 CFR 982.638, regarding denial or termination of assistance.
- In accordance with the PHA's policy regarding number of moves within a 12-month period.

The PHA must deny the family permission to move to a new unit with continued voucher rental assistance if:

- The family defaulted on an FHA-insured mortgage; and
- The family fails to demonstrate that the family has conveyed, or will convey, title to the home, as required by HUD, to HUD or HUD's designee; and
- The family has moved or will move, from the home within the period established or approved by HUD.

DENIAL OR TERMINATION OF ASSISTANCE [24 CFR 982.638]

At any time, the PHA may deny or terminate homeownership assistance in accordance with HCV program requirements in 24 CFR 982.552 (Grounds for denial or termination of assistance) or 24 CFR 982.553 (Crime by family members).

The PHA may also deny or terminate assistance for violation of participant obligations described in 24 CFR Parts 982.551 or 982.633 and in accordance with its own policy, with the exception of failure to meet obligations under the Family Self-Sufficiency program as prohibited under the alternative requirements set forth in FR Notice 12/29/14.

Homeownership assistance for a family automatically terminates 180 calendar days after the last homeownership assistance payment on behalf of the family. However, a PHA may grant relief from this requirement in those cases where automatic termination would result in extreme hardship for the family.

The PHA must terminate voucher homeownership assistance for any member of family receiving homeownership assistance that is dispossessed from the home pursuant to a judgment or order of foreclosure on any mortgage (whether FHA insured or non-FHA) securing debt incurred to purchase the home, or any refinancing of such debt.

CHAPTER 16 PROGRAM ADMINISTRATION

INTRODUCTION

This chapter discusses administrative policies and practices that are relevant to the activities covered in this plan. The policies are discussed in seven parts as described below:

Administrative Fee Reserve. This part describes the PHA's policies with regard to oversight of expenditures from its administrative fee reserve.

Setting Program Standards and Schedules. This part describes what payment standards are, and how they are updated, as well as how utility allowances are established and revised.

Informal Reviews and Hearings. This part outlines the requirements and procedures for informal reviews and hearings, and for informal hearings regarding citizenship status.

Owner or Family Debts to the PHA. This part describes policies for recovery of monies that the PHA has overpaid on behalf of families, or to owners, and describes the circumstances under which the PHA will offer repayment agreements to owners and families. Also discussed are the consequences for failure to make payments in accordance with a repayment agreement.

Section 8 Management Assessment Program (SEMAP). This part describes what the SEMAP scores represent, how they are established, and how those scores affect a PHA.

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 the PHA will follow.

Reporting and Record Keeping for Children with Elevated Blood Lead Level. This part describes the PHA's responsibilities for reporting, data collection, and record keeping relative to children with elevated blood lead levels that are less than six years of age, and are receiving HCV assistance.

Determination of Insufficient Funding. This part describes the PHA's policies for determining if there is sufficient funding to issue vouchers, to approve moves to higher-cost units or areas, and to continue assistance for all participant families.

Violence Against Women Act (VAWA): Notification, Documentation, Confidentiality. This part contains key terms used in VAWA and describes requirements related to notifying families and owners about their rights and responsibilities under VAWA; requesting documentation from victims of domestic violence, dating violence, sexual assault, and stalking; and maintaining the confidentiality of information obtained from victims.

A. ADMINISTRATIVE FEE RESERVE [24 CFR 982.155]

The PHA will maintain administrative fee reserves, or unrestricted net position (UNP) for the program to pay program administrative expenses in excess of administrative fees paid by HUD for a PHA fiscal year. The HUD appropriations act beginning with FFY 2004 have specified that administrative fee funding may be used only for activities related to the provision of HCV assistance, including related development activities. Notice PIH 2012-9 cites two examples of related development activities: unit modification for accessibility purposes and development of project-based voucher units. The notice makes clear that other activities may also qualify as related development activities. Administrative fees that remain in the UNP account from funding provided prior to 2004 may be used for “other housing purposes permitted by state and local law,” in accordance with 24 CFR 982.155(b)(1).

In addition, as specified in Notice PIH 2022-18, PHAs may use administrative fee funding for both administrative and “other expenses” needed to employ strategies and undertake activities beyond regular administrative responsibilities to facilitate the successful leasing and use of housing choice vouchers by families, such as through the use of security deposit assistance and landlord recruitment and incentive payments, among other allowable expenses specified in the notice. PHAs are also permitted to use UNP for these expenses [Notice PIH 2022-18].

If a PHA has not adequately administered its HCV program, HUD may prohibit use of funds in the UNP Account and may direct the PHA to use funds in that account to improve the administration of the program, for HCV HAP expenses, or to reimburse ineligible expenses in accordance with the regulation at 24 CFR 982.155(b)(3).

HUD requires the PHA Board of Commissioners or other authorized officials to establish the maximum amount that may be charged against the UNP account without specific approval.

Jacksonville Housing Policy

Expenditures from the UNP account will be made in accordance with all applicable federal requirements. Expenditures will not exceed \$10,000 per occurrence without the prior approval of Jacksonville Housing’s Board of Commissioners.

B. SETTING PROGRAM STANDARDS AND SCHEDULES

OVERVIEW

Although many of the program’s requirements are established centrally by HUD, the HCV program’s regulations recognize that some flexibility is required to allow the PHA to adapt the program to local conditions. This part discusses how the PHA establishes and updates certain schedules and standards that are used to administer the program locally. Details about how these schedules are applied to individual families are provided in other chapters. The schedules and standards discussed here include:

- *Payment Standards*, which dictate the maximum subsidy a family can receive (application of the payment standards is discussed in Chapter 6); and
- *Utility Allowances*, which specify how a family’s payment should be adjusted to account for tenant-paid utilities (application of utility allowances is discussed in Chapter 6).

Jacksonville Housing Policy

Copies of the payment standard and utility allowance schedules are available for review in Jacksonville Housing's offices during normal business hours.

Families, owners, and members of the public may submit written comments on the schedules discussed in this part, at any time, for consideration during the next revision cycle.

Jacksonville Housing will maintain documentation to support its annual review of payment standards and utility allowance schedules. This documentation will be retained for at least three (3) years.

Establishing and updating the PHA passbook rate, which is used to calculate imputed income from assets, is covered in Chapter 6.

PAYMENT STANDARDS [24 CFR 982.503; HCV GB, Chapter 7]

The payment standard sets the maximum subsidy payment a family can receive from the PHA each month [24 CFR 982.505(a)]. Payment standards are based on fair market rents (FMRs) published annually by HUD. FMRs are set at a percentile within the rent distribution of standard quality rental housing units in each FMR area. For most jurisdictions FMRs are set at the 40th percentile of rents in the market area.

The PHA must establish a payment standard schedule that establishes payment standard amounts for each FMR area within the PHA's jurisdiction, and for each unit size within each of the FMR areas. For each unit size, the PHA may establish a single payment standard amount for the whole FMR area, or may set different payment standards for different parts of the FMR area. Unless HUD grants an exception, the PHA is required to establish a payment standard within a "basic range" established by HUD – between 90 and 110 percent of the published FMR for each unit size.

Updating Payment Standards

When HUD updates its FMRs, the PHA must update its payment standards if the standards are no longer within the basic range [24 CFR 982.503(b)]. HUD may require the PHA to make further adjustments if it determines that rent burdens for assisted families in the PHA's jurisdiction are unacceptably high [24 CFR 982.503(g)].

Jacksonville Housing Policy

Jacksonville Housing will review the appropriateness of the payment standards on an annual basis when the new FMR is published, and at other times as determined necessary. In addition to ensuring the payment standards are always within the "basic range" Jacksonville Housing will consider the following factors when determining whether an adjustment should be made to the payment standard schedule:

Funding Availability: Jacksonville Housing will review the budget to determine the impact projected subsidy adjustments will have on funding available for the program and the number of families served. The PHA will compare the number of families who could be served under revised payment standard amounts with the number assisted under current payment standard amounts.

Rent Burden of Participating Families: Rent burden will be determined by identifying the percentage of families, for each unit size, that are paying more than 30 percent of their monthly adjusted income as the family share. When 40 percent or more of families, for any given unit size, are paying more than 30 percent of adjusted monthly income as the family share, Jacksonville Housing will consider increasing the payment standard. In evaluating rent burdens, Jacksonville Housing will not include families renting a larger unit than their family unit size.

Quality of Units Selected: Jacksonville Housing may review the quality of units selected by participant families when making the determination of the percent of income families are paying for housing, to ensure that payment standard increases are only made when needed to reach the mid-range of the market.

Changes in Rent to Owner: Jacksonville Housing may review a sample of the units to determine how often owners are increasing or decreasing rents and the average percentage of increases/decreases by bedroom size.

Unit Availability: Jacksonville Housing may review the availability of units for each unit size, particularly in areas with low concentrations of poor and minority families.

Lease-up Time and Success Rate: Jacksonville Housing may consider the percentage of families that are unable to locate suitable housing before the voucher expires and whether families are leaving the jurisdiction to find affordable housing.

Effective dates of changes to payment standard amounts will be determined at time of update. Jacksonville Housing will always ensure the payment standards will be within the basic range.

Exception Payment Standards [24 CFR 982.503(c)(5), Notice PIH 2018-01, FR Notice 9/27/21]

A non-SAFMR PHA may establish an exception payment standard for a zip code area of up to and including 110 percent of the SAFMR determined by HUD for that zip code area. Regardless of the level of the exception payment standard compared to the metropolitan area FMRs (MAFMRs), the PHA must send an email to SAFMRs@hud.gov to notify HUD that it has adopted an exception payment standard based on the SAFMR. A PHA that adopts an exception payment standard pursuant to this authority must apply it to the entire ZIP code area, for both its HCV, and if applicable, its PBV program. For the PBV program, this means that the rent to owner may not exceed the new exception payment standard amount, provided the rent is still reasonable. A PHA that adopts an exception payment standard area must revise its briefing materials to make families aware of the exception payment standard and the area that it covers.

In addition, HUD allows PHAs to establish a HUD-Veterans Affairs Supportive Housing (HUD-VASH) exception payment standard. PHAs may go up to but no higher than 120 percent of the FMR or SAFMR specifically for VASH families. PHAs who want to establish a VASH exception payment standard over 120 percent must still request a waiver from HUD (See Section 19-III.E.).

Voluntary Use of Small Area FMRs [24 CFR 982.503, Notice PIH 2018-01]

PHAs that administer vouchers in a metropolitan area where the adoption of SAFMRs is not required may request approval from HUD to voluntarily adopt SAFMRs. SAFMRs may be voluntarily adopted for one or more zip code areas.

Jacksonville Housing Policy

Jacksonville Housing has been chosen to adopt the use of SAFMRs except to establish exception payment standards in all zip codes in Jacksonville Housing jurisdiction.

Unit-by-Unit Exceptions [24 CFR 982.503(b), 24 CFR 982.505(d), Notice PIH 2010-26]

Unit-by-unit exceptions to the PHA's payment standards generally are not permitted. However, an exception may be made as a reasonable accommodation for a family that includes a person with disabilities. (See Chapter 2 for a discussion of reasonable accommodations.) This type of exception does not affect the PHA's payment standard schedule.

When needed as a reasonable accommodation, the PHA may make an exception to the payment standard without HUD approval if the exception amount does not exceed 120 percent of the applicable FMR for the unit size [24 CFR 982.503(b)]. The PHA may request HUD approval for an exception to the payment standard for a particular family if the required amount exceeds 120 percent of the FMR.

Jacksonville Housing Policy

A family that requires a reasonable accommodation may request a higher payment standard at the time the Request for Tenancy Approval (RFTA) is submitted. The family must document the need for the exception. In order to approve an exception, or request an exception from HUD, Jacksonville Housing must determine that:

- There is a shortage of affordable units that would be appropriate for the family;
- The family's TTP would otherwise exceed 40 percent of adjusted monthly income; and
- The rent for the unit is reasonable.

"Success Rate" Payment Standard Amounts [24 CFR 982.503(e)]

If a substantial percentage of families have difficulty finding a suitable unit, the PHA may request a "success rate payment standard" that applies to the entire jurisdiction. If approved by HUD, a success rate payment standard allows the PHA to set its payment standards at 90-110 percent of a higher FMR (the 50th, rather than the 40th percentile FMR). To support the request, the PHA must demonstrate that during the most recent 6-month period for which information is available:

- Fewer than 75 percent of families who were issued vouchers became participants;
- The PHA had established payment standards for all unit sizes, and for the entire jurisdiction, at 110 percent of the published FMR; and
- The PHA had a policy of allowing voucher holders who made sustained efforts to locate units at least 90 days to search for a unit.

Although HUD approves the success rate payment standard for all unit sizes in the FMR area, the PHA may choose to adjust the payment standard for only some unit sizes in all, or a designated part, of the PHA's jurisdiction within the FMR area.

Decreases in the Payment Standard below the Basic Range [24 CFR 982.503(d)]

The PHA must request HUD approval to establish a payment standard amount that is lower than the basic range. At HUD's sole discretion, HUD may approve establishment of a payment standard lower than the basic range. HUD will not approve a lower payment standard if the family share for more than 40 percent of program participants exceeds 30 percent of adjusted monthly income.

UTILITY ALLOWANCES [24 CFR 982.517]

A PHA-established utility allowance schedule is used in determining family share and PHA subsidy. The PHA must maintain a utility allowance schedule for (1) all tenant-paid utilities, (2) the cost of tenant-supplied refrigerators and ranges, and (3) other tenant-paid housing services such as trash collection.

The utility allowance schedule must be determined based on the typical cost of utilities and services paid by energy-conservative households that occupy housing of similar size and type in the same locality. In developing the schedule, the PHA must use normal patterns of consumption for the community as a whole, and current utility rates.

The utility allowance must include the utilities and services that are necessary in the locality to provide housing that complies with housing quality standards. Costs for telephone, cable/satellite television, and internet services are not included in the utility allowance schedule.

In the utility allowance schedule, the PHA must classify utilities and other housing services according to the following general categories: space heating; air conditioning; cooking; water heating; water; sewer; trash collection; other electric; cost of tenant-supplied refrigerator; cost of tenant-supplied range; and other specified housing services.

The cost of each utility and housing service must be stated separately by unit size and type. Chapter 18 of the *HCV Guidebook* provides detailed guidance to the PHA about establishing utility allowance schedules.

Air Conditioning

An allowance for air-conditioning must be provided when the majority of housing units in the market have central air-conditioning or are wired for tenant-installed air conditioners.

Jacksonville Housing Policy

Jacksonville Housing has included an allowance for air-conditioning in its schedule. Central air-conditioning or a portable air conditioner must be present in a unit before Jacksonville Housing will apply this allowance to a family's rent and subsidy calculations.

Reasonable Accommodation

HCV program regulations require a PHA to approve a utility allowance amount higher than shown on the PHA's schedule if a higher allowance is needed as a reasonable accommodation

for a family member with a disability. For example, if a family member with a disability requires such an accommodation, the PHA will approve an allowance for air-conditioning, even if the PHA has determined that an allowance for air-conditioning generally is not needed (See Chapter 2 for policies regarding the request and approval of reasonable accommodations).

Utility Allowance Revisions

The PHA must review its schedule of utility allowances each year, and must revise the schedule if there has been a change of 10 percent or more in any utility rate since the last time the allowance for that utility was revised.

The PHA must maintain information supporting its annual review of utility allowance and any revisions made in its utility allowance schedule.

C. INFORMAL REVIEWS AND HEARINGS

OVERVIEW

Both applicants and participants have the right to disagree with, and appeal, certain decisions of the PHA that may adversely affect them. PHA decisions that may be appealed by applicants and participants are discussed in this section.

The process for applicant appeals of PHA decisions is called the “informal review.” For participants (or applicants denied admission because of citizenship issues), the appeal process is called an “informal hearing.” PHAs are required to include informal review procedures for applicants and informal hearing procedures for participants in their administrative plans [24 CFR 982.54(d)(12) and (13)].

INFORMAL REVIEWS

Informal reviews are provided for program applicants. An applicant is someone who has applied for admission to the program, but is not yet a participant in the program. Informal reviews are intended to provide a “minimum hearing requirement” [24 CFR 982.554], and need not be as elaborate as the informal hearing requirements [*Federal Register* 60, no. 127 (3 July 1995): 34690].

Decisions Subject to Informal Review [24 CFR 982.554(a) and (c)]

The PHA must give an applicant the opportunity for an informal review of a decision denying assistance [24 CFR 982.554(a)]. Denial of assistance may include any or all of the following [24 CFR 982.552(a)(2)]:

- Denying listing on the PHA waiting list
- Denying or withdrawing a voucher
- Refusing to enter into a HAP contract or approve a lease
- Refusing to process or provide assistance under portability procedures

Informal reviews are *not* required for the following reasons [24 CFR 982.554(c)]:

- Discretionary administrative determinations by the PHA
- General policy issues or class grievances

- A determination of the family unit size under the PHA subsidy standards
- A PHA determination not to approve an extension of a voucher term
- A PHA determination not to grant approval of the tenancy
- A PHA determination that the unit is not in compliance with the HQS
- A PHA determination that the unit is not in accordance with the HQS due to family size or composition

Jacksonville Housing Policy

Jacksonville Housing will only offer an informal review to applicants for whom assistance is being denied. Denial of assistance includes: denying listing on Jacksonville Housing waiting list; denying or withdrawing a voucher; refusing to enter into a HAP contract or approve a lease; refusing to process or provide assistance under portability procedures.

Notice to the Applicant [24 CFR 982.554(a)]

The PHA must give an applicant prompt notice of a decision denying assistance. The notice must contain a brief statement of the reasons for the PHA decision, and must also state that the applicant may request an informal review of the decision. The notice must describe how to obtain the informal review.

Scheduling an Informal Review

Jacksonville Housing Policy

A request for an informal review must be made in writing and delivered to Jacksonville Housing either in person or by first-class mail, by the close of the business day, no later than ten (10) business days from the date of Jacksonville Housing's denial of assistance.

Jacksonville Housing must schedule and send written notice of the informal review within ten (10) business days of the family's request.

If the informal review will be conducted remotely, at the time Jacksonville Housing notifies the family of the informal review, the family will be informed:

Regarding the processes to conduct a remote informal review;

That, if needed, Jacksonville Housing will provide technical assistance prior to and during the informal review; and

That if the family or any individual witness has any technological, resource, or accessibility barriers preventing them from fully accessing the remote informal review, the family may inform Jacksonville Housing and Jacksonville Housing will assist the family in either resolving the issues or allow the family to participate in an in-person informal review, as appropriate.

Informal Review Procedures [24 CFR 982.554(b)]

The informal review must be conducted by a person other than the one who made or approved the decision under review, or a subordinate of this person.

The applicant must be provided an opportunity to present written or oral objections to the decision of the PHA.

Remote Informal Reviews [Notice PIH 2020-32]

There is no requirement that informal reviews be conducted in-person and, as such, HUD allows PHAs to conduct all or a portion of their informal review remotely either over the phone, via video conferencing, or through other virtual platforms. If the PHA chooses to conduct remote informal reviews, applicants may still request an in-person informal review, as applicable.

Jacksonville Housing Policy

Jacksonville Housing has the sole discretion to require that informal reviews be conducted remotely in case of local, state, or national physical distancing orders, and in cases of inclement weather or natural disaster.

In addition, Jacksonville Housing will conduct an informal review remotely upon request of the applicant as a reasonable accommodation for a person with a disability, if an applicant does not have childcare or transportation that would enable them to attend the informal review, or if the applicant believes an in-person informal review would create an undue health risk. Jacksonville Housing will consider other reasonable requests for a remote informal review on a case-by-case basis.

Ensuring Accessibility for Persons with Disabilities and LEP Individuals

As with in-person informal reviews, the platform for conducting remote informal reviews must be accessible to persons with disabilities and the informal review must be conducted in accordance with Section 504 and accessibility requirements. This includes ensuring any information, websites, emails, digital notifications, and other virtual platforms are accessible for persons with vision, hearing, and other disabilities. Further, providing effective communication in a digital context may require the use of individualized auxiliary aids or services, such as audio description, captioning, sign language and other types of interpreters, keyboard accessibility, accessible documents, screen reader support, and transcripts. Auxiliary aids or services must be provided in accessible formats, in a timely manner, and in such a way to protect the privacy and independence of the individual. PHAs may never request or require that individuals with disabilities provide their own auxiliary aids or services, including for remote informal hearings.

PHAs are required to make reasonable accommodations in policies, practices, and procedures to ensure persons with disabilities have a full and equal opportunity to participate in and benefit from all aspects of the informal review process. See Chapter 2 for a more detailed discussion of reasonable accommodation requirements.

If no method of conducting a remote informal review is available that appropriately accommodates an individual's disability, the PHA may not hold against the individual their inability to participate in the remote informal review, and the PHA should consider whether postponing the remote informal review to a later date is appropriate or whether there is a suitable alternative.

Due to the individualized nature of disability, the appropriate auxiliary aid or service necessary, or reasonable accommodation, will depend on the specific circumstances and requirements.

As with in-person reviews, Limited English Proficiency (LEP) requirements also apply to remote informal reviews, including the use of interpretation services and document translation. See

Chapter 2 for a more thorough discussion of accessibility and LEP requirements, all of which apply in the context of remote informal reviews.

Conducting Remote Informal Reviews

The PHA must ensure that the lack of technology or inability to use technology for remote informal reviews does not pose a disadvantage to families that may not be apparent to the PHA. The PHA should determine through a survey or other means if these barriers exist prior to conducting the remote informal review and, if the family does not have the proper technology to fully participate, either postpone the informal review or provide an alternative means of access.

As with in-person informal reviews, the PHA must provide all materials presented, whether paper or electronic, to the family prior to the remote informal review. The family must also be provided with an accessible means by which to transmit their own evidence.

The PHA must ensure that the applicant has the right to hear and be heard. All PHA policies and processes for remote informal reviews must be conducted in accordance with due process requirements and be in compliance with HUD regulations at 24 CFR 982.554 and guidance specified in Notice PIH 2020-32.

Jacksonville Housing Policy

Jacksonville Housing will conduct remote informal reviews via a video conferencing platform, when available. If, after attempting to resolve any barriers, applicants are unable to adequately access the video conferencing platform at any point, or upon applicant request, the informal review will be conducted by telephone conferencing call-in. If the family is unable to adequately access the telephone conferencing call-in at any point, the remote informal review will be postponed, and an in-person alternative will be provided promptly within a reasonable time.

At least five business days prior to scheduling the remote review, Jacksonville Housing will provide the family with login information and/or conferencing call-in information and an electronic and/or physical copy of all materials being presented via first class mail and/or email. The notice will advise the family of technological requirements for the hearing and request the family notify Jacksonville Housing of any known barriers. Jacksonville Housing will resolve any barriers using the guidance in Chapter 6 of Notice PIH 2020-32, including offering the family the opportunity to attend an in-person hearing.

If the informal review is to be conducted remotely, Jacksonville Housing will require the family to provide any documents directly relevant to the informal review at least 24 hours before the scheduled review through the mail, via email, or text. Jacksonville Housing will scan and email copies of these documents to Jacksonville Housing representative the same day.

Documents will be shared electronically whenever possible.

Jacksonville Housing will follow up the email with a phone call and/or email to the applicant at least one business day prior to the remote informal review to ensure that the applicant received all information and is comfortable accessing the video conferencing or call-in platform.

Jacksonville Housing will ensure that all electronic information stored or transmitted with respect to the informal review is secure, including protecting personally identifiable information (PII), and meets the requirements for accessibility for persons with disabilities and persons with LEP.

Informal Review Decision [24 CFR 982.554(b)]

The PHA must notify the applicant of the PHA's final decision, including a brief statement of the reasons for the final decision.

Jacksonville Housing Policy

In rendering a decision, Jacksonville Housing will evaluate the following matters:

- Whether or not the grounds for denial were stated factually in the notice to the family.
- The validity of the grounds for denial of assistance. If the grounds for denial are not specified in the regulations, then the decision to deny assistance will be overturned.
- The validity of the evidence. Jacksonville Housing will evaluate whether the facts presented prove the grounds for denial of assistance. If the facts prove that there are grounds for denial, and the denial is required by HUD, Jacksonville Housing will uphold the decision to deny assistance.
- If the facts prove the grounds for denial, and the denial is discretionary, Jacksonville Housing will consider the recommendation of the person conducting the informal review in making the final decision on whether to deny assistance.

Jacksonville Housing will notify the applicant of the final decision, including a statement explaining the reason(s) for the decision. The notice will be mailed within ten (10) business days of the informal review, to the applicant and their representative, if any, along with proof of mailing.

If the decision to deny is overturned as a result of the informal review, processing for admission will resume.

If the family fails to appear for their informal review, the denial of admission will stand and the family will be so notified.

INFORMAL HEARINGS FOR PARTICIPANTS [24 CFR 982.555]

PHAs must offer an informal hearing for certain PHA determinations relating to the individual circumstances of a participant family. A participant is defined as a family that has been admitted to the PHA's HCV program and is currently assisted in the program. The purpose of the informal hearing is to consider whether the PHA's decisions related to the family's circumstances are in accordance with the law, HUD regulations and PHA policies.

The PHA is not permitted to terminate a family's assistance until the time allowed for the family to request an informal hearing has elapsed, and any requested hearing has been completed.

Termination of assistance for a participant may include any or all of the following:

- Refusing to enter into a HAP contract or approve a lease

- Terminating housing assistance payments under an outstanding HAP contract
- Refusing to process or provide assistance under portability procedures

Decisions Subject to Informal Hearing

Circumstances for which the PHA must give a participant's family an opportunity for an informal hearing are as follows:

- A determination of the family's annual or adjusted income, and the use of such income to compute the housing assistance payment
- A determination of the appropriate utility allowance (if any) for tenant-paid utilities from the PHA utility allowance schedule
- A determination of the family unit size under the PHA's subsidy standards
- A determination to terminate assistance for a participant family because of the family's actions or failure to act
- A determination to terminate assistance because the participant has been absent from the assisted unit for longer than the maximum period permitted under PHA policy and HUD rules
- A determination to terminate a family's Family Self Sufficiency contract, withhold supportive services, or propose forfeiture of the family's escrow account [24 CFR 984.303(i)]

Circumstances for which an informal hearing is not required are as follows:

- Discretionary administrative determinations by the PHA
- General policy issues or class grievances
- Establishment of the PHA schedule of utility allowances for families in the program
- A PHA determination not to approve an extension of a voucher term
- A PHA determination not to approve a unit or tenancy
- A PHA determination that a unit selected by the applicant is not in compliance with the HQS
- A PHA determination that the unit is not in accordance with HQS because of family size
- A determination by the PHA to exercise or not to exercise any right or remedy against an owner under a HAP contract

Jacksonville Housing Policy

Jacksonville Housing will only offer participants the opportunity for an informal hearing when required to by the regulations, and if Jacksonville Housing denies a request for a reasonable accommodation (see Chapter 2).

Remote Informal Hearings [Notice PIH 2020-32]

There is no requirement that informal hearings be conducted in person, and as such, HUD allows PHAs to conduct all or a portion of their informal hearings remotely either over the phone, via

video conferencing, or through other virtual platforms. If the PHA chooses to conduct remote informal hearings, applicants may still request an in-person informal hearing, as applicable.

Jacksonville Housing Policy

Jacksonville Housing has the sole discretion to require that informal hearings be conducted remotely in case of local, state, or national physical distancing orders, and in cases of inclement weather or natural disaster.

In addition, Jacksonville Housing will conduct an informal hearing remotely upon request as a reasonable accommodation for a person with a disability, if a participant does not have child care or transportation that would enable them to attend the informal hearing, or if the participant believes an in-person hearing would create an undue health risk. Jacksonville Housing will consider other reasonable requests for a remote informal hearing on a case-by-case basis.

Ensuring Accessibility for Persons with Disabilities and LEP Individuals

As with in-person informal hearings, the platform for conducting remote informal hearings must be accessible to persons with disabilities and the informal hearings must be conducted in accordance with Section 504 and accessibility requirements. This includes ensuring any information, websites, emails, digital notifications, and other virtual platforms are accessible for persons with vision, hearing, and other disabilities. Further, providing effective communication in a digital context may require the use of individualized auxiliary aids or services, such as audio description, captioning, sign language and other types of interpreters, keyboard accessibility, accessible documents, screen reader support, and transcripts. Auxiliary aids or services must be provided in accessible formats, in a timely manner, and in such a way to protect the privacy and independence of the individual. PHAs may never request or require that individuals with disabilities provide their own auxiliary aids or services, including for remote informal hearings.

PHAs are required to make reasonable accommodations in policies, practices, and procedures to ensure persons with disabilities have a full and equal opportunity to participate in and benefit from all aspects of the informal hearing process. See Chapter 2 for a more detailed discussion of reasonable accommodation requirements.

If no method of conducting a remote informal hearing is available that appropriately accommodates an individual's disability, the PHA may not hold against the individual their inability to participate in the remote informal hearing, and the PHA should consider whether postponing the remote hearing to a later date is appropriate or whether there is a suitable alternative.

Due to the individualized nature of disability, the appropriate auxiliary aid or service necessary, or reasonable accommodation will depend on the specific circumstances and requirements.

As with in-person reviews, Limited English Proficiency (LEP) requirements also apply to remote informal hearings, including the use of interpretation services and document translation. See Chapter 2 for a more thorough discussion of accessibility and LEP requirements, all of which apply in the context of remote informal hearings.

Conducting Informal Hearings Remotely

The PHA must ensure that the lack of technology or inability to use technology for remote informal hearings does not pose a disadvantage to families that may not be apparent to the PHA.

The PHA should determine through a survey or other means if these barriers exist prior to conducting the remote informal hearing and, if the family does not have the proper technology to fully participate, either postpone the informal hearing or provide an alternative means of access.

As with in-person informal hearings, the PHA must provide all materials presented, whether paper or electronic, to the family prior to the remote informal hearing. The family must also be provided with an accessible means by which to transmit their own evidence.

The PHA's essential responsibility is to ensure informal hearings meet the requirements of due process and comply with HUD regulations. Therefore, all PHA policies and processes for remote informal hearings will be conducted in accordance with due process requirements, and will be in compliance with HUD regulations at 24 CFR 982.555 and the guidance for conducting remote hearings specified in Notice PIH 2020-32.

Jacksonville Housing Policy

Jacksonville Housing will conduct remote informal hearings via a video conferencing platform, when available. If, after attempting to resolve any barriers, participants are unable to adequately access the video conferencing platform at any point, or upon request, the informal hearing will be conducted by telephone conferencing call-in. If the family is unable to adequately access the telephone conferencing call-in at any point, the remote informal hearing will be postponed, and an in-person alternative will be provided promptly within a reasonable time.

At least five business days prior to scheduling the remote hearing, Jacksonville Housing will provide the family with login information and/or conferencing call-in information and an electronic copy of all materials being presented via first-class mail and/or email. The notice will advise the family of technological requirements for the hearing and request the family notify Jacksonville Housing of any known barriers. Jacksonville Housing will resolve any barriers using the guidance in Section 6 of Notice PIH 2020-32, including offering the family the opportunity to attend an in-person hearing.

Jacksonville Housing will follow up with a phone call and/or email to the family at least one business day prior to the remote informal hearing to ensure that the family received all information and is comfortable accessing the video conferencing or call-in platform.

Jacksonville Housing will ensure that all electronic information stored or transmitted with respect to the informal hearing is secure, including protecting personally identifiable information (PII), and meets the requirements for accessibility for persons with disabilities and persons with LEP.

Informal Hearing Procedures

Notice to the Family [24 CFR 982.555(c)]

When the PHA makes a decision that is subject to informal hearing procedures, the PHA must inform the family of its right to an informal hearing at the same time that it informs the family of the decision.

For decisions related to the family's annual or adjusted income, the determination of the appropriate utility allowance, and the determination of the family unit size, the PHA must notify the family that they may ask for an explanation of the basis of the determination, and that if they do not agree with the decision, they may request an informal hearing on the decision.

For decisions related to the termination of the family's assistance, or the denial of a family's request for an exception to the PHA's subsidy standards, the notice must contain a brief statement of the reasons for the decision, a statement that if the family does not agree with the decision, the family may request an informal hearing on the decision, and a statement of the deadline for the family to request an informal hearing.

Jacksonville Housing Policy

In cases where Jacksonville Housing makes a decision for which an informal hearing must be offered, the notice to the family will include all of the following:

- The proposed action or decision of Jacksonville Housing.
- A brief statement of the reasons for the decision, including the regulatory reference.
- The date the proposed action will take place.
- A statement of the family's right to an explanation of the basis for Jacksonville Housing's decision.
- A statement that if the family does not agree with the decision the family may request an informal hearing of the decision.
- A deadline for the family to request the informal hearing.
- To whom the hearing request should be addressed.
- A copy of Jacksonville Housing's hearing procedures.
- That the family may request a remote informal hearing.

Scheduling an Informal Hearing [24 CFR 982.555(d)]

When an informal hearing is required, the PHA must proceed with the hearing in a reasonably expeditious manner upon the request of the family.

Jacksonville Housing Policy

A request for an informal hearing must be made in writing and delivered to Jacksonville Housing either in person or by first class mail, by the close of the business day, no later than ten (10) business days from the date of Jacksonville Housing's decision or notice to terminate assistance.

Jacksonville Housing must schedule and send written notice of the informal hearing to the family within ten (10) business days of the family's request.

If Jacksonville Housing hearing will be conducted remotely, at the time the notice is sent to the family, the family will be notified:

Regarding the processes involved in a remote informal hearing;

That Jacksonville Housing will provide technical assistance prior to and during the informal hearing, if needed; and

That if the family or any individual witness has any technological, resource, or accessibility barriers, the family may inform Jacksonville Housing and Jacksonville Housing will assist the family in either resolving the issue or allow the family to participate in an in-person hearing, as appropriate.

The family 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, Jacksonville Housing may request documentation of the “good cause” prior to rescheduling the hearing.

If the family does not appear within 20 minutes of the scheduled time and was unable to reschedule the hearing in advance due to the nature of the conflict, the family must contact Jacksonville Housing within 24 hours of the scheduled hearing date, excluding weekends and holidays. Jacksonville Housing will reschedule the hearing only if the family can show good cause for the failure to appear, or if it is needed as a reasonable accommodation for a person with disabilities. If the family cannot show good cause for the failure to appear, or a rescheduling is not needed as a reasonable accommodation, Jacksonville Housing’s decision will stand.

Pre-Hearing Right to Discovery [24 CFR 982.555(e)]

Participants and the PHA are permitted pre-hearing discovery rights. The family must be given the opportunity to examine before the hearing any PHA documents that are directly relevant to the hearing. The family must be allowed to copy any such documents at their own expense. If the PHA does not make the document available for examination on request of the family, the PHA may not rely on the document at the hearing.

For the purpose of informal hearings, *documents* include records and regulations.

Jacksonville Housing Policy

The family will be allowed to copy any documents related to the hearing at no cost to the family. The family must request the discovery of PHA documents no later than 12:00 p.m. on the business day prior to the scheduled hearing date.

If the hearing is conducted remotely, Jacksonville Housing will compile a hearing packet, consisting of all documents Jacksonville Housing intends to produce at the informal hearing. Jacksonville Housing will mail copies of the hearing packet to the family, the family’s representatives, if any, and the hearing officer at least three days before the scheduled remote informal hearing. The original hearing packet will be in the possession of Jacksonville Housing representative and retained by Jacksonville Housing.

Documents will be shared electronically whenever possible.

The PHA hearing procedures may provide that the PHA must be given the opportunity to examine at the PHA offices before the hearing any family documents that are directly relevant to the hearing. The PHA must be allowed to copy any such document at the PHA’s expense. If the family does not make the document available for examination on request of the PHA, the family may not rely on the document at the hearing.

Jacksonville Housing Policy

For in-person hearings, Jacksonville Housing will not require pre-hearing discovery by Jacksonville Housing of family documents directly relevant to the hearing.

If the informal hearing is to be conducted remotely, Jacksonville Housing will require the family to provide any documents directly relevant to the informal hearing at least 24 hours before the scheduled hearing through the mail, via email, or text. Jacksonville Housing will scan and email copies of these documents to the hearing officer and Jacksonville Housing representative the same day.

Documents will be shared electronically whenever possible.

Participant's Right to Bring Counsel [24 CFR 982.555(e)(3)]

At its own expense, the family may be represented by a lawyer or other representative at the informal hearing.

Informal Hearing Officer [24 CFR 982.555(e)(4)]

Informal hearings will be conducted by a person or persons approved by the PHA, other than the person who made or approved the decision or a subordinate of the person who made or approved the decision.

Attendance at the Informal Hearing

Jacksonville Housing Policy

Hearings may be attended by a hearing officer and the following applicable persons:

- A PHA representative(s) and any witnesses for Jacksonville Housing
- The participant and any witnesses for the participant
- The participant's counsel or other representative
- Any other person approved by Jacksonville Housing as a reasonable accommodation for a person with a disability

Conduct at Hearings

The person who conducts the hearing may regulate the conduct of the hearing in accordance with the PHA's hearing procedures [24 CFR 982.555(4)(ii)].

Jacksonville Housing Policy

The hearing officer is responsible to manage the order of business and to ensure that hearings are conducted in a professional and businesslike manner. Attendees are expected to comply with all hearing procedures established by the hearing officer and guidelines for conduct. Any person demonstrating disruptive, abusive or otherwise inappropriate behavior will be excused from the hearing at the discretion of the hearing officer.

Evidence [24 CFR 982.555(e)(5)]

The PHA and the family must be given the opportunity to present evidence and question any witnesses. In general, all evidence is admissible at an informal hearing. Evidence may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings.

Jacksonville Housing 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 the PHA. Writings include all forms of recorded communication or representation, including letters, 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 based not on a witness' personal knowledge. In and of itself, hearsay evidence carries no weight when making a finding of fact. The hearing officer may include hearsay evidence when considering their decision if it is corroborated by other evidence. Even though hearsay evidence is generally admissible in a hearing, the hearing officer will not base a hearing decision on hearsay alone unless there is clear probative value and credibility of the evidence, and the party seeking the change has met the burden of proof.

If either the PHA (or the family, if required in a remote hearing) fail to comply with the discovery requirements described above, the hearing officer will refuse to admit such evidence.

Other than the failure of a party to comply with discovery, the hearing officer has the authority to overrule any objections to evidence.

Procedures for Rehearing or Further Hearing

Jacksonville Housing 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 the PHA will take effect and another hearing will not be granted.

Hearing Officer's Decision [24 CFR 982.555(e)(6)]

The person who conducts the hearing must issue a written decision, stating briefly the reasons for the decision. Factual determinations relating to the individual circumstances of the family must be based on a preponderance of evidence presented at the hearing.

Jacksonville Housing 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 PHA's decision are factually stated in the Notice.

Discovery: The hearing officer will determine if Jacksonville Housing and the family were given the opportunity to examine any relevant documents in accordance with Jacksonville Housing policy.

PHA Evidence to Support the PHA 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 the PHA's conclusion.

Validity of Grounds for Termination of Assistance (when applicable): The hearing officer will determine if the termination of assistance is for one of the grounds specified in the HUD regulations and PHA policies. If the grounds for termination are not specified in the regulations or in compliance with PHA policies, then the decision of the PHA will be overturned.

The hearing officer will issue a written decision to the family and the PHA no later than ten (10) business days after the hearing. The report will contain the following information:

Hearing information:

- Name of the participant;
- Date, time and place of the hearing;
- Name of the hearing officer;
- Name of the PHA representative; and
- Name of family representative (if any).

Background: A brief, impartial statement of the reason for the 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 their 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 the PHA's decision.

Order: The hearing report will include a statement of whether the PHA's decision is upheld or overturned. If it is overturned, the hearing officer will instruct the PHA to change the decision in accordance with the hearing officer's determination. In the case of termination of assistance, the hearing officer will instruct the PHA to restore the participant's program status.

***Issuance of Decision* [24 CFR 982.555(e)(6)]**

A copy of the hearing must be furnished promptly to the family.

Jacksonville Housing Policy

The hearing officer will mail a “Notice of Hearing Decision” to Jacksonville Housing and to the participant on the same day. This notice will be sent by US Postal mail and/or email at the provided email addresses. The participant will be mailed the original “Notice of Hearing Decision”. A copy of the “Notice of Hearing Decision” will be maintained in Jacksonville Housing’s file.

Effect of Final Decision [24 CFR 982.555(f)]

The PHA is not bound by the decision of the hearing officer for matters in which the PHA is not required to provide an opportunity for a hearing, decisions that exceed the authority of the hearing officer, decisions that conflict with or contradict HUD regulations, requirements, or are otherwise contrary to federal, state, or local laws.

If the PHA determines it is not bound by the hearing officer’s decision in accordance with HUD regulations, the PHA must promptly notify the family of the determination and the reason for the determination.

Jacksonville Housing Policy

The Executive Director has the authority to determine that Jacksonville Housing is not bound by the decision of the hearing officer because Jacksonville Housing was not required to provide a hearing, the decision exceeded the authority of the hearing officer, the decision conflicted with or contradicted HUD regulations, requirements, or the decision was otherwise contrary to federal, state, or local laws.

In such a case, Jacksonville Housing will mail a “Notice of Final Decision” to the participant on the same day. The “Notice of Final Decision” will be sent by first-class mail. A copy of this notice will be maintained in Jacksonville Housing’s file.

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. Applicants who are denied assistance due to immigration status are entitled to an informal hearing, not an informal review.

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 the PHA 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 the PHA 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)]

The notice of denial or termination of assistance for noncitizens must advise the family:

- 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 participant, the criteria and procedures for obtaining relief under the provisions for the 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 the PHA 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.

USCIS Appeal Process [24 CFR 5.514(e)]

When the PHA receives notification that the USCIS secondary verification failed to confirm eligible immigration status, the PHA 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 the PHA with a copy of the written request for appeal and the proof of mailing.

Jacksonville Housing Policy

Jacksonville Housing 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 Jacksonville Housing 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 the PHA, of its decision. When the USCIS notifies the PHA of the decision, the PHA must notify the family of its right to request an informal hearing.

Jacksonville Housing Policy

Jacksonville Housing will send a 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, the family may request that the PHA provide a hearing. The request for a hearing must be made either within 30 days of receipt of the PHA 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

The PHA 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. See Section 16-C. for a listing of positions that serve as informal hearing officers.

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 the PHA 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.

Jacksonville Housing 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 the discovery of Jacksonville Housing 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 Jacksonville Housing and to confront and cross-examine all witnesses on whose testimony or information the PHA 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 request an interpreter. Upon request, the PHA will provide competent interpretation services, free of charge.

Recording of the Hearing

The family is entitled to have the hearing recorded by audiotape. The PHA may, but is not required to provide a transcript of the hearing.

Jacksonville Housing Policy

Jacksonville Housing will not provide a transcript of an audiotaped hearing.

Hearing Decision

The PHA must provide the family with a written final decision, based solely on the facts presented at the hearing, within 14 calendar days of the date of the informal hearing. The decision must state the basis for the 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, the family may request that the PHA provide a hearing. The request for a hearing must be made

either within 30 days of receipt of the PHA notice of termination, or within 30 days of receipt of the USCIS appeal decision.

For the informal hearing procedures that apply to participant families whose assistance is being terminated based on immigration status, see Section 16-III.C.

Retention of Documents [24 CFR 5.514(h)]

The PHA must retain for a minimum of 5 years the following documents that may have been submitted to the PHA by the family, or provided to the PHA as part of the USCIS appeal or the PHA 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

D. OWNER OR FAMILY DEBTS TO THE PHA

OVERVIEW

PHAs are required to include in the administrative plan, policies concerning repayment by a family of amounts owed to the PHA [24 CFR 982.54]. If the family breaches an agreement with the PHA to pay amounts owed to a PHA, or amounts paid to an owner by a PHA, the PHA, at its discretion, may offer a family the opportunity to enter an agreement to pay amounts owed to a PHA or amounts paid to an owner by a PHA. The PHA may prescribe the terms of the agreement [24 CFR 982.552(c)(1)(vii)]. This part describes the PHA's policies for the recovery of monies owed to the PHA by families or owners.

Jacksonville Housing Policy

When an action or inaction of an owner or participant results in the overpayment of housing assistance, Jacksonville Housing holds the owner or participant liable to return any overpayments to Jacksonville Housing.

Jacksonville Housing will enter into repayment agreements in accordance with the policies contained in this part as a means to recover overpayments.

REPAYMENT POLICY

Owner Debts to the PHA

Jacksonville Housing Policy

Any amount due to Jacksonville Housing by an owner must be repaid by the owner within thirty (30) days of Jacksonville Housing determination of the debt.

If the owner fails to repay the debt within the required time frame and is entitled to future HAP payments, Jacksonville Housing will reduce the future HAP payments by the amount owed until the debt is paid in full.

If the owner is not entitled to future HAP payments Jacksonville Housing may, in its sole discretion, offer to enter into a repayment agreement on terms prescribed by Jacksonville Housing.

If the owner refuses to repay the debt, does not enter into a repayment agreement, or breaches a repayment agreement, Jacksonville Housing will ban the owner from future participation in the program and pursue other modes of collection.

When an owner refuses to repay monies owed to Jacksonville Housing, Jacksonville Housing will utilize other available collection alternatives including, but not limited to, the following:

- Collection agencies
- Small claims court
- Civil lawsuit
- State income tax set-off program

Family Debts to the PHA

Families are required to reimburse the PHA if they were charged less rent than required because the family either underreported or failed to report income. PHAs are required to determine retroactive rent amounts as far back as the PHA has documentation of family unreported income [Notice PIH 2018-18].

Jacksonville Housing Policy

Any amount owed to Jacksonville Housing by an HCV family must be repaid by the family. If the family is unable to repay the debt within 30 days, Jacksonville Housing will offer to enter into a repayment agreement in accordance with the policies below.

Refusal to Enter into an Agreement

If the family refuses to repay the debt, does not enter into a repayment agreement, or breaches a repayment agreement, the PHA must terminate assistance [Notice PIH 2018-18].

Jacksonville Housing Policy

When a family refuses to repay monies owed to Jacksonville Housing, in addition to termination of program assistance, Jacksonville Housing will utilize other available collection alternatives including, but not limited to, the following:

- Collection agencies
- Small claims court
- Civil lawsuit
- State income tax set-off program

Repayment Agreement [24 CFR 792.103]

The term *repayment agreement* refers to a formal written document signed by a tenant or owner and provided to the PHA in which a tenant or owner acknowledges a debt in a specific amount and agrees to repay the amount due at specific time periods.

General Repayment Agreement Guidelines for Families

Down Payment Requirement

Jacksonville Housing Policy

Before executing a repayment agreement with a family, Jacksonville Housing will generally require a down payment of 10 percent of the total amount owed. If the family can provide evidence satisfactory to Jacksonville Housing that a down payment of 10 percent would impose an undue hardship, Jacksonville Housing may, in its sole discretion, require a lesser percentage or waive the requirement.

Payment Thresholds

Notice PIH 2018-18 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. However, a family may already be paying 40 per cent or more of its monthly adjusted income in rent. Moreover, Notice PIH 2018-18 acknowledges that PHAs have the discretion to establish “thresholds and policies” for repayment agreements with families [24 CFR 982.552(c)(1)(vii)].

Jacksonville Housing Policy

Jacksonville Housing has established the following thresholds for repayment of debts:

- Amounts between \$3,000 and the federal or state threshold for criminal prosecution must be repaid within 36 months.
- Amounts between \$2,000 and \$2,999 must be repaid within 30 months.
- Amounts between \$1,000 and \$1,999 must be repaid within 24 months.
- Amounts under \$1,000 must be repaid within 12 months.

If a family can provide evidence satisfactory to Jacksonville Housing that the threshold applicable to the family’s debt would impose an undue hardship, Jacksonville Housing may, in its sole discretion, determine that a lower monthly payment amount is reasonable. In making its determination, Jacksonville Housing will consider all relevant information, including the following:

- The amount owed by the family to Jacksonville Housing
- 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

All repayment agreements must be in writing, dated, and signed by both the family and the PHA [Notice PIH 2018-18].

Jacksonville Housing Policy

Any repayment agreement between Jacksonville Housing and a family must be signed and dated by Jacksonville Housing and by the head of household and spouse/cohead (if applicable).

Due Dates

Jacksonville Housing Policy

All payments are due by the close of business on the due date listed on the contract.

Late or Missed Payments

Jacksonville Housing 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 Jacksonville Housing, Jacksonville Housing 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 Jacksonville Housing will terminate assistance in accordance with the policies in Chapter 12.

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 Jacksonville Housing will terminate assistance in accordance with the policies in Chapter 12.

No Offer of Repayment Agreement

Jacksonville Housing Policy

Jacksonville Housing 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 Agreement Terms

All repayment agreements must be in writing, dated, and signed by both the family and the PHA, including the total retroactive rent amount owed, any amount of lump sum payment made at the time of execution, if applicable, and the monthly repayment amount. Notice PIH 2018-18 requires certain provisions, at a minimum, 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 family briefing packet that state the family's obligation to provide true and complete information at every reexamination and the grounds on which the PHA 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 the PHA the monthly payment amount specified in the agreement but must also pay to the owner the family's monthly share of the rent to owner
- 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 assistance

E. SECTION 8 MANAGEMENT ASSESSMENT PROGRAM (SEMAP)

OVERVIEW

The Section 8 Management Assessment Program (SEMAP) is a tool that allows HUD to measure PHA performance in key areas to ensure program integrity and accountability. SEMAP scores translate into a rating for each PHA as high-performing, standard, or troubled. Scores on individual SEMAP indicators, as well as overall SEMAP ratings, can affect the PHA in several ways.

- High-performing PHAs can be given a competitive advantage under notices of funding availability [24 CFR 985.103].
- PHAs with deficiencies on one or more indicators are required to correct the deficiencies and report to HUD [24 CFR 985.106].
- PHAs with an overall rating of “troubled” are subject to additional HUD oversight, including on-site reviews by HUD staff, a requirement to develop a corrective action plan, and monitoring to ensure the successful implementation of the corrective action plan. In addition, PHAs that are designated “troubled” may not use any part of the administrative fee reserve for other housing purposes [24 CFR 985.107].
- HUD may determine that a PHA's failure to correct identified SEMAP deficiencies or to prepare and implement a corrective action plan required by HUD constitutes a default under the ACC [24 CFR 985.109].

SEMAP CERTIFICATION [24 CFR 985.101]

PHAs must submit the HUD-required SEMAP certification form within 60 calendar days after the end of its fiscal year. The certification must be approved by the PHA board resolution and signed by the PHA executive director. If the PHA is a unit of local government or a state, a resolution approving the certification is not required, and the certification must be executed by the Section 8 program director.

PHAs with less than 250 voucher units are only required to be assessed every other PHA fiscal year. HUD will assess such PHAs annually if the PHA elects to have its performance assessed on an annual basis; or is designated as “troubled” [24 CFR 985.105].

Failure of a PHA to submit its SEMAP certification within the required time frame will result in an overall performance rating of “troubled.”

A PHA’s SEMAP certification is subject to HUD verification by an on-site confirmatory review at any time.

Upon receipt of the PHA’s SEMAP certification, HUD will rate the PHA’s performance under each SEMAP indicator in accordance with program requirements.

HUD Verification Method

Several of the SEMAP indicators are scored based on a review of a quality control sample selected for this purpose. The PHA or the Independent Auditor must select an unbiased sample that provides an adequate representation of the types of information to be assessed, in accordance with SEMAP requirements [24 CFR 985.2].

If the HUD verification method for the indicator relies on data in the Form-50058 module (formerly known as MTCS) in the PIH Information Center (PIC), and HUD determines that those data are insufficient to verify the PHA's certification on the indicator due to the PHA's failure to adequately report family data, HUD will assign a zero rating for the indicator [24 CFR 985.3].

SEMAP INDICATORS [24 CFR 985.3 and form HUD-52648]

The table below lists each of the SEMAP indicators, contains a description of each indicator, and explains the basis for points awarded under each indicator.

A PHA that expends less than \$300,000 in Federal awards and whose Section 8 programs are not audited by an independent auditor, is not be rated under SEMAP indicators 1-7.

SEMAP Indicators
<p>Indicator 1: Selection from the waiting list Maximum Score: 15</p> <ul style="list-style-type: none"> • This indicator shows whether the PHA has written policies in its administrative plan for selecting applicants from the waiting list and whether the PHA follows these policies when selecting applicants from the waiting list. • Points are based on the percent of families that are selected from the waiting list in accordance with the PHA’s written policies, according to the PHA’s quality control samples.
<p>Indicator 2: Rent reasonableness Maximum Score: 20</p> <ul style="list-style-type: none"> • This indicator shows whether the PHA has and implements a reasonable written method to determine and document for each unit leased that the rent to owner is reasonable based on current rents for comparable unassisted units at the required times. • Points are based on the percent of units for which the PHA follows its written method to determine reasonable rent and has documented its determination that the rent to owner is reasonable, according to the PHA’s quality control sample.
<p>Indicator 3: Determination of adjusted income Maximum Score: 20</p> <ul style="list-style-type: none"> • This indicator measures whether the PHA verifies and correctly determines adjusted income for each assisted family, and where applicable, uses the appropriate utility allowances for the unit leased in determining the gross rent. • Points are based on the percent of files that are calculated and verified correctly, according to the PHA’s quality control sample.
<p>Indicator 4: Utility allowance schedule Maximum Score: 5</p>

- This indicator shows whether the PHA maintains an up-to-date utility allowance schedule.
- Points are based on whether the PHA has reviewed the utility allowance schedule and adjusted it when required, according to the PHA’s certification.

Indicator 5: HQS quality control inspections

Maximum Score: 5

- This indicator shows whether a PHA supervisor reinspects a sample of units under contract during the PHA fiscal year, which meets the minimum sample size requirements for quality control of HQS inspections.
- Points are based on whether the required quality control reinspections were completed, according to the PHA’s certification.

Indicator 6: HQS enforcement

Maximum Score: 10

- This indicator shows whether, following each HQS inspection of a unit under contract where the unit fails to meet HQS, any cited life-threatening deficiencies are corrected within 24 hours from the inspection and all other deficiencies are corrected within no more than 30 calendar days from the inspection or any PHA-approved extension.
- Points are based on whether the PHA corrects all HQS deficiencies in accordance with required time frames, according to the PHA’s certification.

Indicator 7: Expanding housing opportunities

Maximum Points: 5

- Only applies to PHAs with jurisdiction in metropolitan FMR areas.
- This indicator shows whether the PHA has adopted and implemented a written policy to encourage participation by owners of units located outside areas of poverty or minority concentration; informs voucher holders of the full range of areas where they may lease units both inside and outside the PHA’s jurisdiction; and supplies a list of landlords or other parties who are willing to lease units or help families find units, including units outside areas of poverty or minority concentration.
- Points are based on whether the PHA has adopted and implemented written policies in accordance with SEMAP requirements, according to the PHA’s certification.

Indicator 8: FMR limit and payment standards

Maximum Points: 5 points

- This indicator shows whether the PHA has adopted a payment standard schedule that establishes payment standard amounts by unit size for each FMR area in the PHA’s jurisdiction, that are within the basic range of 90 to 110 percent of the published FMR.
- Points are based on whether the PHA has appropriately adopted a payment standard schedule(s), according to the PHA’s certification.

Indicator 9: Annual reexaminations

Maximum Points: 10

- This indicator shows whether the PHA completes a reexamination for each participating family at least every 12 months.
- Points are based on the percent of reexaminations that are less than two months overdue, according to data from PIC.

Indicator 10: Correct tenant rent calculations

Maximum Points: 5

- This indicator shows whether the PHA correctly calculates the family's share of the rent to owner.
- Points are based on the percent of correct calculations of family share of the rent, according to data from PIC.

Indicator 11: Pre-contract HQS inspections

Maximum Points: 5

- This indicator shows whether newly leased units pass HQS inspection on or before the effective date of the assisted lease and HAP contract.
- Points are based on the percent of newly leased units that passed HQS inspection on or before the effective date of the lease and HAP contract, according to data from PIC.

Indicator 12: Annual HQS inspections

Maximum Points: 10

- This indicator shows whether the PHA inspects each unit under contract at least annually.
- Points are based on the percent of annual HQS inspections of units under the contract is more than 2 months overdue, according to data from PIC.

Indicator 13: Lease-up

Maximum Points: 20 points

- This indicator shows whether the PHA enters HAP contracts for at least 98 percent of the number of the PHA's baseline voucher units in the ACC for the calendar year ending on or before the PHA's fiscal year, or whether the PHA has expended at least 98 percent of its allocated budget authority for the same calendar year. The PHA can receive 15 points if 95 to 97 percent of vouchers are leased or budget authority is utilized.
- Points are based on the utilization of vouchers and HAP expenditures as reported in the voucher management system (VMS) for the most recently completed calendar year.

Indicator 14: Family self-sufficiency (FSS) enrollment and escrow account balances

Maximum Points: 10

- Only applies to PHAs with mandatory FSS programs.
- This indicator shows whether the PHA has enrolled families in the FSS program as required, and measures the percent of current FSS participants that have had increases in earned income which resulted in escrow account balances.

- Points are based on the percentage of mandatory FSS slots that are filled and the percentage of families with escrow account balances, according to data from PIC.

Success Rate of Voucher Holders

Maximum Points: 5

- Only applies to PHAs that have received approval to establish success rate payment standard amounts, and isn't effective until the second full PHA fiscal year following the date of HUD approval of success rate payment standard amounts.
- This indicator shows whether voucher holders were successful in leasing units with voucher assistance.
- Points are based on the percentage of families that were issued vouchers, and that became participants in the voucher program.

Deconcentration Bonus Indicator

Maximum Points: 5

- Submission of data for this indicator is mandatory for a PHA using one or more payment standard amount(s) that exceed(s) 100 percent of the published FMR set at the 50 percentile rent, starting with the second full PHA fiscal year following initial use of payment standard amounts based on the FMRs set at the 50th percentile.
- Additional points are available to PHAs that have jurisdiction in metropolitan FMR areas and that choose to submit the required data.
- Points are based on whether the data that is submitted meets the requirements for bonus points.

F. RECORD KEEPING

OVERVIEW

The PHA 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, the PHA must ensure that all applicant and participant files are maintained in a way that protects an individual's privacy rights.

RECORD RETENTION [24 CFR 982.158; 24 CFR 908.101]

During the term of each assisted lease, and for at least three years thereafter, the PHA must keep:

- A copy of the executed lease;
- The HAP contract; and
- The application from the family.

In addition, the PHA must keep the following records for at least three years:

- Records that provide income, racial, ethnic, gender, and disability status data on program applicants and participants;
- An application from each ineligible family and notice that the applicant is not eligible;
- HUD-required reports;
- Unit inspection reports;
- Lead-based paint records as required by 24 CFR 35, Subpart B.
- Accounts and other records supporting PHA budget and financial statements for the program;
- Records to document the basis for PHA determination that rent to owner is a reasonable rent (initially and during the term of a HAP contract); and
- Other records specified by HUD.

The PHA 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].

The PHA must maintain Enterprise Income Verification (EIV) system Income Reports in the tenant file for the duration of the tenancy but for a period not to exceed three years from the EOP date [Notice PIH 2018-18].

Notice PIH 2014-20 requires PHAs to keep records of all complaints, investigations, notices, and corrective actions related to violations of the Fair Housing Act or the equal access final rule.

The PHA must keep confidential records of all emergency transfer requested by victims of domestic violence, dating violence, sexual assault, and stalking under the PHA's Emergency Transfer Plan, as well as the outcomes of such requests, and retain the records for a period of three years [24 CFR 5.2002(e)(12)].

If an informal hearing to establish a family's citizenship status is held, longer retention requirements apply for some types of documents. For specific requirements, see Section 16-III.D., Retention of Documents.

RECORDS MANAGEMENT

PHAs must maintain applicant and participant files and information in accordance with the regulatory requirements described below.

Jacksonville Housing Policy

All applicant and participant information will be kept in a secure location and access will be limited to authorized Jacksonville Housing staff.

Jacksonville Housing 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 the PHA 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 data*.

Jacksonville Housing Policy

Prior to utilizing HUD's EIV system, Jacksonville Housing will adopt and implement EIV security procedures required by HUD.

Criminal Records

The PHA may only disclose the criminal conviction records which the PHA receives from a law enforcement agency to officers or employees of the PHA, or to authorized representatives of the PHA who have a job-related need to have access to the information [24 CFR 5.903(e)].

The PHA must establish and implement a system of records management that ensures that any criminal record received by the PHA 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 the PHA action without institution of a challenge or final disposition of any such litigation [24 CFR 5.903(g)].

The PHA must establish and implement a system of records management that ensures that any sex offender registration information received by the PHA 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 the PHA action without institution of a challenge or final disposition of any such litigation. However, a record of the screening, including the type of screening and the date performed must be retained [Notice PIH 2012-28]. 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. The PHA may not inquire about a person's diagnosis or details of treatment for a disability or medical condition. If the PHA receives a verification document that provides such information, the PHA should not place this information in the tenant file. The PHA should destroy the document.

Documentation of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

For requirements and PHA policies related to management of documentation obtained from victims of domestic violence, dating violence, sexual assault, or stalking, see section 16-IX.E.

G. REPORTING AND RECORD-KEEPING FOR CHILDREN WITH ELEVATED BLOOD LEAD LEVEL

OVERVIEW

The PHA has certain responsibilities relative to children with elevated blood lead levels that are receiving HCV assistance. The notification, verification, and hazard reduction requirements are discussed in Chapter 8. This part deals with the reporting requirements, and data collection and record-keeping responsibilities that the PHA is subject to.

REPORTING REQUIREMENT [24 CFR 35.1225(e); Notice PIH 2017-13]

The owner must report the name and address of a child identified as having an elevated blood lead level to the public health department within five business days of being so notified by any other medical healthcare professional. The owner must also notify the HUD field office and the HUD Office of Lead Hazard Control and Healthy Homes (OLHCHH) of the child's address within five business days. The PHA may collaborate with the owner on the notification process, such as by agreeing with the owner to provide the required notifications on the owner's behalf.

Jacksonville Housing Policy

Upon notification by the owner, Jacksonville Housing will provide the public health department written notice of the name and address of any child identified as having an elevated blood lead level within five business days.

Upon notification by the owner, Jacksonville Housing will notify the HUD field office and the HUD Office of Lead Hazard Control and Healthy Homes (OLHCHH) of the child's address within five business days.

DATA COLLECTION AND RECORD KEEPING [24 CFR 35.1225(f)]

At least quarterly, the PHA must attempt to obtain from the public health department(s) with a similar area of jurisdiction, the names and/or addresses of children less than 6 years old with an elevated blood lead level.

If the PHA obtains names and addresses of elevated blood lead level children from the public health department(s), the PHA must match this information with the names and addresses of families receiving HCV assistance, unless the public health department performs such a procedure. If a match occurs, the PHA must carry out the notification, verification, and hazard reduction requirements discussed in Chapter 8, and the reporting requirement discussed above.

At least quarterly, the PHA must also report an updated list of the addresses of units receiving assistance under the HCV program to the same public health department(s), unless the public health department(s) states that it does not wish to receive such a report.

Jacksonville Housing Policy

The public health department(s) has stated they **do not** wish to receive a report of an updated list of the addresses of units receiving assistance under the HCV program, on a quarterly basis. Therefore, Jacksonville Housing is not providing such a report.

H. DETERMINATION OF INSUFFICIENT FUNDING

OVERVIEW

The HCV regulations allow PHAs to deny families permission to move and to terminate Housing Assistance Payments (HAP) contracts if funding under the consolidated ACC is insufficient to support continued assistance [24 CFR 982.354(e)(1) and 982.454]. If a PHA denies a family a portability move based on insufficient funding, the PHA is required to notify the local HUD office within 10 business days [24 CFR 982.354]. Insufficient funding may also impact the PHA's ability to issue vouchers to families on the waiting list. This part discusses the methodology the PHA will use to determine whether or not the PHA has sufficient funding to issue vouchers, approve moves, and to continue subsidizing all families currently under a HAP contract.

METHODOLOGY

Jacksonville Housing Policy

Jacksonville Housing will determine whether there is adequate funding to issue vouchers, approve moves to higher-cost units and areas, and continue subsidizing all current participants by comparing Jacksonville Housing's annual budget authority to the annual total HAP needs on a monthly basis. The total HAP needs for the calendar year will be projected by establishing the actual HAP costs year to date. To that figure, Jacksonville Housing will add anticipated HAP expenditures for the remainder of the calendar year. Projected HAP expenditures will be calculated by multiplying the projected number of units leased per remaining month by the most current month's average HAP. The projected number of units leased per month will take into account the average monthly turnover of participant families. If the total annual HAP needs equal or exceed the annual budget authority and funding reserves, or if Jacksonville Housing cannot support the cost of the proposed subsidy commitment (voucher issuance or move) based on the funding analysis, Jacksonville Housing will be considered to have insufficient funding.

I. VIOLENCE AGAINST WOMEN ACT (VAWA): NOTIFICATION, DOCUMENTATION, CONFIDENTIALITY

OVERVIEW

The Violence Against Women Act of 2013 (VAWA) provides special protections for victims of domestic violence, dating violence, sexual assault, and stalking who are applying for or receiving assistance under the housing choice voucher (HCV) program. If your state or local laws provide greater protection for such victims, those laws apply in conjunction with VAWA.

In addition to definitions of key terms used in VAWA, this part contains general VAWA requirements and PHA policies in three areas: notification, documentation, and confidentiality. Specific VAWA requirements and PHA policies are located primarily in the following sections: 3-I.C, "Family Breakup and Remaining Member of Tenant Family"; 3-III.G, "Prohibition against Denial of Assistance to Victims of Domestic Violence, Dating Violence, and Stalking"; 10-I.A, "Allowable Moves"; 10-I.B, "Restrictions on Moves"; 12-II.E, "Terminations Related to Domestic Violence, Dating Violence, or Stalking"; and 12-II.F, "Termination Notice."

DEFINITIONS [24 CFR 5.2003, 42 USC 13925]

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 or intimate partner 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 or intimate partner, 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 *affiliated individual* means, with respect to a person:
 - A spouse, parent, brother or sister, or child of that individual, or an individual to whom that individual stands in the position or place of a parent; or
 - Any other individual, tenant, or lawful occupant living in the household of the victim of domestic violence, dating violence, sexual assault, or stalking.
- The term *sexual assault* means:
 - Any nonconsensual sexual act proscribed by federal, tribal, or state law, including when the victim lacks the capacity to consent
- The term *stalking* means:
 - To engage in a course of conduct directed at a specific person that would cause a reasonable person to fear for their safety or the safety of others, or suffer substantial emotional distress.

NOTIFICATION [24 CFR 5.2005(a)]

Notification to Public

The PHA adopts the following policy to help ensure that all actual and potential beneficiaries of its HCV program are aware of their rights under VAWA.

Jacksonville Housing Policy

Jacksonville Housing will post the following information regarding VAWA in its offices and on its website. It will also make the information readily available to anyone who requests it.

A copy of the 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 1-800-787-3224 (TTY) (included in Exhibits 16-1 and 16-2)

Contact information for local victim advocacy groups or service providers

Notification to Program Applicants and Participants [24 CFR 5.2005(a)(1)]

PHAs are required to inform program applicants and participants 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.

Jacksonville Housing Policy

Jacksonville Housing will provide all applicants with information about VAWA at the time they request an application for housing assistance, as part of the written briefing packet, and at the time the family is admitted to the program. Jacksonville Housing will also include information about VAWA in all notices of denial of assistance (see chapter 3).

Jacksonville Housing will provide all participants with information about VAWA at the time of admission (see section 5-I.B) and at annual reexamination. The PHA will also include information about VAWA in notices of termination of assistance, as provided in section 12-II.F.

The VAWA information provided to applicants and participants will consist of the notices in Exhibits 16-1 and 16-2.

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 participant following an incident of domestic violence, Notice PIH 2017-08 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.

Jacksonville Housing Policy

Whenever Jacksonville Housing has reason to suspect that providing information about VAWA to a participant might place a victim of domestic violence at risk, it will attempt to deliver the information by hand directly to the victim or by having the victim come to an office or other space that may be safer for the individual, making reasonable accommodations as necessary. For example, the PHA may decide not to send mail regarding VAWA protections to the victim's unit if the PHA believes the perpetrator may have access to the victim's mail, unless requested by the victim.

When discussing VAWA with the victim, the PHA will take reasonable precautions to ensure that no one can overhear the conversation, such as having conversations in a private room.

The victim may, but is not required to, designate an attorney, advocate, or other secure contact for communications regarding VAWA protections.

Notification to Owners and Managers

While PHAs are no longer required by regulation to notify owners and managers participating in the HCV program of their rights and obligations under VAWA, the PHA may still choose to inform them.

Jacksonville Housing Policy

Jacksonville Housing will provide owners and managers with information about their rights and obligations under VAWA when they begin their participation in the program and at least annually thereafter.

The VAWA information provided to owners will consist of the notice in Exhibit 16-5 and a copy of form HUD-5382, Certification of Domestic Violence, Dating Violence, and Stalking and Alternate Documentation.

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, sexual assault, 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. The PHA may extend this time period at its discretion. [24 CFR 5.2007(a)]

The individual may satisfy the PHA'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, Sexual Assault, or Stalking), which must include the name of the perpetrator only if the name of the perpetrator is safe to provide and is known to the victim. The form may be filled out and submitted on behalf of the victim.
- (2) A federal, state, tribal, territorial, or local police report or court record, or an administrative record

- (3) Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, sexual assault or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; a mental health professional; or a medical professional. The person signing the document 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.

The PHA 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].

Jacksonville Housing Policy

Any request for documentation of domestic violence, dating violence, sexual assault or stalking will be in writing, 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.

Jacksonville Housing may, in its discretion, extend the deadline for 10 business days. In determining whether to extend the deadline, Jacksonville Housing will consider factors that may contribute to the victim's inability to provide documentation in a timely manner, including cognitive limitations, disabilities, limited English proficiency, absence from the unit, administrative delays, the danger of further violence, and the victim's need to address health or safety issues. Any extension granted by Jacksonville Housing will be in writing.

Once the victim provides documentation, Jacksonville Housing will acknowledge receipt of the documentation within 10 business days.

Conflicting Documentation [24 CFR 5.2007(e)]

In cases where the PHA 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, the PHA may determine which is the true victim by requiring each to provide acceptable third-party documentation, as described above (forms 2 and 3). The PHA may also request third-party documentation when submitted documentation contains information that conflicts with existing information already available to the PHA. Individuals have 30 calendar days to return third-party verification to the PHA. If the PHA does not receive third-party documentation, and the PHA will deny or terminate assistance as a result, the PHA must hold separate hearings for the tenants [Notice PIH 2017-08].

The PHA must honor any court orders issued to protect the victim or to address the distribution of property.

Jacksonville Housing Policy

If presented with conflicting certification documents from members of the same household, Jacksonville Housing 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(e) and by following any HUD guidance on how such determinations should be made.

When requesting third-party documents, Jacksonville Housing will provide contact information for local domestic violence and legal aid offices. In such cases, applicants or tenants will be given 30 calendar days from the date of the request to provide such documentation.

If Jacksonville Housing does not receive third-party documentation within the required timeframe (and any extensions) Jacksonville Housing will deny VAWA protections and will notify the applicant or tenant in writing of the denial. If, as a result, the applicant or tenant is denied or terminated from the program, Jacksonville Housing will hold separate hearings for the applicants or tenants.

Discretion to Require No Formal Documentation [24 CFR 5.2007(d)]

The PHA 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). HUD recommends documentation in a confidential manner when a verbal statement or other evidence is accepted.

Jacksonville Housing Policy

If Jacksonville Housing accepts an individual's statement or other corroborating evidence (as determined by the victim) of domestic violence, dating violence, sexual assault or stalking, Jacksonville Housing 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 the PHA may allow, the PHA may deny relief for protection under VAWA.

CONFIDENTIALITY [24 CFR 5.2007(b)(4)]

All information provided to the PHA regarding domestic violence, dating violence, sexual assault or stalking, including the fact that an individual is a victim of such violence or stalking, must be retained in confidence. This means that the PHA (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.

Jacksonville Housing Policy

If disclosure is required for use in an eviction proceeding or is otherwise required by applicable law, Jacksonville Housing will inform the victim before disclosure occurs so that safety risks can be identified and addressed.

**EXHIBIT 16-1: SAMPLE NOTICE OF OCCUPANCY RIGHTS UNDER THE
VIOLENCE AGAINST WOMEN ACT, FORM HUD-5380**

[Insert Name of Housing Provider]

Notice of Occupancy Rights under the Violence Against Women Act²

To all Tenants and Applicants

The Violence Against Women Act (VAWA) provides protections for victims of domestic violence, dating violence, sexual assault, or stalking. VAWA protections are not only available to women, but are available equally to all individuals regardless of sex, gender identity, or sexual orientation.³ The U.S. Department of Housing and Urban Development (HUD) is the federal agency that oversees that the housing choice voucher program is in compliance with VAWA. This notice explains your rights under VAWA. A HUD-approved certification form is attached to this notice. You can fill out this form to show that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking, and that you wish to use your rights under VAWA.”

Protections for Applicants

If you otherwise qualify for assistance under the housing choice voucher program, you cannot be denied admission or denied assistance because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

Protections for Tenants

If you are receiving assistance under the housing choice voucher program, you may not be denied assistance, terminated from participation, or be evicted from your rental housing because you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Also, if you or an affiliated individual of yours is or has been the victim of domestic violence, dating violence, sexual assault, or stalking by a member of your household or any guest, you may not be denied rental assistance or occupancy rights under the housing choice voucher program solely on the basis of criminal activity directly relating to that domestic violence, dating violence, sexual assault, or stalking.

Affiliated individual means your spouse, parent, brother, sister, or child, or a person to whom you stand in the place of a parent or guardian (for example, the affiliated individual is in your care, custody, or control); or any individual, tenant, or lawful occupant living in your household.

² Despite the name of this law, VAWA protection is available regardless of sex, gender identity, or sexual orientation.

³ Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

Removing the Abuser or Perpetrator from the Household

The PHA may divide (bifurcate) your lease in order to evict the individual or terminate the assistance of the individual who has engaged in criminal activity (the abuser or perpetrator) directly relating to domestic violence, dating violence, sexual assault, or stalking.

If the PHA chooses to remove the abuser or perpetrator, the PHA may not take away the rights of eligible tenants to the unit or otherwise punish the remaining tenants. If the evicted abuser or perpetrator was the sole tenant to have established eligibility for assistance under the program, the PHA must allow the tenant who is or has been a victim and other household members to remain in the unit for a period of time, in order to establish eligibility under the program or under another HUD housing program covered by VAWA, or, find alternative housing.

In removing the abuser or perpetrator from the household, the PHA must follow federal, state, and local eviction procedures. In order to divide a lease, the PHA may, but is not required to, ask you for documentation or certification of the incidences of domestic violence, dating violence, sexual assault, or stalking.

Moving to Another Unit

Upon your request, the PHA may permit you to move to another unit, subject to the availability of other units, and still keep your assistance. In order to approve a request, the PHA may ask you to provide documentation that you are requesting to move because of an incidence of domestic violence, dating violence, sexual assault, or stalking. If the request is a request for emergency transfer, the housing provider may ask you to submit a written request or fill out a form where you certify that you meet the criteria for an emergency transfer under VAWA. The criteria are:

- 1. You are a victim of domestic violence, dating violence, sexual assault, or stalking.** If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation, as described in the documentation section below.
- 2. You expressly request the emergency transfer.** Your housing provider may choose to require that you submit a form, or may accept another written or oral request.
- 3. You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit.** This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you expressly request the transfer.

The PHA will keep confidential requests for emergency transfers by victims of domestic violence, dating violence, sexual assault, or stalking, and the location of any move by such victims and their families.

The PHA's emergency transfer plan provides further information on emergency transfers, and the PHA must make a copy of its emergency transfer plan available to you if you ask to see it.

Documenting You Are or Have Been a Victim of Domestic Violence, Dating Violence, Sexual Assault or Stalking

The PHA can, but is not required to, ask you to provide documentation to "certify" that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking. Such request from the PHA must be in writing, and the PHA must give you at least 14 business days (Saturdays, Sundays, and federal holidays do not count) from the day you receive the request to provide the documentation. The PHA may, but does not have to, extend the deadline for the submission of documentation upon your request.

You can provide one of the following to the PHA as documentation. It is your choice which of the following to submit if the PHA asks you to provide documentation that you are or have been a victim of domestic violence, dating violence, sexual assault, or stalking.

- A complete HUD-approved certification form given to you by the PHA with this notice, that documents an incident of domestic violence, dating violence, sexual assault, or stalking. The form will ask for your name, the date, time, and location of the incident of domestic violence, dating violence, sexual assault, or stalking, and a description of the incident. The certification form provides for including the name of the abuser or perpetrator if the name of the abuser or perpetrator is known and is safe to provide.
- A record of a Federal, State, tribal, territorial, or local law enforcement agency, court, or administrative agency that documents the incident of domestic violence, dating violence, sexual assault, or stalking. Examples of such records include police reports, protective orders, and restraining orders, among others.
- A statement, which you must sign, along with the signature of an employee, agent, or volunteer of a victim service provider, an attorney, a medical professional or a mental health professional (collectively, "professional") from whom you sought assistance in addressing domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse, and with the professional selected by you attesting under penalty of perjury that they believe that the incident or incidents of domestic violence, dating violence, sexual assault, or stalking are grounds for protection.
- Any other statement or evidence that the PHA has agreed to accept.

If you fail or refuse to provide one of these documents within the 14 business days, the PHA does not have to provide you with the protections contained in this notice.

If the PHA receives conflicting evidence that an incident of domestic violence, dating violence, sexual assault, or stalking has been committed (such as certification forms 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 abuser or perpetrator), the PHA has the right to request that you provide third-party documentation within thirty 30 calendar days in order to resolve the conflict. If you fail or refuse to provide third-party documentation where there is conflicting evidence, the PHA does not have to provide you with the protections contained in this notice.

Confidentiality

The PHA must keep confidential any information you provide related to the exercise of your rights under VAWA, including the fact that you are exercising your rights under VAWA.

The PHA must not allow any individual administering assistance or other services on behalf of the PHA (for example, employees and contractors) to have access to confidential information unless for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law.

The PHA must not enter your information into any shared database or disclose your information to any other entity or individual. The PHA, however, may disclose the information provided if:

- You give written permission to the PHA to release the information on a time limited basis.
- The PHA needs to use the information in an eviction or termination proceeding, such as to evict your abuser or perpetrator or terminate your abuser or perpetrator from assistance under this program.
- A law requires the PHA or your landlord to release the information.

VAWA does not limit the PHA's duty to honor court orders about access to or control of the property. This includes orders issued to protect a victim and orders dividing property among household members in cases where a family breaks up.

Reasons a Tenant Eligible for Occupancy Rights under VAWA May Be Evicted or Assistance May Be Terminated

You can be evicted and your assistance can be terminated for serious or repeated lease violations that are not related to domestic violence, dating violence, sexual assault, or stalking committed against you. However, the PHA cannot hold tenants who have been victims of domestic violence, dating violence, sexual assault, or stalking to a more demanding set of rules than it applies to tenants who have not been victims of domestic violence, dating violence, sexual assault, or stalking.

The protections described in this notice might not apply, and you could be evicted and your assistance terminated, if the PHA can demonstrate that not evicting you or terminating your assistance would present a real physical danger that:

1. Would occur within an immediate time frame, and
2. Could result in death or serious bodily harm to other tenants or those who work on the property.

If the PHA can demonstrate the above, the PHA should only terminate your assistance or evict you if there are no other actions that could be taken to reduce or eliminate the threat.

Other Laws

VAWA does not replace any federal, state, or local law that provides greater protection for victims of domestic violence, dating violence, sexual assault, or stalking. You may be entitled to additional housing protections for victims of domestic violence, dating violence, sexual assault, or stalking under other Federal laws, as well as under State and local laws.

Non-Compliance with The Requirements of This Notice

You may report a covered housing provider's violations of these rights and seek additional assistance, if needed, by contacting or filing a complaint with **[insert contact information for any intermediary, if applicable]** or **[insert HUD field office]**.

For Additional Information

You may view a copy of HUD's final VAWA rule at: <https://www.gpo.gov/fdsys/pkg/FR-2016-11-16/pdf/2016-25888.pdf>.

Additionally, the PHA must make a copy of HUD's VAWA regulations available to you if you ask to see them.

For questions regarding VAWA, please contact **[insert name of program or rental assistance contact information able to answer questions on VAWA]**.

For help regarding an abusive relationship, you may call the National Domestic Violence Hotline at 1-800-799-7233 or, for persons with hearing impairments, 1-800-787-3224 (TTY). You may also contact **[Insert contact information for relevant local organizations]**.

For tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

For help regarding sexual assault, you may contact **[Insert contact information for relevant organizations]**

Victims of stalking seeking help may contact **[Insert contact information for relevant organizations]**.

Attachment: Certification form HUD-5382 **[form approved for this program to be included]**

**EXHIBIT 16-2: CERTIFICATION OF DOMESTIC VIOLENCE, DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING AND ALTERNATE DOCUMENTATION,
FORM HUD-5382**

**CERTIFICATION OF
DOMESTIC VIOLENCE,
DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING,
AND ALTERNATE DOCUMENTATION**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: The Violence Against Women Act (“VAWA”) 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 domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

Use of This Optional Form: If you are seeking VAWA protections from your housing provider, your housing provider may give you a written request that asks you to submit documentation about the incident or incidents of domestic violence, dating violence, sexual assault, or stalking.

In response to this request, you or someone on your behalf may complete this optional form and submit it to your housing provider, or you may submit one of the following types of third-party documentation:

- (1) A document signed by you and an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional, or a mental health professional (collectively, “professional”) from whom you have sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse. The document must specify, under penalty of perjury, that the professional believes the incident or incidents of domestic violence, dating violence, sexual assault, or stalking occurred and meet the definition of “domestic violence,” “dating violence,” “sexual assault,” or “stalking” in HUD’s regulations at 24 CFR 5.2003.
- (2) A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- (3) At the discretion of the housing provider, a statement or other evidence provided by the applicant or tenant.

Submission of Documentation: The time period to submit documentation is 14 business days from the date that you receive a written request from your housing provider asking that you provide documentation of the occurrence of domestic violence, dating violence, sexual assault, or stalking. Your housing provider may, but is not required to, extend the time period to submit the documentation, if you request an extension of the time period. If the requested information is not received within 14 business days of when you received the request for the documentation, or any extension of the date provided by your housing provider, your housing provider does not need to grant you any of the VAWA protections. Distribution or issuance of this form does not serve as a written request for certification.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking shall be kept confidential and such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections to you, and such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

**TO BE COMPLETED BY OR ON BEHALF OF THE VICTIM OF DOMESTIC VIOLENCE,
DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING**

1. Date the written request is received by victim: _____

2. Name of victim: _____

3. Your name (if different from victim's): _____

4. Name(s) of other family member(s) listed on the lease: _____

5. Residence of victim: _____

6. Name of the accused perpetrator (if known and can be safely disclosed): _____

7. Relationship of the accused perpetrator to the victim: _____

8. Date(s) and times(s) of incident(s) (if known): _____

10. Location of incident(s): _____

In your own words, briefly describe the incident(s): _____ _____ _____

This is to certify that the information provided on this form is true and correct to the best of my knowledge and recollection, and that the individual named above in Item 2 is or has been a victim of domestic violence, dating violence, sexual assault, or stalking. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

Public Reporting Burden: The public reporting burden for this collection of information is estimated to average 1 hour per response. This includes the time for collecting, reviewing, and reporting the data. The information provided is to be used by the housing provider to request certification that the applicant or tenant is a victim of domestic violence, dating violence, sexual assault, or stalking. The information is subject to the confidentiality requirements of VAWA. This agency may not collect this information, and you are not required to complete this form, unless it displays a currently valid Office of Management and Budget control number.

**EXHIBIT 16-3: EMERGENCY TRANSFER PLAN FOR VICTIMS OF DOMESTIC
VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING
(HCV VERSION)**

Attachment: Certification form HUD-5382

[Insert name of covered housing provider]

**Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual
Assault, or Stalking
Housing Choice Voucher Program**

Emergency Transfers

The PHA is concerned about the safety of its tenants, and such concern extends to tenants who are victims of domestic violence, dating violence, sexual assault, or stalking. In accordance with the Violence Against Women Act (VAWA),⁴ the PHA allows tenants who are victims of domestic violence, dating violence, sexual assault, or stalking to request an emergency transfer from the tenant's current unit to another unit. The ability to request a transfer is available regardless of sex, gender identity, or sexual orientation.⁵ The ability of the PHA to honor such request for tenants currently receiving assistance, however, may depend upon a preliminary determination that the tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, and on whether the PHA has another dwelling unit that is available and is safe to offer the tenant for temporary or more permanent occupancy.

This plan identifies tenants who are eligible for an emergency transfer, the documentation needed to request an emergency transfer, confidentiality protections, how an emergency transfer may occur, and guidance to tenants on safety and security. This plan is based on a model emergency transfer plan published by the U.S. Department of Housing and Urban Development (HUD), the federal agency that oversees that the **public housing and housing choice voucher (HCV) programs** are in compliance with VAWA.

Eligibility for Emergency Transfers

A tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking, as provided in HUD's regulations at 24 CFR part 5, subpart L, is eligible for an emergency transfer if the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant remains within the same unit. If the tenant is a victim of sexual assault, the tenant may also be eligible to transfer if the sexual assault occurred on the premises within the 90-calendar-day period preceding a request for an emergency transfer.

⁴Despite the name of this law, VAWA protection is available to all victims of domestic violence, dating violence, sexual assault, and stalking, regardless of sex, gender identity, or sexual orientation.

⁵Housing providers cannot discriminate on the basis of any protected characteristic, including race, color, national origin, religion, sex, familial status, disability, or age. HUD-assisted and HUD-insured housing must be made available to all otherwise eligible individuals regardless of actual or perceived sexual orientation, gender identity, or marital status.

A tenant requesting an emergency transfer must expressly request the transfer in accordance with the procedures described in this plan.

Tenants who are not in good standing may still request an emergency transfer if they meet the eligibility requirements in this section.

Emergency Transfer Request Documentation

To request an emergency transfer, the tenant shall notify the PHA's management office and submit a written request for a transfer to **any PHA office**. The PHA will provide reasonable accommodations to this policy for individuals with disabilities. The tenant's written request for an emergency transfer should include either:

1. A statement expressing that the tenant reasonably believes that there is a threat of imminent harm from further violence if the tenant were to remain in the same dwelling unit assisted under the PHA's program; OR
2. A statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-calendar-day period preceding the tenant's request for an emergency transfer.

Confidentiality

The PHA will keep confidential any information that the tenant submits in requesting an emergency transfer, and information about the emergency transfer, unless the tenant gives the PHA written permission to release the information on a time-limited basis, or disclosure of the information is required by law or required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program. This includes keeping confidential the new location of the dwelling unit of the tenant, if one is provided, from the person or persons that committed an act of domestic violence, dating violence, sexual assault, or stalking against the tenant. See the Notice of Occupancy Rights under the Violence against Women Act for All Tenants for more information about the PHA's responsibility to maintain the confidentiality of information related to incidents of domestic violence, dating violence, sexual assault, or stalking.

Emergency Transfer Timing and Availability

The PHA cannot guarantee that a transfer request will be approved or how long it will take to process a transfer request. The PHA will, however, act as quickly as possible to move a tenant who is a victim of domestic violence, dating violence, sexual assault, or stalking to another unit, subject to availability and safety of a unit. If a tenant reasonably believes a proposed transfer would not be safe, the tenant may request a transfer to a different unit. If a unit is available, the transferred tenant must agree to abide by the terms and conditions that govern occupancy in the unit to which the tenant has been transferred. The PHA may be unable to transfer a tenant to a particular unit if the tenant has not or cannot establish eligibility for that unit.

If the PHA has no safe and available units for which a tenant who needs an emergency transfer is eligible, the PHA will assist the tenant in identifying other housing providers who may have safe and available units to which the tenant could move. At the tenant's request, the PHA will also assist tenants in contacting the local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking that are attached to this plan.

Emergency Transfers: Housing Choice Voucher (HCV) Program

Tenant-based assistance: If you are a participant in the tenant-based HCV program and request an emergency transfer as described in this plan, the PHA will assist you to move to a safe unit quickly using your existing voucher assistance. The PHA will make exceptions to program regulations restricting moves as required.

At your request, the PHA will refer you to organizations that may be able to further assist you.

Project-based assistance: If you are assisted under the project-based voucher (PBV) program, you may request an emergency transfer under the following programs for which you are not required to apply:

- Tenant-based voucher, if available
- Project-based assistance in the same project (if a vacant unit is available and you determine that the vacant unit is safe)
- Project-based assistance in another development owned by the PHA

Emergency transfers under VAWA will take priority over waiting list admissions for these types of assistance.

You may also request an emergency transfer under the following programs for which you are required to apply:

- Public housing program
- PBV assistance in another development not owned by the PHA
- **[Insert other programs the PHA provides, such as LIHTC or HOME]**

Emergency transfers will not take priority over waiting list admissions for these programs. At your request, the PHA will refer you to organizations that may be able to further assist you.

Safety and Security of Tenants

Pending processing of the transfer and the actual transfer, if it is approved and occurs, the tenant is urged to take all reasonable precautions to be safe.

Tenants who are or have been victims of domestic violence are encouraged to contact the National Domestic Violence Hotline at 1-800-799-7233, or a local domestic violence shelter, for assistance in creating a safety plan. For persons with hearing impairments, that hotline can be accessed by calling 1-800-787-3224 (TTY).

Tenants who have been victims of sexual assault may call the Rape, Abuse, and Incest National Network's National Sexual Assault Hotline at 1-800-656-HOPE, or visit the online hotline at: <https://ohl.rainn.org/online/>.

Tenants who are or have been victims of stalking seeking help may visit the National Center for Victims of Crime's Stalking Resource Center at: <https://www.victimsofcrime.org/our-programs/stalking-resource-center>.

Attachment: Local organizations offering assistance to victims of domestic violence, dating violence, sexual assault, or stalking.

EXHIBIT 16-4: EMERGENCY TRANSFER REQUEST FOR CERTAIN VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, SEXUAL ASSAULT, OR STALKING, FORM HUD-5383

**EMERGENCY TRANSFER
REQUEST FOR CERTAIN
VICTIMS OF DOMESTIC
VIOLENCE, DATING VIOLENCE,
SEXUAL ASSAULT, OR STALKING**

**U.S. Department of Housing
and Urban Development**

OMB Approval No. 2577-0286
Exp. 06/30/2017

Purpose of Form: If you are a victim of domestic violence, dating violence, sexual assault, or stalking, and you are seeking an emergency transfer, you may use this form to request an emergency transfer and certify that you meet the requirements of eligibility for an emergency transfer under the Violence Against Women Act (VAWA). Although the statutory name references women, VAWA rights and protections apply to all victims of domestic violence, dating violence, sexual assault or stalking. Using this form does not necessarily mean that you will receive an emergency transfer. See your housing provider's emergency transfer plan for more information about the availability of emergency transfers.

The requirements you must meet are:

(1) You are a victim of domestic violence, dating violence, sexual assault, or stalking.

If your housing provider does not already have documentation that you are a victim of domestic violence, dating violence, sexual assault, or stalking, your housing provider may ask you for such documentation. In response, you may submit Form HUD-5382, or any one of the other types of documentation listed on that Form.

(2) You expressly request the emergency transfer. Submission of this form confirms that you have expressly requested a transfer. Your housing provider may choose to require that you submit this form, or may accept another written or oral request. Please see your housing provider's emergency transfer plan for more details.

(3) You reasonably believe you are threatened with imminent harm from further violence if you remain in your current unit. This means you have a reason to fear that if you do not receive a transfer you would suffer violence in the very near future.

OR

You are a victim of sexual assault and the assault occurred on the premises during the 90-calendar-day period before you request a transfer. If you are a victim of sexual assault, then in addition to qualifying for an emergency transfer because you reasonably believe you are threatened with imminent harm from further violence if you remain in your unit, you may qualify for an emergency transfer if the sexual assault occurred on the premises of the property from which you are seeking your transfer, and that assault happened within the 90-calendar-day period before you submit this form or otherwise expressly request the transfer.

Submission of Documentation: If you have third-party documentation that demonstrates why you are eligible for an emergency transfer, you should submit that documentation to your housing provider if it is safe for you to do so. Examples of third party documentation include, but are not limited to: a letter or other documentation from a victim service provider, social worker, legal assistance provider, pastoral counselor, mental health provider, or other professional from whom you have sought assistance; a current restraining order; a recent court order or other court records; a law enforcement report or records; communication records from the perpetrator of the violence or family members or friends of the perpetrator of the violence, including emails, voicemails, text messages, and social media posts.

Confidentiality: All information provided to your housing provider concerning the incident(s) of domestic violence, dating violence, sexual assault, or stalking, and concerning your request for an emergency transfer shall be kept confidential. Such details shall not be entered into any shared database. Employees of your housing provider are not to have access to these details unless to grant or deny VAWA protections or an emergency transfer to you. Such employees may not disclose this information to any other entity or individual, except to the extent that disclosure is: (i) consented to by you in writing in a time-limited release; (ii) required for use in an eviction proceeding or hearing regarding termination of assistance; or (iii) otherwise required by applicable law.

TO BE COMPLETED BY OR ON BEHALF OF THE PERSON REQUESTING A TRANSFER

1. Name of victim requesting an emergency transfer: _____

2. Your name (if different from victim's) _____

3. Name(s) of other family member(s) listed on the lease: _____

4. Name(s) of other family member(s) who would transfer with the victim: _____

5. Address of location from which the victim seeks to transfer: _____

6. Address or phone number for contacting the victim: _____

7. Name of the accused perpetrator (if known and can be safely disclosed): _____

8. Relationship of the accused perpetrator to the victim: _____

9. Date(s), Time(s) and location(s) of incident(s): _____

10. Is the person requesting the transfer a victim of a sexual assault that occurred in the past 90 days on the premises of the property from which the victim is seeking a transfer? If yes, skip question 11. If no, fill out question 11. _____

11. Describe why the victim believes they are threatened with imminent harm from further violence if they remain in their current unit.

12. If voluntarily provided, list any third-party documentation you are providing along with this notice: _____

This is to certify that the information provided on this form is true and correct to the best of my knowledge, and that the individual named above in Item 1 meets the requirement laid out on this form for an emergency transfer. I acknowledge that submission of false information could jeopardize program eligibility and could be the basis for denial of admission, termination of assistance, or eviction.

Signature _____ Signed on (Date) _____

MODEL OWNER NOTIFICATION OF RIGHTS AND OBLIGATIONS

[Insert Name of Housing Provider]

NOTIFICATION OF YOUR RIGHTS AND OBLIGATIONS UNDER THE VIOLENCE AGAINST WOMEN ACT (VAWA)

VAWA provides protections for Section 8 Housing Choice Voucher (HCV) and PBV applicants, tenants, and participants from being denied assistance on the basis or as a direct result of being a victim of domestic violence, dating violence, sexual assault and stalking.

Purpose

Many of VAWA's protections to victims of domestic violence, dating violence, sexual assault and stalking involve action by the public housing agency (PHA), but some situations involve action by owners of assisted housing. The purpose of this notice (herein called "Notice") is to explain your rights and obligations under VAWA, as an owner of housing assisted through [insert name of housing provider] HCV program. Each component of this Notice also provides citations to HUD's applicable regulations.

Denial of Tenancy

Protections for applicants: Owners cannot deny tenancy based on the applicant having been or currently being a victim of domestic violence, dating violence, sexual assault, or stalking. However, the applicant must be otherwise eligible for tenancy. (See 24 Code of Federal Regulations (CFR) 982.452(b)(1).)

Eviction

Protections for HCV participants: Incidents or threats of domestic violence, dating violence, sexual assault, or stalking will not be considered a serious or repeated lease violation by the victim, or good cause to terminate the tenancy of the victim (24 CFR 5.2005(c)). Protection also applies to criminal activity related directly to domestic violence, dating violence, sexual assault, or stalking, conducted by a member of a tenant's household or any guest or other person under the tenant's control, if the tenant or an affiliated individual of the tenant is the victim or threatened victim of such domestic violence, dating violence, sexual assault, or stalking (24 CFR 5.2005(b)(2)).

Limitations of VAWA protections:

- a. Nothing in the VAWA Final Rule limits the authority of an owner, when notified of a court order, to comply with a court order with respect to (24 CFR 5.2005(d)(1)):
 - 1) The rights of access or control of property, including civil protection orders issued to protect a victim of domestic violence, dating violence, sexual assault, or stalking; or
 - 2) The distribution or possession of property among members of a household in a case.
- b. Nothing in the VAWA Final Rule limits an owner from evicting a victim of domestic violence, dating violence, sexual assault, or stalking for a lease violation that is not premised on an act of domestic violence, dating violence, sexual assault, or stalking, as long as the owner does not subject the victim to more demanding standards than other tenants when deciding whether to evict. (See 24 CFR 5.2005(d)(2).)
- c. Nothing in the VAWA Final Rule limits an owner from evicting a tenant (including the victim of domestic violence, dating violence, sexual assault, or stalking) if the owner can demonstrate an actual and imminent threat to other tenants or those employed at or providing services to the HCV property would be present if the tenant or lawful occupant is not evicted. (See 24 CFR 5.2005(d)(3).)

i. In this context, words, gestures, actions, or other indicators will be considered an “actual and imminent threat” if they meet the following standards: An actual and imminent threat consists of a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. 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, and the length of time before the potential harm would occur. (See 24 CFR 5.2003.)

ii. Any eviction due to “actual and imminent threat” should be utilized by an owner 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. Restrictions predicated on public safety cannot be based on stereotypes, but must be tailored to particularized concerns about individual residents. (See 24 CFR 5.2005(d)(4).)

Documentation of Domestic Violence, Dating Violence, Sexual Assault, or Stalking

If an applicant or tenant requests VAWA protection based on status as a victim of domestic violence, dating violence, sexual assault, or stalking, the owner has the option to request that the victim document or provide written evidence to demonstrate that the violence occurred. However, nothing in HUD’s regulation requires a covered housing provider to request this documentation. (See 24 CFR 5.2007(b)(3).)

If the owner chooses to request this documentation, the owner must make such request in writing. The individual may satisfy this request by providing any one document type listed under 24 CFR 5.2007(b)(1):

- a. Form HUD-55383 (Self-Certification Form); or
- b. A document: 1) Signed by an employee, agent, or volunteer of a victim service provider, an attorney, or medical professional or a mental health professional (collectively, “professional”) from whom the victim has sought assistance relating to domestic violence, dating violence, sexual assault, or stalking, or the effects of abuse:
 - 2) Signed by the applicant or tenant; and
 - 3) That specifies, under penalty of perjury, that the professional believes in the occurrence of the incident of domestic violence, dating violence, sexual assault, or stalking that is the ground for protection and remedies under 24 CFR part 5, subpart L, and that the incident meets the applicable definition of domestic violence, dating violence, sexual assault, or stalking under 24 CFR 5.2003; or
- c. A record of a Federal, State, tribal, territorial or local law enforcement agency, court, or administrative agency; or
- d. At the discretion of a covered housing provider, a statement or other evidence provided by the applicant or tenant.

The owner must accept any of the above items (a – c). The owner has discretion to accept a statement or other evidence (d).

The owner is prohibited from requiring third-party documentation of the domestic violence, dating violence, sexual assault, or stalking, unless the submitted documentation contains conflicting information.

If the owner makes a written request for documentation, the owner may require submission of that documentation within 14 business days after the date that the individual received the written request for documentation. (24 CFR 5.2007(a)(2)). The owner may extend this time period at its discretion. During the 14 business day period and any granted extensions of that time, no adverse actions, such as evictions or terminations, can be taken against the individual requesting VAWA protection.

Once a victim provides documentation of domestic violence, dating violence, sexual assault, or stalking, the owner is encouraged to acknowledge receipt of the documentation in a timely manner.

If the applicant or tenant fails to provide documentation that meets the criteria in 24 CFR 5.2007 within 14 business days after receiving the written request for that documentation or within the designated extension period, nothing in VAWA Final Rule may be construed to limit the authority of the covered housing provider to:

- a. Deny admission by the applicant or tenant to the housing or program;
- b. Deny assistance under the covered housing program to the applicant or tenant;
- c. Terminate the participation of the tenant in the covered housing program; or
- d. Evict the tenant, or a lawful occupant that commits a violation of a lease.

An individual's failure to timely provide documentation of domestic violence, dating violence, sexual assault, or stalking does not result in a waiver of the individual's right to challenge the denial of assistance or termination, nor does it preclude the individual's ability to raise an incident of domestic violence, dating violence, sexual assault, or stalking at eviction or termination proceedings.

Moves

A victim of domestic violence, dating violence, sexual assault, or stalking may move in violation of their lease if the move is required to protect their safety. If a move results in the termination of the Housing Assistance Payment Contract, the lease is automatically terminated.

Lease Bifurcation

Owners may choose to bifurcate a lease, or remove a household member from a lease in order to evict, remove, terminate occupancy rights, or terminate assistance to such member who engages in criminal activity directly relating to domestic violence, dating violence, sexual assault, or stalking against an affiliated individual or other individual. (See 24 CFR 5.2009(a).) If an owner chooses to bifurcate the lease, the owner must comply with the reasonable time to establish eligibility under the covered housing program or find alternative housing following lease bifurcation provision in 24 CFR 5.2009(b). VAWA protections, including bifurcation, do not apply to guests or unreported members of a household or anyone else residing in a household who is not a tenant.

Eviction, removal, termination of occupancy rights, or termination of assistance must be effected in accordance with the procedures prescribed by federal, state, or local law for termination of leases.

To avoid unnecessary delay in the bifurcation process, HUD recommends that owners seek court-ordered eviction of the perpetrator pursuant to applicable laws. This process results in the underlying lease becoming null and void once the owner regains possession of the unit. The owner would then execute a new lease with the victim.

Evictions Due to “Actual and Imminent Threat” or Violations Not Premised on Abuse

The VAWA Final Rule generally prohibits eviction on the basis or as a direct result of the fact that the applicant or tenant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking, if the applicant or tenant otherwise qualifies for assistance, participation or occupancy. (See 24 CFR 5.2005.)

However, the VAWA Final Rule does not prohibit an owner from evicting a tenant for any violation not premised on an act of domestic violence, dating violence, sexual assault, or stalking that is in question against the tenant or an affiliated individual of the tenant. Nor does the VAWA Final Rule prohibit an owner from evicting a tenant if the owner can demonstrate an actual and imminent threat to other tenants or those employed at or providing services to property of the owner would be present if that tenant or lawful occupant is not evicted or terminated from assistance. (See 5.2005(d)(2) and (3).)

In order to demonstrate an actual and imminent threat to other tenants or employees at the property, the covered housing provider must have objective evidence of words, gestures, actions, or other indicators that meet the standards in the following definition:

Actual and imminent threat refers to a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. 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; and
- The length of time before the potential harm would occur.

(See 24 CFR 5.2003 and 5.2005(d)(2).)

Confidentiality

Any information submitted to a covered housing provider under 24 CFR 5.2007, including the fact that an individual is a victim of domestic violence, dating violence, sexual assault, or stalking, must be maintained in strict confidence by the covered housing provider. (See 24 CFR 5.2007(c).)

Employees of the owner (or those within their employ, e.g., contractors) must not have access to the information unless explicitly authorized by the owner for reasons that specifically call for these individuals to have access to this information under applicable Federal, State, or local law (e.g., the information is needed by an employee to provide the VAWA protections to the victim).

The owner must not enter this information into any shared database, or disclose this information to any other entity or individual, except to the extent that disclosure is:

- a. Requested or consented to in writing by the individual (victim) in a time-limited release;
- b. Required for use in an eviction proceeding or hearing regarding termination of assistance from the covered program; or
- c. Otherwise required by applicable law.

When communicating with the victim, owners must take precautions to ensure compliance with these confidentiality requirements.

Service Providers

[insert name of housing provider] has extensive relationships with local service providers. [insert name of housing provider] staff are available to provide referrals to shelters, counselors, and advocates. These resources are also provided in [insert name of housing provider] Annual and 5-Year Plan, Administrative Plan, VAWA Notice of Occupancy Rights, and Emergency Transfer Plan. A list of local service providers is attached to this Notice.

Definitions

Actual and imminent threat refers to a physical danger that is real, would occur within an immediate time frame, and could result in death or serious bodily harm. 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, and the length of time before the potential harm would occur.

Affiliated individual, with respect to an individual, means:

- (1) A spouse, parent, brother, sister, or child of that individual, or a person to whom that individual stands in the place of a parent or guardian (for example, the affiliated individual is a person in the care, custody, or control of that individual); or
- (2) Any individual, tenant, or lawful occupant living in the household of that individual.

Bifurcate means to divide a lease as a matter of law, subject to the permissibility of such process under the requirements of the applicable HUD-covered program and State or local law, such that certain tenants or lawful occupants can be evicted or removed and the remaining tenants or lawful occupants can continue to reside in the unit under the same lease requirements or as may be revised depending upon the eligibility for continued occupancy of the remaining tenants and lawful occupants.

Dating violence means 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:
 - (i) The length of the relationship;
 - (ii) The type of relationship; and
 - (iii) The frequency of interaction between the persons involved in the relationship.

Domestic violence includes felony or misdemeanor crimes of violence committed by a current or former spouse or intimate partner 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 or intimate partner, 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 "spouse or intimate partner of the victim" includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship.

Sexual assault means any nonconsensual sexual act proscribed by Federal, tribal, or State law, including when the victim lacks capacity to consent.

Stalking means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- (1) Fear for the person's individual safety or the safety of others; or
- (2) Suffer substantial emotional distress.

VAWA means the Violence Against Women Act of 1994, as amended (42 U.S.C. 13925 and 42 U.S.C. 14043e et seq.).

Attached:

Legal services and the domestic violence resources for the Metro area
Form HUD-5382 Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking
[insert name of housing provider] VAWA Notice of Occupancy Rights

CHAPTER 17 PROJECT-BASED VOUCHERS

INTRODUCTION

This chapter describes HUD regulations and PHA policies related to the project-based voucher (PBV) program in nine parts:

General Requirements. This part describes general provisions of the PBV program including maximum budget authority requirements, relocation requirements, and equal opportunity requirements.

PBV Owner Proposals. This part includes policies related to the submission and selection of owner proposals for PBV assistance. It describes the factors the PHA will consider when selecting proposals, the type of housing that is eligible to receive PBV assistance, the cap on assistance at projects receiving PBV assistance, subsidy layering requirements, site selection standards, and environmental review requirements.

Dwelling Units. This part describes requirements related to housing quality standards, the type and frequency of inspections, and housing accessibility for persons with disabilities.

Rehabilitated and Newly Constructed Units. This part describes requirements and policies related to the development and completion of rehabilitated and newly constructed housing units that will be receiving PBV assistance.

Housing Assistance Payments Contract. This part discusses HAP contract requirements and policies including the execution, term, and termination of the HAP contract. In addition, it describes how the HAP contract may be amended and identifies provisions that may be added to the HAP contract at the PHA's discretion.

Selection of PBV Program Participants. This part describes the requirements and policies governing how the PHA and the owner will select a family to receive PBV assistance.

Occupancy. This part discusses occupancy requirements related to the lease and describes under what conditions families are allowed or required to move. In addition, exceptions to the occupancy cap (which limits PBV assistance to 25 percent of the units in any project) are also discussed.

Determining Rent to Owner. This part describes how the initial rent to owner is determined, and how rent will be redetermined throughout the life of the HAP contract. Rent reasonableness requirements are also discussed.

Payments to Owner. This part describes the types of payments owners may receive under this program.

A. GENERAL REQUIREMENTS

OVERVIEW [24 CFR 983.5; FR Notice 1/18/17; Notice PIH 2017-21]

The project-based voucher (PBV) program allows PHAs that already administer a tenant-based voucher program under an annual contributions contract (ACC) with HUD to take up to 20 percent of its authorized units and attach the funding to specific units rather than using it for tenant-based assistance [24 CFR 983.6]. PHAs may only operate a PBV program if doing so is

consistent with the PHA's Annual Plan, and the goal of deconcentrating poverty and expanding housing and economic opportunities [42 U.S.C. 1437f(o)(13)].

Jacksonville Housing Policy

Jacksonville Housing will operate a project-based voucher program using up to 20 percent of its authorized units for project-based assistance.

See Exhibit 17-1 for information on projects to which Jacksonville Housing has attached PBV assistance.

PBV assistance may be attached to existing housing or newly constructed or rehabilitated housing [24 CFR 983.52]. If PBV units are already selected for project-based assistance either under an agreement to enter into HAP Contract (Agreement) or a HAP contract, Jacksonville Housing is not required to reduce the number of these units if the number of authorized units is subsequently reduced. However, Jacksonville Housing is responsible for determining the amount of budget authority that is available for project-based vouchers and ensuring that the amount of assistance that is attached to units is within the amounts available under the ACC, regardless of whether Jacksonville Housing has vouchers available for project-basing [FR Notice 1/18/17].

Additional Project-Based Units [FR Notice 1/18/17; Notice PIH 2017-21; FR Notice 1/24/22]

Jacksonville Housing 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 as long as the total number of units does not exceed the 10 percent cap.

For units under a HAP contract that was first executed on or after April 18, 2017, units qualify under this exception if the units:

- Are specifically made available to house individuals and families that meet the definition of homeless under section 103 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302) and contained in the Continuum of Care Interim Rule at 24 CFR 578.3.
- 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 24 CFR 5.403.
- Are located in a census tract with a poverty rate of 20 percent or less, as determined in the most recent American Community Survey Five-Year Estimates.

PBV units that house eligible youth receiving FUPY/FYI assistance are also covered by this 10 percent exception authority if the units are under a HAP contract that became effective after December 27, 2020, and if the unit is occupied by an eligible youth receiving FUPY/FYI assistance. FYI TPVs that were awarded under Notice PIH 2019-20 are not part of this exception since PHAs are prohibited from project-basing FYI TPVs. Units added after December 27, 2020, through an amendment of a HAP contract that became effective after December 27, 2020, are eligible for this 10 percent exception authority. In contrast, units added after December 27, 2020, through an amendment of a HAP contract that became effective on or prior to December 27, 2020, are not eligible for this 10 percent exception authority [FR Notice 1/24/22]. See Chapter 19 for policies specific to project-basing FUPY vouchers.

Jacksonville Housing Policy

Jacksonville Housing may project-base up to an additional 10 percent of its authorized units, up to 30 percent, in accordance with HUD regulations and requirements.

Units Not Subject to the PBV Program Limitation [FR Notice 1/18/17]

PBV units under the RAD program and HUD-VASH PBV set-aside vouchers do not count toward the 20 percent limitation when PBV assistance is attached to them.

In addition, units that were previously subject to certain federal rent restrictions or were receiving another type of long-term housing subsidy provided by HUD are not subject to the cap. The unit must be covered under a PBV HAP contract that first became effective on or after April 18, 2017.

Jacksonville Housing Policy

Jacksonville Housing may project-based units not subject to the 20 percent cap in accordance with HUD regulations and requirements.

B. TENANT-BASED VS. PROJECT-BASED VOUCHER ASSISTANCE
[24 CFR 983.2]

Much of the tenant-based voucher program regulations also apply to the PBV program. Consequently, many of the PHA policies related to tenant-based assistance also apply to PBV assistance. The provisions of the tenant-based voucher regulations that do not apply to the PBV program are listed at 24 CFR 983.2.

Jacksonville Housing Policy

Except as otherwise noted in this chapter, or unless specifically prohibited by PBV program regulations, Jacksonville Housing policies for the tenant-based voucher program contained in this administrative plan also apply to the PBV program and its participants.

RELOCATION REQUIREMENTS [24 CFR 983.7]

Any persons displaced as a result of implementation of the PBV program must be provided relocation assistance in accordance with the requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (URA)[42 U.S.C. 4201-4655] and implementing regulations at 49 CFR part 24.

The cost of required relocation assistance may be paid with funds provided by the owner, local public funds, or funds available from other sources. PHAs may not use voucher program funds to cover relocation costs, except that PHAs may use their administrative fee reserve to pay for relocation expenses after all other program administrative expenses are satisfied, and provided that payment of the relocation benefits is consistent with state and local law. Use of the administrative fee for these purposes must also be consistent with other legal and regulatory requirements, including the requirement in 24 CFR 982.155 and other official HUD issuances.

The acquisition of real property for a PBV project is subject to the URA and 49 CFR part 24, subpart B. It is the responsibility of the PHA to ensure the owner complies with these requirements.

EQUAL OPPORTUNITY REQUIREMENTS [24 CFR 983.8]

The PHA must comply with all equal opportunity requirements under federal law and regulations in its implementation of the PBV program. This includes the requirements and authorities cited at 24 CFR 5.105(a). In addition, the PHA must comply with the PHA Plan certification on civil rights and affirmatively furthering fair housing, submitted in accordance with 24 CFR 903.7(o).

C. PBV OWNER PROPOSALS

OVERVIEW

With certain exceptions, the PHA must describe the procedures for owner submission of PBV proposals and for PHA selection of PBV proposals [24 CFR 983.51]. Before selecting a PBV proposal, the PHA must determine that the PBV proposal complies with HUD program regulations and requirements, including a determination that the property is eligible housing [24 CFR 983.53 and 983.54], complies with the cap on the number of PBV units per project [24 CFR 983.56], and meets the site selection standards [24 CFR 983.57]. The PHA may not commit PBVs until or unless it has followed the proposal selection requirements defined in 24 CFR 983.51 [Notice PIH 2011-54].

OWNER PROPOSAL SELECTION PROCEDURES [24 CFR 983.51(b)]

The PHA must select PBV proposals in accordance with the selection procedures in the PHA administrative plan. The PHA must select PBV proposals by either of the following two methods.

- PHA request for PBV Proposals. The PHA may solicit proposals by using a request for proposals to select proposals on a competitive basis in response to the PHA request. The PHA may not limit proposals to a single site or impose restrictions that explicitly or practically preclude owner submission of proposals for PBV housing on different sites.
- The PHA may select proposal that were previously selected based on a competition. This may include selection of a proposal for housing assisted under a federal, state, or local government housing assistance program that was subject to a competition in accordance with the requirements of the applicable program, community development program, or supportive services program that requires competitive selection of proposals (e.g., HOME, and units for which competitively awarded LIHTCs have been provided), where the proposal has been selected in accordance with such program's competitive selection requirements within three years of the PBV proposal selection date, and the earlier competitive selection proposal did not involve any consideration that the project would receive PBV assistance. The PHA need not conduct another competition.

Units Selected Non-Competitively [FR Notice 1/18/17; Notice PIH 2017-21; 24 CFR 983.51(b)]

For certain public housing projects where the PHA has an ownership interest or control, the PHA may attach PBV assistance non-competitively without following one of the two processes above.

This exception applies when the PHA is engaged in an initiative to improve, develop, or replace a public housing property or site. The public housing units may either currently be in the public housing inventory or may have been removed from the public housing inventory within five years of the date on which the PHA entered into the AHAP or HAP.

If the PHA is planning rehabilitation or new construction on the project, a minimum threshold of \$25,000 per unit in hard costs must be expended.

If the PHA plans to replace public housing by attaching PBV assistance to existing housing in which the PHA has an ownership interest or control, then the \$25,000 per unit minimum threshold does not apply as long as the existing housing substantially complies with HQS.

The PHA must include in the administrative plan what work it plans to do on the property or site and how many PBV units will be added to the site.

Jacksonville Housing Policy

Jacksonville Housing reserves the right to attach PBVs to projects owned by the PHA as described above.

Solicitation and Selection of PBV Proposals [24 CFR 983.51(c)]

PHA procedures for selecting PBV proposals must be designed and actually operated to provide broad public notice of the opportunity to offer PBV proposals for consideration by the PHA. The public notice procedures may include publication of the public notice in a local newspaper of general circulation and other means designed and actually operated to provide broad public notice. The public notice of the PHA request for PBV proposals must specify the submission deadline. Detailed application and selection information must be provided at the request of interested parties.

Jacksonville Housing Policy

PHA Request for Proposals for Rehabilitated and Newly Constructed Units

Jacksonville Housing will advertise its request for proposals (RFP) for rehabilitated and newly constructed housing in the following newspapers and trade journals.

The advertisement will state the number of vouchers available to be project-based, the type of units that will be considered, the submission deadline, and will note how to obtain the full RFP with information on the application and selection process. Advertisements will also contain a statement that participation in the PBV program requires compliance with Fair Housing and Equal Opportunity (FHEO) requirements.

In addition, Jacksonville Housing will post the RFP and proposal submission and rating and ranking procedures on its website.

Jacksonville Housing will publish its advertisement in the newspapers and trade journals mentioned above for at least one day per week for three consecutive weeks. The advertisement will specify the number of units Jacksonville Housing estimates that it will be able to assist under the funding Jacksonville Housing is making available. Proposals will be due in Jacksonville Housing office by close of business 30 calendar days from the date of the last publication.

In order for the proposal to be considered, the owner must submit the proposal to Jacksonville Housing by the published deadline date, and the proposal must respond to all requirements as outlined in the RFP. Incomplete proposals will not be reviewed.

Jacksonville Housing will rate and rank proposals for rehabilitated and newly constructed housing using the following criteria:

- Owner experience and capability to build or rehabilitate housing as identified in the RFP;

- The extent to which the project furthers Jacksonville Housing's goal of deconcentrating poverty and expanding housing and economic opportunities;

- If applicable, the extent to which services for special populations are provided on-site or in the immediate area for occupants of the property; and

In order to promote partially assisted projects, projects where less than 25 percent of the units will be assisted will be rated higher than projects where 25 percent or more of the units will be assisted. In the case of projects for occupancy by the elderly, persons with disabilities, or families needing other services, the PHA will rate partially assisted projects on the percentage of units assisted. Projects with the lowest percentage of assisted units will receive the highest score.

PHA Requests for Proposals for Existing Housing Units

Jacksonville Housing will advertise its request for proposals (RFP) for existing housing in the following newspapers and trade journals.

The advertisement will state the number of vouchers available to be project-based, the type of units that will be considered, and the submission deadline, and will note how to obtain the full RFP with information on the application and selection process.

Advertisements will also contain a statement that participation in the PBV program requires compliance with Fair Housing and Equal Opportunity (FHEO) requirements.

In addition, Jacksonville Housing will post the notice inviting such proposal submissions and the rating and ranking procedures on its website.

Jacksonville Housing will periodically publish its advertisement in the newspapers and trade journals mentioned above for at least one day per week for three consecutive weeks. The advertisement will specify the number of units Jacksonville Housing estimates that it will be able to assist under the funding Jacksonville Housing is making available. Owner proposals will be accepted on a first-come first-served basis and will be evaluated using the following criteria:

- Experience as an owner in the tenant-based voucher program and owner compliance with the owner's obligations under the tenant-based program;

- Extent to which the project furthers Jacksonville Housing goal of deconcentrating poverty and expanding housing and economic opportunities;

- If applicable, extent to which services for special populations are provided on site or in the immediate area for occupants of the property; and

Extent to which units are occupied by families that are eligible to participate in the PBV program.

PHA Selection of Proposals Subject to a Previous Competition under a Federal, State, or Local Housing Assistance Program

Jacksonville Housing will accept proposals for PBV assistance from owners that were competitively selected under another federal, state or local housing assistance program, including projects that were competitively awarded Low-Income Housing Tax Credits on an ongoing basis.

Jacksonville Housing may periodically advertise that it is accepting proposals, in the following newspapers and trade journals:

The advertisement will state the number of vouchers available to be project-based, the type of units that will be considered, the submission deadline, and will note how to obtain the full RFP with information on the application and selection process. Advertisements will also contain a statement that participation in the PBV program requires compliance with Fair Housing and Equal Opportunity (FHEO) requirements.

In addition to, or in place of advertising, Jacksonville Housing may also directly contact specific owners that have already been selected for Federal, state, or local housing assistance based on a previously held competition, to inform them of available PBV assistance.

Proposals will be reviewed on a first-come first-served basis. Jacksonville Housing will evaluate each proposal on its merits using the following factors:

Extent to which the project furthers Jacksonville Housing goal of deconcentrating poverty and expanding housing and economic opportunities; and

Extent to which the proposal complements other local activities such as the redevelopment of a public housing site under the HOPE VI program, the HOME program, CDBG activities, other development activities in a HUD-designated Enterprise Zone, Economic Community, Choice Neighborhood, or Renewal Community.

PHA-Owned Units [24 CFR 983.51(e), 983.59, FR Notice 1/18/17, and Notice PIH 2017-21]

A PHA-owned unit may be assisted under the PBV program only if the HUD field office or HUD-approved independent entity reviews the selection process and determines that the PHA-owned units were appropriately selected based on the selection procedures specified in the PHA administrative plan. This also applies to noncompetitive selections. If the PHA selects a proposal for housing that is owned or controlled by the PHA, the PHA must identify the entity that will review the PHA proposal selection process and perform specific functions with respect to rent determinations, the term of the HAP contract, and inspections.

In the case of PHA-owned units, the term of the HAP contract and any HAP contract renewal must be agreed upon by the PHA and a HUD-approved independent entity. In addition, an independent entity must determine the initial rent to owner, the redetermined rent to owner, and reasonable rent. Housing quality standards inspections must also be conducted by an independent entity.

The independent entity that performs these program services may be the unit of general local government for the PHA jurisdiction (unless the PHA is itself the unit of general local government or an agency of such government) or another HUD-approved public or private independent entity.

Jacksonville Housing Policy

Jacksonville Housing may submit a proposal for project-based housing that is owned or controlled by Jacksonville Housing. If the proposal for PHA-owned housing is selected, Jacksonville Housing will use another entity to review Jacksonville Housing selection process. Jacksonville Housing will obtain HUD approval of the entity prior to selecting the proposal for PHA-owned housing.

The PHA may only compensate the independent entity from PHA ongoing administrative fee income (including amounts credited to the administrative fee reserve). The PHA may not use other program receipts to compensate the independent entity for its services. The PHA and independent entity may not charge the family any fee for the appraisal or the services provided by the independent entity.

PHA Notice of Owner Selection [24 CFR 983.51(d)]

The PHA must give prompt written notice to the party that submitted a selected proposal and must also give prompt public notice of such selection. Public notice procedures may include publication of public notice in a local newspaper of general circulation and other means designed and actually operated to provide broad public notice.

Jacksonville Housing Policy

Within 10 business days of Jacksonville Housing making the selection, Jacksonville Housing will notify the selected owner in writing of the owner's selection for the PBV program. Jacksonville Housing will also notify in writing all owners that submitted proposals that were not selected and advise such owners of the name of the selected owner.

In addition, Jacksonville Housing will publish its notice for selection of PBV proposals for two consecutive days in the same newspapers and trade journals Jacksonville Housing used to solicit the proposals. The announcement will include the name of the owner that was selected for the PBV program. Jacksonville Housing will also post the notice of owner selection on its electronic web site.

Jacksonville Housing will make available to any interested party its rating and ranking sheets and documents that identify Jacksonville Housing basis for selecting the proposal. These documents will be available for review by the public and other interested parties for one month after publication of the notice of owner selection. Jacksonville Housing will not make available sensitive owner information that is privileged, such as financial statements and similar information about the owner.

Jacksonville Housing will make these documents available for review at Jacksonville Housing during normal business hours. The cost for reproduction of allowable documents will be \$.25 per page.

D. HOUSING TYPE [24 CFR 983.52]

The PHA may attach PBV assistance for units in existing housing or for newly constructed or rehabilitated housing developed under and in accordance with an agreement to enter into a housing assistance payments contract that was executed prior to the start of construction. A housing unit is considered an existing unit for purposes of the PBV program, if, at the time of notice of PHA selection, the units substantially comply with HQS. Units for which new construction or rehabilitation began after the owner's proposal submission but prior to the execution of the HAP do not subsequently qualify as existing housing. Units that were newly constructed or rehabilitated in violation of program requirements also do not qualify as existing housing.

The PHA must decide what housing type, new construction, rehabilitation, or existing housing, will be used to develop project-based housing. The PHA choice of housing type must be reflected in its solicitation for proposals.

PROHIBITION OF ASSISTANCE FOR CERTAIN UNITS

Ineligible Housing Types [24 CFR 983.53]

The PHA may not attach or pay PBV assistance to shared housing units; units on the grounds of a penal reformatory, medical, mental, or similar public or private institution; nursing homes or facilities providing continuous psychiatric, medical, nursing services, board and care, or intermediate care (except that assistance may be provided in assisted living facilities); units that are owned or controlled by an educational institution or its affiliate and are designated for occupancy by students; manufactured homes; and transitional housing. In addition, the PHA may not attach or pay PBV assistance for a unit occupied by an owner and the PHA may not select or enter into an agreement to enter into a HAP contract or HAP contract for a unit occupied by a family ineligible for participation in the PBV program. A member of a cooperative who owns shares in the project assisted under the PBV program is not considered an owner for purposes of participation in the PBV program. Finally, PBV assistance may not be attached to units for which construction or rehabilitation has started after the proposal submission and prior to the execution of an AHAP.

Subsidized Housing [24 CFR 983.54]

A PHA may not attach or pay PBV assistance to units in any of the following types of subsidized housing:

- A public housing unit;
- A unit subsidized with any other form of Section 8 assistance;
- A unit subsidized with any governmental rent subsidy;
- A unit subsidized with any governmental subsidy that covers all or any part of the operating costs of the housing;
- A unit subsidized with Section 236 rental assistance payments (except that a PHA may attach assistance to a unit subsidized with Section 236 interest reduction payments);
- A Section 202 project for non-elderly with disabilities;
- Section 811 project-based supportive housing for persons with disabilities;

- Section 202 supportive housing for the elderly;
- A Section 101 rent supplement project;
- A unit subsidized with any form of tenant-based rental assistance;
- A unit with any other duplicative federal, state, or local housing subsidy, as determined by HUD or the PHA in accordance with HUD requirements.

E. SUBSIDY LAYERING REQUIREMENTS [24 CFR 983.55, Notice PIH 2013-11, and FR Notice 2/28/20]

The subsidy layering review is intended to prevent excessive public assistance by combining (layering) housing assistance payment subsidy under the PBV program with other governmental housing assistance from federal, state, or local agencies, including assistance such as tax concessions or tax credits.

HUD requires new construction and rehabilitation housing that will include forms of governmental assistance other than PBVs to undergo a subsidy layering review (SLR) prior to entering into an Agreement to Enter into Housing Assistance Payments Contract (AHAP). Subsidy layering requirements do not apply to existing housing, when PBV is the only governmental assistance, or for projects already subject to a PBV HAP contract, even if the project is recapitalized with outside sources of funding.

When a PHA selects a new construction or rehabilitation project, the PHA must require information regarding all HUD and/or other federal, state, or local governmental assistance to be disclosed by the project owner using Form HUD-2880. Appendix A of FR Notice 2/28/20 contains a list of all required documentation.

Either HUD or a HUD-approved housing credit agency (HCA) in the PHA's jurisdiction performs the subsidy layering review. The PHA must request an SLR through their local HUD Field Office or, if eligible, through a participating HCA.

If the SLR request is submitted to an approved HCA, and the proposed project-based voucher assistance meets HUD subsidy layering requirements, the HCA must submit a certification to HUD and notify the PHA. The PHA may proceed to execute an AHAP at that time if the environmental approval is received.

The HAP contract must contain the owner's certification that the project has not received and will not receive (before or during the term of the HAP contract) any public assistance for acquisition, development, or operation of the housing other than assistance disclosed in the subsidy layering review in accordance with HUD requirements.

CAP ON NUMBER OF PBV UNITS IN EACH PROJECT

25 Percent per Project Cap [24 CFR 983.56, FR Notice 1/18/17, and Notice PIH 2017-21]

In general, the PHA may not select a proposal to provide PBV assistance for units in a project or enter into an agreement to enter into a HAP or a HAP contract to provide PBV assistance for units in a project, if the total number of dwelling units in the project that will receive PBV assistance during the term of the PBV HAP contract is more than the greater of 25 units or 25 percent of the number of dwelling units (assisted or unassisted) in the project.

Exceptions to 25 Percent per Project Cap [FR Notice 1/18/17; Notice PIH 2017-21; FR Notice 1/24/22]

As of April 18, 2017, units are not counted against the 25 percent or 25-unit per project cap if:

- The units are exclusively for elderly families
- The units are for households eligible for supportive services available to all families receiving PBV assistance in the project
 - If the project is located in a census tract with a poverty rate of 20 percent or less, as determined in the most recent American Community Survey Five-Year estimates, the project cap is the greater of 25 units or 40 percent (instead of 25 percent) of the units in the project [FR Notice 7/14/17].

The Housing Opportunity Through Modernization Act of 2016 (HOTMA) eliminated the project cap exemption for projects that serve disabled families and modified the exception for supportive services.

Under the Fostering Stable Housing Opportunities (FSHO) amendments, units exclusively made available to youth receiving FUPY/FYI assistance may be excepted from the project cap for HAP contracts first effective after December 27, 2020. For more information on excepted units for FUPY, see Chapter 19.

Projects where these caps were implemented prior to HOTMA (HAP contracts executed prior to April 18, 2017) or FSHO (contract in effect on or prior to December 27, 2020) may continue to use the former exceptions and may renew their HAP contracts under the old requirements unless the PHA and owner agree to change the conditions of the HAP contract. However, this change may not be made if it would jeopardize an assisted family's eligibility for continued assistance in the project.

Supportive Services

PHAs must include in the PHA administrative plan the type of services offered to families for a project to qualify for the exception and the extent to which such services will be provided. As of April 18, 2017, the project must make supportive services available to all families receiving PBV assistance in the project, but the family does not actually have to accept and receive supportive services for the exception to apply to the unit, although the family must be eligible to receive the supportive services. It is not necessary that the services be provided at or by the project but must be reasonably available to families receiving PBV assistance at the project and designed to help families in the project achieve self-sufficiency or live in the community as independently as possible. A PHA may not require participation in the supportive service as a condition of living in the excepted unit, although such services may be offered.

Jacksonville Housing Policy

Excepted units will be limited to units for elderly families.

Projects not Subject to a Project Cap [FR Notice 1/18/17; Notice PIH 2017-21]

PBV units that were previously subject to certain federal rent restrictions or receiving another type of long-term housing subsidy provided by HUD are exempt from the project cap. In other words, 100 percent of the units in these projects may receive PBV assistance.

Jacksonville Housing Policy

Jacksonville Housing does not have any PBV units that are subject to the per project cap exception.

Promoting Partially Assisted Projects [24 CFR 983.56(c)]

A PHA may establish local requirements designed to promote PBV assistance in partially assisted projects. A *partially assisted project* is a project in which there are fewer units covered by a HAP contract than residential units [24 CFR 983.3].

A PHA may establish a per-project cap on the number of units that will receive PBV assistance or other project-based assistance in a multifamily project containing excepted units or in a single-family building. A PHA may also determine not to provide PBV assistance for excepted units, or the PHA may establish a per-project cap of less than 25 units or 25 percent of units.

Jacksonville Housing Policy:

Excepted units will be limited to units for elderly families.

Beyond that, Jacksonville Housing will not impose any further cap on the number of PBV units assisted per project.

SITE SELECTION STANDARDS

Compliance with PBV Goals, Civil Rights Requirements, and HQS Site Standards [24 CFR 983.57(b)]

The PHA may not select a proposal for existing, newly constructed, or rehabilitated PBV housing on a site or enter into an agreement to enter into a HAP contract or HAP contract for units on the site, unless the PHA has determined that PBV assistance for housing at the selected site is consistent with the goal of deconcentrating poverty and expanding housing and economic opportunities. The standard for deconcentrating poverty and expanding housing and economic opportunities must be consistent with the PHA Plan under 24 CFR 903 and the PHA administrative plan.

In addition, prior to selecting a proposal, the PHA must determine that the site is suitable from the standpoint of facilitating and furthering full compliance with the applicable Civil Rights Laws, regulations, and Executive Orders and that the site meets the HQS site and neighborhood standards at 24 CFR 982.401(l).

Jacksonville Housing Policy

It is Jacksonville Housing goal to select sites for PBV housing that provide for deconcentrating poverty and expanding housing and economic opportunities. In complying with this goal Jacksonville Housing will limit approval of sites for PBV housing in census tracts that have poverty concentrations of 20 percent or less.

However, the PHA will grant exceptions to the 20 percent standard where the PHA determines that the PBV assistance will complement other local redevelopment activities designed to deconcentrate poverty and expand housing and economic opportunities in census tracts with poverty concentrations greater than 20 percent, such as sites in:

A census tract in which the proposed PBV development will be located in a HUD-designated Enterprise Zone, Economic Community, Choice Neighborhood, or Renewal Community;

A census tract where the concentration of assisted units will be or has decreased as a result of public housing demolition and HOPE VI redevelopment;

A census tract in which the proposed PBV development will be located is undergoing significant revitalization as a result of state, local, or federal dollars invested in the area;

A census tract where new market rate units are being developed where such market rate units will positively impact the poverty rate in the area;

A census tract where there has been an overall decline in the poverty rate within the past five years; or

A census tract where there are meaningful opportunities for educational and economic advancement.

Existing and Rehabilitated Housing Site and Neighborhood Standards [24 CFR 983.57(d)]

The PHA may not enter into an agreement to enter into a HAP contract nor enter into a HAP contract for existing or rehabilitated housing until it has determined that the site complies with the HUD required site and neighborhood standards. The site must:

- Be adequate in size, exposure, and contour to accommodate the number and type of units proposed;
- Have adequate utilities and streets available to service the site;
- Promote a greater choice of housing opportunities and avoid undue concentration of assisted persons in areas containing a high proportion of low-income persons;
- Be accessible to social, recreational, educational, commercial, and health facilities and services and other municipal facilities and services equivalent to those found in neighborhoods consisting largely of unassisted similar units; and
- Be located so that travel time and cost via public transportation or private automobile from the neighborhood to places of employment is not excessive.

New Construction Site and Neighborhood Standards [24 CFR 983.57(e)]

In order to be selected for PBV assistance, a site for newly constructed housing must meet the following HUD required site and neighborhood standards:

- The site must be adequate in size, exposure, and contour to accommodate the number and type of units proposed;
- The site must have adequate utilities and streets available to service the site;
- The site must not be located in an area of minority concentration unless the PHA determines that sufficient, comparable opportunities exist for housing for minority families in the income range to be served by the proposed project outside areas of minority concentration or that the project is necessary to meet overriding housing needs that cannot be met in that housing market area;

- The site must not be located in a racially mixed area if the project will cause a significant increase in the proportion of minority to non-minority residents in the area.
- The site must promote a greater choice of housing opportunities and avoid undue concentration of assisted persons in areas containing a high proportion of low-income persons;
- The neighborhood must not be one that is seriously detrimental to family life or in which substandard dwellings or other undesirable conditions predominate;
- The housing must be accessible to social, recreational, educational, commercial, and health facilities and services and other municipal facilities and services equivalent to those found in neighborhoods consisting largely of unassisted similar units; and
- Except for housing designed for elderly persons, the housing must be located so that travel time and cost via public transportation or private automobile from the neighborhood to places of employment is not excessive.

F. ENVIRONMENTAL REVIEW [24 CFR 983.58]

The PHA activities under the PBV program are subject to HUD environmental regulations in 24 CFR parts 50 and 58. The *responsible entity* is responsible for performing the federal environmental review under the National Environmental Policy Act of 1969 (42 U.S.C. 4321 et seq.). The PHA may not enter into an agreement to enter into a HAP contract nor enter into a HAP contract until it has complied with the environmental review requirements.

In the case of existing housing, the responsible entity that is responsible for the environmental review under 24 CFR part 58 must determine whether or not PBV assistance is categorically excluded from review under the National Environmental Policy Act and whether or not the assistance is subject to review under the laws and authorities listed in 24 CFR 58.5.

The PHA may not enter into an agreement to enter into a HAP contract or a HAP contract with an owner, and the PHA, the owner, and its contractors may not acquire, rehabilitate, convert, lease, repair, dispose of, demolish, or construct real property or commit or expend program or local funds for PBV activities under this part, until the environmental review is completed.

The PHA must supply all available, relevant information necessary for the responsible entity to perform any required environmental review for any site. The PHA must require the owner to carry out mitigating measures required by the responsible entity (or HUD, if applicable) as a result of the environmental review.

G. DWELLING UNITS

OVERVIEW

This part identifies the special housing quality standards that apply to the PBV program, housing accessibility for persons with disabilities, and special procedures for conducting housing quality standards inspections.

HOUSING QUALITY STANDARDS [24 CFR 983.101]

The housing quality standards (HQS) for the tenant-based program, including those for special housing types, generally apply to the PBV program. HQS requirements for shared housing,

manufactured home space rental, and the homeownership option do not apply because these housing types are not assisted under the PBV program.

The physical condition standards at 24 CFR 5.703 do not apply to the PBV program.

Lead-based Paint [24 CFR 983.101(c)]

The lead-based paint requirements for the tenant-based voucher program do not apply to the PBV program. Instead, The Lead-based Paint Poisoning Prevention Act (42 U.S.C. 4821-4846), the Residential Lead-based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851-4856), and implementing regulations at 24 CFR Part 35, Subparts A, B, H, and R, and 40 CFR 745.227, apply to the PBV program.

HOUSING ACCESSIBILITY FOR PERSONS WITH DISABILITIES

The housing must comply with program accessibility requirements of section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and implementing regulations at 24 CFR part 8. The PHA must ensure that the percentage of accessible dwelling units complies with the requirements of section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), as implemented by HUD's regulations at 24 CFR 8, subpart C.

Housing first occupied after March 13, 1991, must comply with design and construction requirements of the Fair Housing Amendments Act of 1988 and implementing regulations at 24 CFR 100.205, as applicable. (24 CFR 983.102)

INSPECTING UNITS

Pre-selection Inspection [24 CFR 983.103(a)]

The PHA must examine the proposed site before the proposal selection date. If the units to be assisted already exist, the PHA must inspect all the units before the proposal selection date, and must determine whether the units substantially comply with HQS. To qualify as existing housing, units must substantially comply with HQS on the proposal selection date. However, the PHA may not execute the HAP contract until the units fully comply with HQS.

Pre-HAP Contract Inspections [24 CFR 983.103(b), FR Notice 1/18/17, and Notice PIH 2017-20]

The PHA must inspect each contract unit before the execution of the HAP contract. The PHA may not provide assistance on behalf of the family until the unit fully complies with HQS, unless the PHA has adopted a policy to enter into a HAP contract for units that fail the initial HQS inspection as a result of only non-life-threatening conditions, or if the unit passed an alternative inspection.

Jacksonville Housing Policy

Jacksonville Housing will not provide assistance on behalf of the family until the unit fully complies with HQS.

Turnover Inspections [24 CFR 983.103(c)]

Before providing assistance to a new family in a contract unit, the PHA must inspect the unit. The PHA may not provide assistance on behalf of the family until the unit fully complies with HQS.

Annual/Biennial Inspections [24 CFR 983.103(d); FR Notice 6/25/14]

At least once every 24 months during the term of the HAP contract, the PHA must inspect a random sample consisting of at least 20 percent of the contract units in each building to determine if the contract units and the premises are maintained in accordance with HQS. Turnover inspections are not counted toward meeting this inspection requirement. The PHA also has the option in certain mixed finance properties to rely on alternative inspections conducted at least triennially.

Jacksonville Housing Policy

Jacksonville Housing will inspect on an annual basis a random sample consisting of at least 20 percent of the contract units in each building to determine if the contract units and the premises are maintained in accordance with HQS.

If more than 20 percent of the sample of inspected contract units in a building fail the initial inspection, Jacksonville Housing must reinspect 100 percent of the contract units in the building.

Other Inspections [24 CFR 983.103(e)]

The PHA must inspect contract units whenever needed to determine that the contract units comply with HQS and that the owner is providing maintenance, utilities, and other services in accordance with the HAP contract. The PHA must take into account complaints and any other information coming to its attention in scheduling inspections.

The PHA must conduct follow-up inspections needed to determine if the owner (or, if applicable, the family) has corrected an HQS violation, and must conduct inspections to determine the basis for exercise of contractual and other remedies for owner or family violation of HQS.

In conducting PHA supervisory quality control HQS inspections, the PHA should include a representative sample of both tenant-based and project-based units.

Inspecting PHA-Owned Units [24 CFR 983.103(f)]

In the case of PHA-owned units, the inspections must be performed by an independent entity designated by the PHA and approved by HUD. The independent entity must furnish a copy of each inspection report to the PHA and to the HUD field office where the project is located. The PHA must take all necessary actions in response to inspection reports from the independent entity, including exercise of contractual remedies for violation of the HAP contract by the PHA-owner.

H. REHABILITATED AND NEWLY CONSTRUCTED UNITS

OVERVIEW [24 CFR 983.151]

There are specific requirements that apply to PBV assistance for newly constructed or rehabilitated housing that do not apply to PBV assistance in existing housing. This part describes the requirements unique to this type of assistance.

Housing selected for this type of assistance may not at a later date be selected for PBV assistance as existing housing.

AGREEMENT TO ENTER INTO HAP CONTRACT

In order to offer PBV assistance in rehabilitated or newly constructed units, the PHA must enter into an agreement to enter into HAP contract (Agreement) with the owner of the property. The Agreement must be in the form required by HUD [24 CFR 983.152(b)]. The PHA may not enter into an Agreement if commencement of construction or rehabilitation has commenced after proposal submission [24 CFR 983.152(c)]. Construction begins when excavation or site preparation (including clearing of the land) begins for the housing. Rehabilitation begins with the physical commencement of rehabilitation activity on the housing.

In the Agreement the owner agrees to develop the PBV contract units to comply with HQS, and the PHA agrees that upon timely completion of such development in accordance with the terms of the Agreement, the PHA will enter into a HAP contract with the owner for the contract units [24 CFR 983.152(a)].

Content of the Agreement [24 CFR 983.152(d)]

At a minimum, the Agreement must describe the following features of the housing to be developed and assisted under the PBV program:

- Site and the location of the contract units;
- Number of contract units by area (size) and number of bedrooms and bathrooms;
- Services, maintenance, or equipment to be supplied by the owner without charges in addition to the rent;
- Utilities available to the contract units, including a specification of utility services to be paid by the owner and utility services to be paid by the tenant;
- An indication of whether or not the design and construction requirements of the Fair Housing Act and section 504 of the Rehabilitation Act of 1973 apply to units under the Agreement. If applicable, any required work item resulting from these requirements must be included in the description of work to be performed under the Agreement;
- Estimated initial rents to owner for the contract units;
- Description of the work to be performed under the Agreement. For rehabilitated units, the description must include the rehabilitation work write up and, where determined necessary by the PHA, specifications and plans. For new construction units, the description must include the working drawings and specifications.
- Any additional requirements for quality, architecture, or design over and above HQS.

Execution of the Agreement [24 CFR 983.153]

The Agreement must be executed promptly after PHA notice of proposal selection to the selected owner. The PHA may not enter into the Agreement if construction or rehabilitation has started after proposal submission. Generally, the PHA may not enter into the Agreement with the owner until the subsidy layering review is completed. Likewise, the PHA may not enter into the Agreement until the environmental review is completed and the PHA has received environmental approval. However, the PHA does not need to conduct a subsidy layering review in the case of a HAP contract for existing housing or if the applicable state or local agency has conducted such a

review. Similarly, environmental reviews are not required for existing structures unless otherwise required by law or regulation.

Jacksonville Housing Policy

Jacksonville Housing will enter into the Agreement with the owner within 10 business days of receiving both environmental approval and notice that subsidy layering requirements have been met, and before construction or rehabilitation work is started.

CONDUCT OF DEVELOPMENT WORK

Labor Standards [24 CFR 983.154(b)]

If an Agreement covers the development of nine or more contract units (whether or not completed in stages), the owner and the owner's contractors and subcontractors must pay Davis-Bacon wages to laborers and mechanics employed in the development of housing. The HUD-prescribed form of the Agreement will include the labor standards clauses required by HUD, such as those involving Davis-Bacon wage rates.

The owner, contractors, and subcontractors must also comply with the Contract Work Hours and Safety Standards Act, Department of Labor regulations in 29 CFR part 5, and other applicable federal labor relations laws and regulations. The PHA must monitor compliance with labor standards.

Owner Disclosure [24 CFR 983.154(d) and (e)]

The Agreement and HAP contract must include a certification by the owner that the owner and other project principals are not on the U.S. General Services Administration list of parties excluded from federal procurement and non-procurement programs.

The owner must also disclose any possible conflict of interest that would be a violation of the Agreement, the HAP contract, or HUD regulations.

COMPLETION OF HOUSING

The Agreement must specify the deadlines for completion of the housing, and the owner must develop and complete the housing in accordance with these deadlines. The Agreement must also specify the deadline for submission by the owner of the required evidence of completion.

Evidence of Completion [24 CFR 983.155(b)]

At a minimum, the owner must submit the following evidence of completion to the PHA in the form and manner required by the PHA:

- Owner certification that the work has been completed in accordance with HQS and all requirements of the Agreement; and
- Owner certification that the owner has complied with labor standards and equal opportunity requirements in development of the housing.

At the PHA's discretion, the Agreement may specify additional documentation that must be submitted by the owner as evidence of housing completion.

Jacksonville Housing Policy

Jacksonville Housing will determine the need for the owner to submit additional documentation as evidence of housing completion on a case-by-case basis depending on the nature of the PBV project. Jacksonville Housing will specify any additional documentation requirements in the Agreement to enter into HAP contract.

PHA Acceptance of Completed Units [24 CFR 983.156]

Upon notice from the owner that the housing is completed, the PHA must inspect to determine if the housing has been completed in accordance with the Agreement, including compliance with HQS and any additional requirements imposed under the Agreement. The PHA must also determine if the owner has submitted all required evidence of completion.

If the work has not been completed in accordance with the Agreement, the PHA must not enter into the HAP contract.

If the PHA determines the work has been completed in accordance with the Agreement and that the owner has submitted all required evidence of completion, the PHA must submit the HAP contract for execution by the owner and must then execute the HAP contract.

I. HOUSING ASSISTANCE PAYMENTS CONTRACT (HAP)

OVERVIEW

The PHA must enter into a HAP contract with an owner for units that are receiving PBV assistance. The purpose of the HAP contract is to provide housing assistance payments for eligible families. Housing assistance is paid for contract units leased and occupied by eligible families during the HAP contract term. With the exception of single-family scattered-site projects, a HAP contract shall cover a single project. If multiple projects exist, each project is covered by a separate HAP contract. The HAP contract must be in the form required by HUD [24 CFR 983.202(a)].

HAP CONTRACT REQUIREMENTS

Contract Information [24 CFR 983.203]

The HAP contract must specify the following information:

- The total number of contract units by number of bedrooms;
- The project's name, street address, city or county, state and zip code, block and lot number (if known), and any other information necessary to clearly identify the site and the building;
- The number of contract units in each building, the location of each contract unit, the area of each contract unit, and the number of bedrooms and bathrooms in each contract unit;
- Services, maintenance, and equipment to be supplied by the owner and included in the rent to owner;
- Utilities available to the contract units, including a specification of utility services to be paid by the owner (included in rent) and utility services to be paid by the tenant;
- Features provided to comply with program accessibility requirements of Section 504 of the Rehabilitation Act of 1973 and implementing regulations at 24 CFR part 8;

- The HAP contract term;
- The number of units in any project that will exceed the 25 percent per project cap, which will be set aside for occupancy by qualifying families (elderly and/or disabled families and families receiving supportive services); and
- The initial rent to owner for the first 12 months of the HAP contract term.

Execution of the HAP Contract [24 CFR 983.204]

The PHA may not enter into a HAP contract until each contract unit has been inspected and the PHA has determined that the unit complies with the Housing Quality Standards (HQS), unless the PHA has adopted a policy to enter into a HAP contract for units that fail the initial HQS inspection as a result of only non-life-threatening conditions. For existing housing, the HAP contract must be executed promptly after the PHA selects the owner proposal and inspects the housing units. For newly constructed or rehabilitated housing the HAP contract must be executed after the PHA has inspected the completed units and has determined that the units have been completed in accordance with the agreement to enter into HAP, and the owner furnishes all required evidence of completion.

Jacksonville Housing Policy

For existing housing, the HAP contract will be executed within 10 business days of the Jacksonville Housing determining that all units pass HQS.

For rehabilitated or newly constructed housing, the HAP contract will be executed within 10 business days of Jacksonville Housing determining that the units have been completed in accordance with the agreement to enter into HAP, all units meet HQS, and the owner has submitted all required evidence of completion.

Term of HAP Contract [24 CFR 983.205, FR Notice 1/18/17, and Notice PIH 2017-21]

The PHA may enter into a HAP contract with an owner for an initial term of no less than one year and no more than 20 years for each contract unit. The length of the term of the HAP contract for any contract unit may not be less than one year, nor more than 20 years. In the case of PHA-owned units, the term of the HAP contract must be agreed upon by the PHA and the independent entity approved by HUD [24 CFR 983.59(b)(2)].

Jacksonville Housing Policy

The term of all PBV HAP contracts will be negotiated with the owner on a case-by-case basis.

At the time of the initial HAP contract term or any time before expiration of the HAP contract, the PHA may extend the term of the contract for an additional term of up to 20 years if the PHA determines an extension is appropriate to continue providing affordable housing for low-income families. A HAP contract extension may not exceed 20 years. A PHA may provide for multiple extensions; however, in no circumstances may such extensions exceed 20 years, cumulatively. Extensions after the initial extension are allowed at the end of any extension term, provided that not more than 24 months prior to the expiration of the previous extension contract the PHA agrees to extend the term, and that such extension is appropriate to continue providing affordable housing for low-income families or to expand housing opportunities. Extensions after the initial extension term shall not begin prior to the expiration date of the previous extension term.

Subsequent extensions are subject to the same limitations. All extensions must be on the form and subject to the conditions prescribed by HUD at the time of the extension. In the case of PHA-owned units, any extension of the term of the HAP contract must be agreed upon by the PHA and the independent entity approved by HUD [24 CFR 983.59(b)(2)].

Jacksonville Housing Policy

When determining whether or not to extend an expiring PBV contract, the PHA will consider several factors including, but not limited to:

- The cost of extending the contract and the amount of available budget authority;
- The condition of the contract units;
- The owner's record of compliance with obligations under the HAP contract and lease(s);
- Whether the location of the units continues to support the goals of deconcentrating poverty and expanding housing opportunities; and
- Whether the funding could be used more appropriately for tenant-based assistance.

Termination by PHA [24 CFR 983.205(c) and FR Notice 1/18/17]

The HAP contract must provide that the term of the PHA's contractual commitment is subject to the availability of sufficient appropriated funding as determined by HUD or by the PHA in accordance with HUD instructions. For these purposes, sufficient funding means the availability of appropriations, and of funding under the ACC from such appropriations, to make full payment of housing assistance payments payable to the owner for any contract year in accordance with the terms of the HAP contract.

In times of insufficient funding, HUD requires that PHAs first take all cost-saving measures prior to failing to make payments under existing PBV HAP contracts.

If it is determined that there may not be sufficient funding to continue housing assistance payments for all contract units and for the full term of the HAP contract, the PHA may terminate the HAP contract by notice to the owner. The termination must be implemented in accordance with HUD instructions.

Termination by Owner [24 CFR 983.205(d)]

If in accordance with program requirements the amount of rent to an owner for any contract unit is reduced below the amount of the rent to owner at the beginning of the HAP contract term, the owner may terminate the HAP contract by giving notice to the PHA. In this case, families living in the contract units must be offered tenant-based assistance.

Statutory Notice Requirements: Contract Termination or Expiration [24 CFR 983.206, FR Notice 1/18/17, and Notice PIH 2017-21]

Not less than one year before the HAP contract terminates, or if the owner refuses to renew the HAP contract, the owner must notify the PHA and assisted tenants of the termination. The notice must be provided in the form prescribed by HUD. If the owner does not give timely notice, the owner must permit the tenants in assisted units to remain in their units for the required notice period with no increase in the tenant portion of their rent, and with no eviction as a result of the

owner's inability to collect an increased tenant portion of rent. An owner may renew the terminating contract for a period of time sufficient to give tenants one-year advance notice under such terms as HUD may require.

Upon termination or expiration of the contract, a family living at the property is entitled to receive a tenant-based voucher. Tenant-based assistance would not begin until the owner's required notice period ends. The PHA must provide the family with a voucher and the family must also be given the option by the PHA and owner to remain in their unit with HCV tenant-based assistance as long as the unit complies with inspection and rent reasonableness requirements. The family must pay their total tenant payment (TTP) and any additional amount if the gross rent exceeds the applicable payment standard. The family has the right to remain in the project as long as the units are used for rental housing and are otherwise eligible for HCV assistance. The owner may not terminate the tenancy of a family that exercises its right to remain except for serious or repeated lease violations or other good cause. Families that receive a tenant-based voucher at the expiration or termination of the PBV HAP contract are not new admissions to the PHA HCV tenant-based program and are not subject to income eligibility requirements or any other admission requirements. If the family chooses to remain in their unit with tenant-based assistance, the family may do so regardless of whether the family share would initially exceed 40 percent of the family's adjusted monthly income.

Remedies for HQS Violations [24 CFR 983.208(b)]

The PHA may not make any HAP payment to the owner for a contract unit during any period in which the unit does not comply with HQS. If the PHA determines that a contract does not comply with HQS, the PHA may exercise any of its remedies under the HAP contract, for any or all of the contract units. Available remedies include termination of housing assistance payments, abatement or reduction of housing assistance payments, reduction of contract units, and termination of the HAP contract.

Jacksonville Housing Policy

Jacksonville Housing will abate and terminate PBV HAP contracts for non-compliance with HQS in accordance with the policies used in the tenant-based voucher program. These policies are contained in Section 8-II.G., Enforcing Owner Compliance.

AMENDMENTS TO THE HAP CONTRACT

Substitution of Contract Units [24 CFR 983.207(a)]

At the PHA's discretion and subject to all PBV requirements, the HAP contract may be amended to substitute a different unit with the same number of bedrooms in the same project for a previously covered contract unit. Before any such substitution can take place, the PHA must inspect the proposed unit and determine the reasonable rent for the unit.

Addition of Contract Units [FR Notice 1/18/17 and Notice PIH 2017-21]

The PHA and owner may amend the HAP contract to add additional PBV contract units in projects that already have a HAP contract without having to fulfill the selection requirements found at 24 CFR 983.51(b) for those additional PBV units, regardless of when the HAP contract was signed. The additional PBV units, however, are still subject to the PBV program cap and individual project caps. Prior to attaching additional units without competition, the PHA must submit to the local field office information outlined in FR Notice 1/18/17. The PHA must also

detail in the administrative plan their intent to add PBV units and the rationale for adding units to the specific PBV project.

Jacksonville Housing Policy

Jacksonville Housing will add units to the contract on a case-by-case basis to ensure the availability of affordable housing as long as the addition of units does not exceed allowable project caps.

HAP CONTRACT YEAR, ANNIVERSARY AND EXPIRATION DATES [24 CFR 983.207(b) and 983.302(e)]

The HAP contract year is the period of 12 calendar months preceding each annual anniversary of the HAP contract during the HAP contract term. The initial contract year is calculated from the first day of the first calendar month of the HAP contract term.

The annual anniversary of the HAP contract is the first day of the first calendar month after the end of the preceding contract year.

There is a single annual anniversary and expiration date for all units under a particular HAP contract, even in cases where contract units are placed under the HAP contract in stages (on different dates) or units are added by amendment. The anniversary and expiration dates for all units coincide with the dates for the contract units that were originally placed under contract.

OWNER RESPONSIBILITIES UNDER THE HAP CONTRACT [24 CFR 983.210]

When the owner executes the HAP contract s/he certifies that at such execution and at all times during the term of the HAP contract:

- All contract units are in good condition and the owner is maintaining the premises and contract units in accordance with HQS;
- The owner is providing all services, maintenance, equipment and utilities as agreed to under the HAP contract and the leases;
- Each contract unit for which the owner is receiving HAP, is leased to an eligible family referred by the PHA, and the lease is in accordance with the HAP contract and HUD requirements;
- To the best of the owner's knowledge the family resides in the contract unit for which the owner is receiving HAP, and the unit is the family's only residence;
- The owner (including a principal or other interested party) is not the spouse, parent, child, grandparent, grandchild, sister, or brother of any member of a family residing in a contract unit;
- The amount of the HAP the owner is receiving is correct under the HAP contract;
- The rent for contract units does not exceed rents charged by the owner for comparable unassisted units;
- Except for HAP and tenant rent, the owner has not received and will not receive any other payment or consideration for rental of the contract unit;

- The family does not own or have any interest in the contract unit (does not apply to family's membership in a cooperative); and
- Repair work on the project selected as an existing project that is performed after HAP execution within such post-execution period as specified by HUD may constitute development activity, and if determined to be development activity, the repair work undertaken shall be in compliance with Davis-Bacon wage requirements.

ADDITIONAL HAP REQUIREMENTS

Housing Quality and Design Requirements [24 CFR 983.101(e) and 983.208(a)]

The owner is required to maintain and operate the contract units and premises in accordance with HQS, including performance of ordinary and extraordinary maintenance. The owner must provide all the services, maintenance, equipment, and utilities specified in the HAP contract with the PHA and in the lease with each assisted family. In addition, maintenance, replacement and redecoration must be in accordance with the standard practice for the building as established by the owner.

The PHA may elect to establish additional requirements for quality, architecture, or design of PBV housing. Any such additional requirements must be specified in the Agreement to enter into a HAP contract and the HAP contract. These requirements must be in addition to, not in place of, compliance with HQS.

Jacksonville Housing Policy

Jacksonville Housing will identify the need for any special features on a case-by-case basis depending on the intended occupancy of the PBV project. Jacksonville Housing will specify any special design standards or additional requirements in the invitation for PBV proposals, the agreement to enter into HAP contract, and the HAP contract.

Vacancy Payments [24 CFR 983.352(b)]

At the discretion of the PHA, the HAP contract may provide for vacancy payments to the owner for a PHA-determined period of vacancy extending from the beginning of the first calendar month after the move-out month for a period not exceeding two full months following the move-out month. The amount of the vacancy payment will be determined by the PHA and cannot exceed the monthly rent to owner under the assisted lease, minus any portion of the rental payment received by the owner (including amounts available from the tenant's security deposit).

Jacksonville Housing Policy

The PHA will decide on a case-by-case basis if Jacksonville Housing will provide vacancy payments to the owner. The HAP contract with the owner will contain any such agreement, including the amount of the vacancy payment and the period for which the owner will qualify for these payments.

J. SELECTION OF PBV PROGRAM PARTICIPANTS

OVERVIEW

Many of the provisions of the tenant-based voucher regulations [24 CFR 982] also apply to the PBV program. This includes requirements related to determining eligibility and selecting

applicants from the waiting list. Even with these similarities, there are requirements that are unique to the PBV program. This part describes the requirements and policies related to eligibility and admission to the PBV program.

ELIGIBILITY FOR PBV ASSISTANCE [24 CFR 983.251(a) and (b)]

The PHA may select families for the PBV program from those who are participants in the PHA's tenant-based voucher program and from those who have applied for admission to the voucher program. For voucher participants, eligibility was determined at original admission to the voucher program and does not need to be redetermined at the commencement of PBV assistance. For all others, eligibility for admission must be determined at the commencement of PBV assistance.

Applicants for PBV assistance must meet the same eligibility requirements as applicants for the tenant-based voucher program. Applicants must qualify as a family as defined by HUD and the PHA, have income at or below HUD-specified income limits, and qualify on the basis of citizenship or the eligible immigration status of family members [24 CFR 982.201(a) and 24 CFR 983.2(a)]. In addition, an applicant family must provide social security information for family members [24 CFR 5.216 and 5.218] and consent to the PHA's collection and use of family information regarding income, expenses, and family composition [24 CFR 5.230]. The PHA may also not approve a tenancy if the owner (including a principal or other interested party) of the unit is the parent, child, grandparent, grandchild, sister, or brother of any member of the family, unless needed as a reasonable accommodation. An applicant family must also meet HUD requirements related to current or past criminal activity.

Jacksonville Housing Policy

Jacksonville Housing will determine an applicant family's eligibility for the PBV program in accordance with the policies in Chapter 3.

In-Place Families [24 CFR 983.251(b)]

An eligible family residing in a proposed PBV contract unit on the date the proposal is selected by the PHA is considered an "in-place family." These families are afforded protection from displacement under the PBV rule. If a unit to be placed under contract (either an existing unit or a unit requiring rehabilitation) is occupied by an eligible family on the date the proposal is selected, the in-place family must be placed on the PHA's waiting list. Once the family's continued eligibility is determined (the PHA may deny assistance to an in-place family for the grounds specified in 24 CFR 982.552 and 982.553), the family must be given an absolute selection preference and the PHA must refer these families to the project owner for an appropriately sized PBV unit in the project. Admission of eligible in-place families is not subject to income targeting requirements.

This regulatory protection from displacement does not apply to families that are not eligible to participate in the program on the proposal selection date.

ORGANIZATION OF THE WAITING LIST [24 CFR 983.251(c)]

The PHA may establish a separate waiting list for PBV units or it may use the same waiting list for both tenant-based and project-based assistance. The PHA may also merge the PBV waiting list with a waiting list for other assisted housing programs offered by the PHA. If the PHA

chooses to offer a separate waiting list for PBV assistance, the PHA must offer to place applicants who are listed on the tenant-based waiting list on the waiting list for PBV assistance.

If a PHA decides to establish a separate PBV waiting list, the PHA may use a single waiting list for the PHA's whole PBV program, or it may establish separate waiting lists for PBV units in particular projects or buildings or for sets of such units.

Jacksonville Housing Policy

Jacksonville Housing will establish and manage separate waiting lists for individual projects or buildings that are receiving PBV assistance.

SELECTION FROM THE WAITING LIST [24 CFR 983.251(c)]

Applicants who will occupy units with PBV assistance must be selected from the PHA's waiting list. The PHA may establish selection criteria or preferences for the occupancy of particular PBV units. The PHA may place families referred by the PBV owner on its PBV waiting list.

Income Targeting [24 CFR 983.251(c)(6)]

At least 75 percent of the families admitted to the PHA's tenant-based and project-based voucher programs during the PHA fiscal year from the waiting list must be extremely low-income families. The income targeting requirement applies to the total of admissions to both programs.

Units with Accessibility Features [24 CFR 983.251(c)(7)]

When selecting families to occupy PBV units that have special accessibility features for persons with disabilities, the PHA must first refer families who require such features to the owner.

Preferences [24 CFR 983.251(d), FR Notice 11/24/08]

The PHA may use the same selection preferences that are used for the tenant-based voucher program, establish selection criteria or preferences for the PBV program as a whole, or for occupancy of particular PBV developments or units. The PHA must provide an absolute selection preference for eligible in-place families as described in Section 17-VI.B. above.

The PHA may establish a selection preference for families who qualify for voluntary services, including disability-specific services, offered in conjunction with assisted units, provided that preference is consistent with the PHA plan. The PHA may not, however, grant a preference to a person with a specific disability [FR Notice 1/18/17].

In advertising such a project, the owner may advertise the project as offering services for a particular type of disability; however, the project must be open to all otherwise eligible disabled persons who may benefit from services provided in the project. In these projects, disabled residents may not be required to accept the particular services offered as a condition of occupancy.

If the PHA has projects with "excepted units" for elderly families or supportive services, the PHA must give preference to such families when referring families to these units [24 CFR 983.261(b); FR Notice 1/18/17].

Jacksonville Housing Policy

Jacksonville Housing will provide a selection preference when required by the regulation (e.g., eligible in-place families, elderly families or units with supportive services, or

mobility impaired persons for accessible units). The PHA will not offer any additional preferences for the PBV program or for particular PBV projects or units.

OFFER OF PBV ASSISTANCE

Refusal of Offer [24 CFR 983.251(e)(3)]

The PHA is prohibited from taking any of the following actions against a family who has applied for, received, or refused an offer of PBV assistance:

- Refuse to list the applicant on the waiting list for tenant-based voucher assistance;
- Deny any admission preference for which the applicant qualifies;
- Change the applicant's place on the waiting list based on preference, date, and time of application, or other factors affecting selection under the PHA's selection policy;
- Remove the applicant from the tenant-based voucher waiting list.

Disapproval by Landlord [24 CFR 983.251(e)(2)]

If a PBV owner rejects a family for admission to the owner's units, such rejection may not affect the family's position on the tenant-based voucher waiting list.

Acceptance of Offer [24 CFR 983.252]

Family Briefing

When a family accepts an offer for PBV assistance, the PHA must give the family an oral briefing. The briefing must include information on how the program works and the responsibilities of the family and owner. In addition to the oral briefing, the PHA must provide a briefing packet that explains how the PHA determines the total tenant payment for a family, the family obligations under the program, and applicable fair housing information.

Persons with Disabilities

If an applicant family's head or spouse is disabled, the PHA must assure effective communication, in accordance with 24 CFR 8.6, in conducting the oral briefing and in providing the written information packet. This may include making alternative formats available (see Chapter 2). In addition, the PHA must have a mechanism for referring a family that includes a member with a mobility impairment to an appropriate accessible PBV unit.

Persons with Limited English Proficiency

The PHA should take reasonable steps to assure meaningful access by persons with limited English proficiency in accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166 (see Chapter 2).

OWNER SELECTION OF TENANTS

The owner is responsible for developing written tenant selection procedures that are consistent with the purpose of improving housing opportunities for very low-income families and reasonably related to program eligibility and an applicant's ability to fulfill their obligations under the lease. An owner must promptly notify in writing any rejected applicant of the grounds for any rejection [24 CFR 983.253(a)(2) and (a)(3)].

Leasing [24 CFR 983.253(a)]

During the term of the HAP contract, the owner must lease contract units to eligible families that are selected and referred by the PHA from the PHA's waiting list. The contract unit leased to the family must be the appropriate size unit for the size of the family, based on the PHA's subsidy standards.

Filling Vacancies [24 CFR 983.254(a)]

The owner must promptly notify the PHA of any vacancy or expected vacancy in a contract unit. After receiving such notice, the PHA must make every reasonable effort to promptly refer a sufficient number of families for the owner to fill such vacancies. The PHA and the owner must make reasonable efforts to minimize the likelihood and length of any vacancy.

Jacksonville Housing Policy

The owner must notify Jacksonville Housing in writing (mail, fax, or email) within five business days of learning about any vacancy or expected vacancy.

Jacksonville Housing will make every reasonable effort to refer families to the owner within 10 business days of receiving such notice from the owner.

Reduction in HAP Contract Units Due to Vacancies [24 CFR 983.254(b)]

If any contract units have been vacant for 120 or more days since owner notice of the vacancy, the PHA may give notice to the owner amending the HAP contract to reduce the number of contract units by subtracting the number of contract units (according to the bedroom size) that have been vacant for this period.

Jacksonville Housing Policy

If any contract units have been vacant for 120 days, Jacksonville Housing will give notice to the owner that the HAP contract will be amended to reduce the number of contract units that have been vacant for this period. Jacksonville Housing will provide the notice to the owner within 10 business days of the 120th day of the vacancy. The amendment to the HAP contract will be effective the 1st day of the month following the date of the PHA's notice.

TENANT SCREENING [24 CFR 983.255]

PHA Responsibility

The PHA is not responsible or liable to the owner or any other person for the family's behavior or suitability for tenancy. However, the PHA may opt to screen applicants for family behavior or suitability for tenancy and may deny applicants based on such screening.

Jacksonville Housing Policy

Jacksonville Housing will not conduct screening to determine a PBV applicant's family's suitability for tenancy.

The PHA must provide the owner with an applicant's family's current and prior address (as shown in PHA records) and the name and address (if known by the PHA) of the family's current landlord and any prior landlords.

In addition, the PHA may offer the owner other information the PHA may have about a family, including information about the tenancy history of family members or about drug trafficking and criminal activity by family members. The PHA must provide applicant families a description of the PHA policy on providing information to owners, and the PHA must give the same types of information to all owners.

The PHA may not disclose to the owner any confidential information provided in response to a request for documentation of domestic violence, dating violence, sexual assault, or stalking except at the written request or with the written consent of the individual providing the documentation [24 CFR 5.2007(a)(4)].

Jacksonville Housing Policy

Jacksonville Housing will inform owners of their responsibility to screen prospective tenants and will provide owners with the required known name and address information, at the time of the turnover HQS inspection or before. Jacksonville Housing will not provide any additional information to the owner, such as tenancy history, criminal history, etc.

Owner Responsibility

The owner is responsible for screening and selecting the family to occupy the owner's unit. When screening families the owner may consider a family's background with respect to the following factors:

- Payment of rent and utility bills;
- Caring for a unit and premises;
- Respecting the rights of other residents to the peaceful enjoyment of their housing;
- Drug-related criminal activity or other criminal activity that is a threat to the health, safety, or property of others; and
- Compliance with other essential conditions of tenancy.

K. OCCUPANCY

OVERVIEW

After an applicant has been selected from the waiting list, determined eligible by the PHA, referred to an owner, and determined suitable by the owner, the family will sign the lease and occupancy of the unit will begin.

LEASE [24 CFR 983.256]

The tenant must have the legal capacity to enter a lease under state and local law. *Legal capacity* means that the tenant is bound by the terms of the lease and may enforce the terms of the lease against the owner.

Form of Lease [24 CFR 983.256(b)]

The tenant and the owner must enter into a written lease agreement that is signed by both parties. If an owner uses a standard lease form for rental units to unassisted tenants in the locality or premises, the same lease must be used for assisted tenants, except that the lease must include a HUD-required tenancy addendum. The tenancy addendum must include, word-for-word, all provisions required by HUD.

If the owner does not use a standard lease form for rental to unassisted tenants, the owner may use another form of lease, such as a PHA model lease.

The PHA may review the owner's lease form to determine if the lease complies with state and local law. If the PHA determines that the lease does not comply with state or local law, the PHA may decline to approve the tenancy.

Jacksonville Housing Policy

Jacksonville Housing will not review the owner's lease for compliance with state or local law.

Lease Requirements [24 CFR 983.256(c)]

The lease for a PBV unit must specify all of the following information:

- The names of the owner and the tenant;
- The unit rented (address, apartment number, if any, and any other information needed to identify the leased contract unit);
- The term of the lease (initial term and any provision for renewal);
- The amount of the tenant rent to owner, which is subject to change during the term of the lease in accordance with HUD requirements;
- A specification of the services, maintenance, equipment, and utilities that will be provided by the owner; and
- The amount of any charges for food, furniture, or supportive services.

Tenancy Addendum [24 CFR 983.256(d)]

The tenancy addendum in the lease must state:

- The program tenancy requirements;
- The composition of the household as approved by the PHA (the names of family members and any PHA-approved live-in aide);
- All provisions in the HUD-required tenancy addendum must be included in the lease. The terms of the tenancy addendum prevail over other provisions of the lease.

Initial Term and Lease Renewal [24 CFR 983.256(f)]

The initial lease term must be for at least one year. The lease must provide for automatic renewal after the initial term of the lease in either successive definitive terms (e.g. month-to-month or year-to-year) or an automatic indefinite extension of the lease term. For automatic indefinite extension of the lease term, the lease terminates if any of the following occur:

- The owner terminates the lease for good cause
- The tenant terminates the lease
- The owner and tenant agree to terminate the lease
- The PHA terminates the HAP contract
- The PHA terminates assistance for the family

Changes in the Lease [24 CFR 983.256(e)]

If the tenant and owner agree to any change in the lease, the change must be in writing, and the owner must immediately give the PHA a copy of all changes.

The owner must notify the PHA in advance of any proposed change in the lease regarding the allocation of tenant and owner responsibilities for utilities. Such changes may only be made if approved by the PHA and in accordance with the terms of the lease relating to its amendment. The PHA must redetermine reasonable rent, in accordance with program requirements, based on any change in the allocation of the responsibility for utilities between the owner and the tenant. The redetermined reasonable rent will be used in the calculation of the rent to the owner from the effective date of the change.

Owner Termination of Tenancy [24 CFR 983.257]

With two exceptions, the owner of a PBV unit may terminate tenancy for the same reasons an owner may in the tenant-based voucher program (see Section 12-III.B. and 24 CFR 982.310). In the PBV program, terminating tenancy for “good cause” does not include doing so for a business or economic reason, or a desire to use the unit for personal or family use or other non-residential purpose.

Tenant Absence from the Unit [24 CFR 983.256(g) and 982.312(a)]

The lease may specify a maximum period of family absence from the unit that may be shorter than the maximum period permitted by PHA policy. According to program requirements, the family’s assistance must be terminated if they are absent from the unit for more than 180 consecutive days. PHA termination of assistance actions due to family absence from the unit are subject to 24 CFR 981.312, except that the unit is not terminated from the HAP contract if the family is absent for longer than the maximum period permitted.

Continuation of Housing Assistance Payments [24 CFR 982.258]

Housing assistance payments shall continue until the tenant rent equals the rent to owner. The cessation of housing assistance payments at such point will not affect the family's other rights under its lease, nor will such cessation preclude the resumption of payments as a result of later changes in income, rents, or other relevant circumstances if such changes occur within 180 days following the date of the last housing assistance payment by the PHA. After the 180-day period, the unit shall be removed from the HAP contract pursuant to 24 CFR 983.211.

Jacksonville Housing Policy

If a participating family receiving zero assistance experiences a change in circumstances that would result in a HAP payment to the owner, the family must notify Jacksonville Housing of the change and request an interim reexamination before the expiration of the 180-day period.

Security Deposits [24 CFR 983.259]

The owner may collect a security deposit from the tenant. The PHA may prohibit security deposits in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants.

Jacksonville Housing Policy

Jacksonville Housing will allow the owner to collect a security deposit amount the owner determines is appropriate.

When the tenant moves out of a contract unit, the owner, subject to state and local law, may use the security deposit, including any interest on the deposit, in accordance with the lease, as reimbursement for any unpaid tenant rent, damages to the unit, or other amounts owed by the tenant under the lease.

The owner must give the tenant a written list of all items charged against the security deposit and the amount of each item. After deducting the amount used to reimburse the owner, the owner must promptly refund the full amount of the balance to the tenant.

If the security deposit does not cover the amount owed by the tenant under the lease, the owner may seek to collect the balance from the tenant. The PHA has no liability or responsibility for payment of any amount owed by the family to the owner.

MOVES

Overcrowded, Under-Occupied, and Accessible Units [24 CFR 983.260]

If the PHA determines that a family is occupying a wrong size unit, based on the PHA's subsidy standards, or a unit with accessibility features that the family does not require, and the unit is needed by a family that does require the features, the PHA must promptly notify the family and the owner of this determination, and the PHA must offer the family the opportunity to receive continued housing assistance in another unit.

Jacksonville Housing Policy

Jacksonville Housing will notify the family and the owner of the family's need to move based on the occupancy of a wrong-size or accessible unit within 10 business days of Jacksonville Housing's determination. Jacksonville Housing will offer the family the following types of continued assistance in the following order, based on the availability of assistance:

- PBV assistance in the same building or project;
- PBV assistance in another project; and
- Tenant-based voucher assistance.

If the PHA offers the family a tenant-based voucher, the PHA must terminate the housing assistance payments for a wrong-sized or accessible unit at the earlier of the expiration of the term of the family's voucher (including any extension granted by the PHA) or the date upon which the family vacates the unit. If the family does not move out of the wrong-sized unit or accessible unit by the expiration of the term of the family's voucher, the PHA must remove the unit from the HAP contract.

If the PHA offers the family another form of assistance that is not a tenant-based voucher, and the family does not accept the offer, does not move out of the PBV unit within a reasonable time as determined by the PHA, or both, the PHA must terminate the housing assistance payments for the unit at the expiration of a reasonable period as determined by the PHA and remove the unit from the HAP contract.

Jacksonville Housing Policy

When Jacksonville Housing offers a family another form of assistance that is not a tenant-based voucher, the family will be given 30 days from the date of the offer to accept the offer and move out of the PBV unit. If the family does not move out within this 30-day time frame, Jacksonville Housing will terminate the housing assistance payments at the expiration of this 30-day period.

Jacksonville Housing may make exceptions to this 30-day period if needed for reasons beyond the family's control such as death, serious illness, or other medical emergency of a family member.

Family Right to Move [24 CFR 983.261]

The family may terminate the lease at any time after the first year of occupancy. The family must give advance written notice to the owner in accordance with the lease and provide a copy of such notice to the PHA. If the family wishes to move with continued tenant-based assistance, the family must contact the PHA to request the rental assistance prior to providing notice to terminate the lease.

If the family terminates the lease in accordance with these requirements, the PHA is required to offer the family the opportunity for continued tenant-based assistance, in the form of a voucher or other comparable tenant-based rental assistance. If voucher or other comparable tenant-based assistance is not immediately available upon the termination of the family's lease in the PBV unit, the PHA must give the family priority to receive the next available opportunity for continued tenant-based assistance.

If the family terminates the assisted lease before the end of the first year, the family relinquishes the opportunity for continued tenant-based assistance.

Emergency Transfers under VAWA [Notice PIH 2017-08]

Except where special consideration is needed for the project-based voucher program, the PHA will follow VAWA policies as outlined in Chapter 16 Part IX of this administrative plan, including using the Emergency Transfer Plan as the basis for PBV transfers under VAWA (Exhibit 16-4).

HUD requires that the PHA include policies that address when a victim has been living in a unit for less than a year or when a victim seeks to move sooner than a tenant-based voucher is available.

Jacksonville Housing Policy

When the victim of domestic violence, dating violence, sexual assault, or stalking has lived in the unit for less than one year, Jacksonville Housing will provide several options for continued assistance.

The PHA will first try to transfer the participant to another PBV unit in the same development or transfer to a different development where the PHA has PBV units. The PHA will expedite the administrative processes in this case in an effort to conduct the transfer as quickly as possible.

If no units are available for an internal transfer, or if there is reasonable cause to believe that such a transfer would put the victim in jeopardy, the participant may receive continued assistance through an external transfer to either tenant-based rental assistance (HCV) or assistance in the PHA's public housing program. Such a decision will be made by the PHA based on the availability of tenant-based vouchers and/or vacancies in public housing units. Such families must be selected from the waiting list for the applicable program. The PHA has adopted a waiting list preference for victims of domestic violence, dating violence, sexual assault, and stalking in both its HCV and public housing programs in order to expedite this process. See Section 4-III.C. of this administrative plan.

If a victim wishes to move after a year of occupancy in the unit, but no tenant-based vouchers are available, the PHA will offer the participant an internal transfer to another PBV unit in the same development or a transfer to a different development where the PHA has PBV units. The PHA will expedite the administrative processes in this case in an effort to conduct the transfer as quickly as possible.

If no units are available for an internal transfer, or if there is reasonable cause to believe that such a transfer would put the victim in jeopardy, the participant may receive continued assistance through an external transfer to the PHA's public housing program. The PHA has adopted a waiting list preference for victims of domestic violence, dating violence, sexual assault, and stalking as part of the public housing ACOP in order to expedite this process.

EXCEPTIONS TO THE OCCUPANCY CAP [24 CFR 983.262]

As of April 17, 2018, the PHA may not pay housing assistance under a PBV HAP contract for more than the greater of 25 units or 25 percent of the number of dwelling units in a project unless:

- The units are exclusively for elderly families
- The units are for households eligible for supportive services available to all families receiving PBV assistance in the project

If the project is located in a census tract with a poverty rate of 20 percent or less, as determined in the most recent American Community Survey Five-Year estimates, the project cap is the greater of 25 units or 40 percent (instead of 25 percent) of the units in the project [FR Notice 7/14/17].

If a family at the time of initial tenancy is receiving and while the resident of an excepted unit has received Family Self-Sufficiency (FSS) supportive services or any other service as defined by the PHA and successfully completes the FSS contract of participation or the supportive services requirement, the unit continues to count as an excepted unit for as long as the family resides in the unit. However, if the FSS family fails to successfully complete the FSS contract of participation or supportive services objective and consequently is no longer eligible for the

supportive services, the family must vacate the unit within a reasonable period of time established by the PHA, and the PHA shall cease paying HAP on behalf of the family.

Further, when a family (or remaining members of a family) residing in an excepted unit no longer meets the criteria for a “qualifying family” because the family is no longer an elderly family due to a change in family composition, the PHA has the discretion to allow the family to remain in the excepted unit. If the PHA does not exercise this discretion, the family must vacate the unit within a reasonable period of time established by the PHA, and the PHA must cease paying housing assistance payments on behalf of the non-qualifying family.

Individuals in units with supportive services who choose to no longer participate in a service or who no longer qualify for services they qualified for at the time of initial occupancy cannot subsequently be denied continued housing opportunity because of this changed circumstance. A PHA or owner cannot determine that a participant’s needs exceed the level of care offered by qualifying services or require that individuals be transitioned to different projects based on service needs.

If the family fails to vacate the unit within the established time, the unit must be removed from the HAP contract unless the project is partially assisted, and it is possible for the HAP contract to be amended to substitute a different unit in the building in accordance with program requirements; or the owner terminates the lease and evicts the family. The housing assistance payments for a family residing in an excepted unit that is not in compliance with its family obligations to comply with supportive services requirements must be terminated by the PHA.

The PHA may allow a family that initially qualified for occupancy of an excepted unit based on elderly family status to continue to reside in a unit, where through circumstances beyond the control of the family (e.g., death of the elderly family member or long-term or permanent hospitalization or nursing care), the elderly family member no longer resides in the unit. In this case, the unit may continue to be counted as an excepted unit for as long as the family resides in that unit. Once the family vacates the unit, in order to continue as an excepted unit under the HAP contract, the unit must be made available to and occupied by a qualified family.

Jacksonville Housing Policy

Jacksonville Housing will allow families who initially qualified to live in an excepted unit to remain when circumstances change due to circumstances beyond the remaining family members’ control.

In all other cases, Jacksonville Housing will provide written notice to the family and owner within 10 business days of making the determination. The family will be given 30 days from the date of the notice to move out of the PBV unit. If the family does not move out within this 30-day time frame, Jacksonville Housing will terminate the housing assistance payments at the expiration of this 30-day period.

Jacksonville Housing may make exceptions to this 30-day period if needed for reasons beyond the family’s control such as death, serious illness, or other medical emergency of a family member.

L. DETERMINING RENT TO OWNER

OVERVIEW

The amount of the initial rent to an owner of units receiving PBV assistance is established at the beginning of the HAP contract term. Although for rehabilitated or newly constructed housing, the agreement to enter into HAP Contract (Agreement) states the estimated amount of the initial rent to the owner, the actual amount of the initial rent to the owner is established at the beginning of the HAP contract term.

During the term of the HAP contract, the rent to the owner is redetermined at the owner's request in accordance with program requirements, and at such time that there is a ten percent or greater decrease in the published FMR.

RENT LIMITS [24 CFR 983.301]

Except for certain tax credit units (discussed below), the rent to the owner must not exceed the lowest of the following amounts:

- An amount determined by the PHA, not to exceed 110 percent of the applicable fair market rent (or any HUD-approved exception payment standard) for the unit bedroom size minus any utility allowance;
- The reasonable rent; or
- The rent requested by the owner.

Certain Tax Credit Units [24 CFR 983.301(c)]

For certain tax credit units, the rent limits are determined differently than for other PBV units. Different limits apply to contract units that meet all of the following criteria:

- The contract unit receives a low-income housing tax credit under the Internal Revenue Code of 1986;
- The contract unit is not located in a qualified census tract;
- There are comparable tax credit units of the same bedroom size as the contract unit in the same project, and the comparable tax credit units do not have any form of rental assistance other than the tax credit; and
- The tax credit rent exceeds 110 percent of the fair market rent or any approved exception payment standard;

For contract units that meet all of these criteria, the rent to the owner must not exceed the lowest of:

- The tax credit rent minus any utility allowance;
- The reasonable rent; or
- The rent requested by the owner.

Definitions

A qualified census tract is 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 the 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.

Tax credit rent is the rent charged for comparable units of the same bedroom size in the project that also receive the low-income housing tax credit but do not have any additional rental assistance (e.g., tenant-based voucher assistance).

Reasonable Rent [24 CFR 983.301(e) and 983.302(c)(2)]

The PHA must determine reasonable rent in accordance with 24 CFR 983.303. The rent to the owner for each contract unit may at no time exceed the reasonable rent, except in cases where the PHA has elected within the HAP contract not to reduce rents below the initial rent to the owner and, upon redetermination of the rent to the owner, the reasonable rent would result in a rent below the initial rent. However, the rent to the owner must be reduced in the following cases:

- To correct errors in calculations in accordance with HUD requirements
- If additional housing assistance has been combined with PBV assistance after the execution of the initial HAP contract and a rent decrease is required pursuant to 24 CFR 983.55
- If a decrease in rent to the owner is required based on changes in the allocation of the responsibility for utilities between the owner and tenant

If the PHA has not elected within the HAP contract to establish the initial rent to the owner as the rent floor, the rent to the owner shall not at any time exceed the reasonable rent.

Jacksonville Housing Policy

Jacksonville Housing will elect within the HAP contract not to reduce rents below the initial level, with the exception of circumstances listed in 24 CFR 983.302(c)(2). If, upon redetermination of the rent to the owner, the reasonable rent would result in a rent below the initial rent, Jacksonville Housing will use the higher initial rent to owner amount.

Use of FMRs, Exception Payment Standards, and Utility Allowances [24 CFR 983.301(f)]

When determining the initial rent to the owner, the PHA must use the most recently published FMR in effect and the utility allowance schedule in effect at execution of the HAP contract. When redetermining the rent to the owner, the PHA must use the most recently published FMR and the utility allowance schedule in effect at the time of redetermination. At its discretion, the PHA may for initial rent, use the amounts in effect at any time during the 30-day period immediately before the beginning date of the HAP contract, or for redeterminations of rent, the 30-day period immediately before the redetermination date.

Any HUD-approved exception payment standard amount under the tenant-based voucher program also applies to the project-based voucher program. HUD will not approve a different exception payment stand amount for use in the PBV program.

Likewise, the PHA may not establish or apply different utility allowance amounts for the PBV program. The same utility allowance schedule applies to both the tenant-based and project-based voucher programs.

Jacksonville Housing Policy

Upon written request by the owner, Jacksonville Housing will consider using the FMR or utility allowances in effect during the 30-day period before the start date of the HAP, or redetermination of rent. The owner must explain the need to use the previous FMRs or

utility allowances and include documentation in support of the request. The PHA will review and make a decision based on the circumstances and merit of each request.

In addition to considering a written request from an owner, Jacksonville Housing may decide to use the FMR or utility allowances in effect during the 30-day period before the start date of the HAP, or redetermination of rent, if Jacksonville Housing determines it is necessary due to PHA budgetary constraints.

Use of Small Area FMRs (SAFMRs) [24 CFR 888.113(h)]

While small area FMRs (SAFMRs) do not apply to PBV projects, PHAs that operate a tenant-based program under SAFMRs may apply SAFMRs to all future PBV HAP contracts. If the PHA adopts this policy, it must apply to all future PBV projects and the PHA's entire jurisdiction. The PHA and owner may not subsequently choose to revert back to use of the FMRs once the SAFMRs have been adopted, even if the PHA subsequently changes its policy.

Further, the PHA may apply SAFMRs to current PBV projects where the notice of owner selection was made on or before the effective date of PHA implementation, provided the owner is willing to mutually agree to doing so and the application is prospective. The PHA and owner may not subsequently choose to revert back to use of the FMRs once the SAFMRs have been adopted, even if the PHA subsequently changes its policy. If rents increase as a result of the use of SAFMRs, the rent increase may not be effective until the first anniversary of the HAP contract.

Jacksonville Housing Policy

Jacksonville Housing will not apply SAFMRs to the PHA's PBV program.

Redetermination of Rent [24 CFR 983.302]

The PHA must redetermine the rent to the owner upon the owner's request or when there is a 10 percent or greater decrease in the published FMR.

Rent Increase

If an owner wishes to request an increase in the rent to the owner from Jacksonville Housing, it must be requested at the annual anniversary of the HAP contract. The request must be in writing and in the form and manner required by Jacksonville Housing. Jacksonville Housing may only make rent increases in accordance with the rent limits described previously. There are no provisions in the PBV program for special adjustments (e.g., adjustments that reflect increases in the actual and necessary expenses of owning and maintaining the units which have resulted from substantial general increases in real property taxes, utility rates, or similar costs).

Jacksonville Housing Policy

An owner's request for a rent increase must be submitted to Jacksonville Housing 60 days prior to the anniversary date of the HAP contract and must include the new rent amount the owner is proposing.

The PHA may not approve and the owner may not receive any increase of rent to the owner until and unless the owner has complied with the requirements of the HAP contract, including compliance with HQS. The owner may not receive any retroactive increase of rent for any period of noncompliance.

Rent Decrease

If there is a decrease in the rent to the owner, as established in accordance with program requirements such as a change in the FMR or exception payment standard, or reasonable rent amount, the rent to the owner must be decreased regardless of whether the owner requested a rent adjustment, except where the PHA has elected within the HAP contract to not reduce rents below the initial rent under the initial HAP contract.

Notice of Rent Change

The rent to the owner is redetermined by written notice by the PHA to the owner specifying the amount of the redetermined rent. The PHA notice of rent adjustment constitutes an amendment of the rent to the owner specified in the HAP contract. The adjusted amount of rent to the owner applies for the period of 12 calendar months from the annual anniversary of the HAP contract.

Jacksonville Housing Policy

Jacksonville Housing will provide the owner with at least 30 days' written notice of any change in the amount of rent to the owner.

PHA-Owned Units [24 CFR 983.301(g)]

For PHA-owned PBV units, the initial rent to owner and the annual redetermination of rent at the anniversary of the HAP contract are determined by the independent entity approved by HUD. The PHA must use the rent to owner established by the independent entity.

REASONABLE RENT [24 CFR 983.303]

At the time the initial rent is established and all times during the term of the HAP contract, the rent to owner for a contract unit may not exceed the reasonable rent for the unit as determined by the PHA, except where the PHA has elected within the HAP contract to not reduce rents below the initial rent under the initial HAP contract.

When Rent Reasonable Determinations Are Required

The PHA must redetermine the reasonable rent for a unit receiving PBV assistance whenever any of the following occur:

- There is a 10 percent or greater decrease in the published FMR in effect 60 days before the contract anniversary (for the unit sizes specified in the HAP contract) as compared with the FMR that was in effect one year before the contract anniversary date;
- The PHA approves a change in the allocation of responsibility for utilities between the owner and the tenant;
- The HAP contract is amended to substitute a different contract unit in the same building or project; or
- There is any other change that may substantially affect the reasonable rent.

How to Determine Reasonable Rent

The reasonable rent of a unit receiving PBV assistance must be determined by comparison to rent for other comparable unassisted units. When making this determination, the PHA must

consider factors that affect market rent. Such factors include the location, quality, size, type and age of the unit, as well as the amenities, housing services maintenance, and utilities to be provided by the owner.

Comparability Analysis

For each unit, the comparability analysis must use at least three comparable units in the private unassisted market. This may include units in the premises or project that is receiving project-based assistance. The analysis must show how the reasonable rent was determined, including major differences between the contract units and comparable unassisted units, and must be retained by the PHA. The comparability analysis may be performed by PHA staff or by another qualified person or entity. Those who conduct these analyses or are involved in determining the housing assistance payment based on the analyses may not have any direct or indirect interest in the property.

PHA-Owned Units

For PHA-owned units, the amount of the reasonable rent must be determined by an independent agency approved by HUD in accordance with PBV program requirements. The independent entity must provide a copy of the determination of reasonable rent for PHA-owned units to the PHA and to the HUD field office where the project is located.

Owner Certification of Reasonable Rent

By accepting each monthly housing assistance payment, the owner certifies that the rent to owner is not more than rent charged by the owner for other comparable unassisted units in the premises. At any time, the PHA may require the owner to submit information on rents charged by the owner for other units in the premises or elsewhere.

EFFECT OF OTHER SUBSIDY AND RENT CONTROL

In addition to the rent limits discussed in Section 17-VIII.B above, other restrictions may limit the amount of rent to owner in a PBV unit. In addition, certain types of subsidized housing are not even eligible to receive PBV assistance (see Section 17-II.D).

Other Subsidy [24 CFR 983.304]

To comply with HUD subsidy layering requirements, at the discretion of HUD or its designee, a PHA shall reduce the rent to owner because of other governmental subsidies, including tax credits or tax exemptions, grants, or other subsidized funding.

For units receiving assistance under the HOME program, rents may not exceed rent limits as required by that program.

For units in any of the following types of federally subsidized projects, the rent to owner may not exceed the subsidized rent (basic rent) or tax credit rent as determined in accordance with requirements for the applicable federal program:

- An insured or non-insured Section 236 project;
- A formerly insured or non-insured Section 236 project that continues to receive Interest Reduction Payment following a decoupling action;
- A Section 221(d)(3) below market interest rate (BMIR) project;

- A Section 515 project of the Rural Housing Service;
- Any other type of federally subsidized project specified by HUD.

Combining Subsidy

Rent to owner may not exceed any limitation required to comply with HUD subsidy layering requirements.

Rent Control [24 CFR 983.305]

In addition to the rent limits set by PBV program regulations, the amount of rent to owner may also be subject to rent control or other limits under local, state, or federal law.

M. PAYMENTS TO OWNER

HOUSING ASSISTANCE PAYMENTS [24 CFR 983.351]

During the term of the HAP contract, the PHA must make housing assistance payments to the owner in accordance with the terms of the HAP contract. During the term of the HAP contract, payments must be made for each month that a contract unit complies with HQS and is leased to and occupied by an eligible family. The housing assistance payment must be paid to the owner on or about the first day of the month for which payment is due, unless the owner and the PHA agree on a later date.

Except for discretionary vacancy payments, the PHA may not make any housing assistance payment to the owner for any month after the month when the family moves out of the unit (even if household goods or property are left in the unit).

The amount of the housing assistance payment by the PHA is the rent to owner minus the tenant rent (total tenant payment minus the utility allowance).

In order to receive housing assistance payments, the owner must comply with all provisions of the HAP contract. Unless the owner complies with all provisions of the HAP contract, the owner does not have a right to receive housing assistance payments.

VACANCY PAYMENTS [24 CFR 983.352]

If an assisted family moves out of the unit, the owner may keep the housing assistance payment for the calendar month when the family moves out. However, the owner may not keep the payment if the PHA determines that the vacancy is the owner’s fault.

Jacksonville Housing Policy

If Jacksonville Housing determines that the owner is responsible for a vacancy and, as a result, is not entitled to the keep the housing assistance payment, Jacksonville Housing will notify the landlord of the amount of housing assistance payment that the owner must repay. Jacksonville Housing will require the owner to repay the amount owed in accordance with the policies in Chapter 16.B.

At the discretion of the PHA, the HAP contract may provide for vacancy payments to the owner. The PHA may only make vacancy payments if:

- The owner gives the PHA prompt, written notice certifying that the family has vacated the unit and identifies the date when the family moved out (to the best of the owner's knowledge);
- The owner certifies that the vacancy is not the fault of the owner and that the unit was vacant during the period for which payment is claimed;
- The owner certifies that it has taken every reasonable action to minimize the likelihood and length of vacancy; and
- The owner provides any additional information required and requested by the PHA to verify that the owner is entitled to the vacancy payment.

The owner must submit a request for vacancy payments in the form and manner required by the PHA and must provide any information or substantiation required by the PHA to determine the amount of any vacancy payment.

Jacksonville Housing Policy

If an owner's HAP contract calls for vacancy payments to be made, and the owner wishes to receive vacancy payments, the owner must have properly notified Jacksonville Housing of the vacancy in accordance with the policy in this chapter regarding filling vacancies.

In order for a vacancy payment request to be considered, it must be made within 10 business days of the end of the period for which the owner is requesting the vacancy payment. The request must include the required owner certifications and the PHA may require the owner to provide documentation to support the request. If the owner does not provide the information requested by Jacksonville Housing within 10 business days of the Jacksonville Housing's request, no vacancy payments will be made.

TENANT RENT TO OWNER [24 CFR 983.353]

The tenant rent is the portion of the rent to owner paid by the family. The amount of tenant rent is determined by the PHA in accordance with HUD requirements. Any changes in the amount of tenant rent will be effective on the date stated in the PHA notice to the family and owner.

The family is responsible for paying the tenant rent (total tenant payment minus the utility allowance). The amount of the tenant rent determined by the PHA is the maximum amount the owner may charge the family for rental of a contract unit. The tenant rent covers all housing services, maintenance, equipment, and utilities to be provided by the owner. The owner may not demand or accept any rent payment from the tenant in excess of the tenant rent as determined by the PHA. The owner must immediately return any excess payment to the tenant.

Tenant and PHA Responsibilities

The family is not responsible for the portion of rent to owner that is covered by the housing assistance payment and the owner may not terminate the tenancy of an assisted family for nonpayment by the PHA.

Likewise, the PHA is responsible only for making the housing assistance payment to the owner in accordance with the HAP contract. The PHA is not responsible for paying tenant rent, or any other claim by the owner, including damage to the unit. The PHA may not use housing assistance

payments or other program funds (including administrative fee reserves) to pay any part of the tenant rent or other claim by the owner.

Utility Reimbursements

If the amount of the utility allowance exceeds the total tenant payment, the PHA must pay the amount of such excess to the tenant as a reimbursement for tenant-paid utilities, and the tenant rent to the owner must be zero.

The PHA may pay the utility reimbursement directly to the family or to the utility supplier on behalf of the family. If the PHA chooses to pay the utility supplier directly, the PHA must notify the family of the amount paid to the utility supplier.

Jacksonville Housing Policy

Jacksonville Housing will make utility reimbursements to the family.

OTHER FEES AND CHARGES [24 CFR 983.354]

Meals and Supportive Services

With the exception of PBV assistance in assisted living developments, the owner may not require the tenant to pay charges for meals or supportive services. Non-payment of such charges is not grounds for termination of tenancy.

In assisted living developments receiving PBV assistance, the owner may charge for meals or supportive services. These charges may not be included in the rent to owner, nor may the value of meals and supportive services be included in the calculation of the reasonable rent. However, non-payment of such charges is grounds for termination of the lease by the owner in an assisted living development.

Other Charges by Owner

The owner may not charge extra amounts for items customarily included in rent in the locality or provided at no additional cost to unsubsidized tenants in the premises.

EXHIBIT 17-1: PBV DEVELOPMENT INFORMATION

(Fill out one for each development)

Date: [Enter the date on which this form was completed]

DEVELOPMENT INFORMATION

Development Name: [Insert name of PBV development]

Address: [Insert full address of PBV development]

Owner Information: [Insert PBV development owner name and contact information. If development is PHA-owned, enter “PHA-owned.”]

Property Management Company: [Insert property management company name and contact information, or enter “None”]

PHA-Owned: [Enter “Yes” or “No.” If yes, enter name of independent entity]

Mixed Finance Development: [Enter “Yes” or “No.” If yes, list other types of funding (i.e., LIHTC, HOME, etc.) and units to which other funding applies.]

HAP CONTRACT

Effective Date of Contract: [Enter start date of HAP contract]

HOTMA Requirements: [If HAP contract was signed prior to April 18, 2017, enter “Pre-HOTMA.” If HAP contract was signed on or after April 18, 2017, enter “Post-HOTMA.”]

Term of HAP Contract: [Enter term from HAP contract]

Expiration Date of Contract: [Enter expiration date from HAP contract]

PBV UNITS

	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	Total
# of Units							
Initial Contract Rent	\$	\$	\$	\$	\$	\$	

Structure Type: [Identify the structure type, i.e. Single Family Detached, Duplex or Two Family, Row House or Town House, Low Rise (3,4 Stories, including Garden Apartment), Highrise (5 or more stories)]

Housing Type: [Identify if the units are an Independent Group Residence or Single Room Occupancy]

UTILITY RESPONSIBILITY

[Enter in Accordance with the HAP Exhibit C]

Utility	Fuel Type (Gas, Electric, Oil, Coal, Other)	Paid By (Tenant/Owner)	Provided By (Tenant/Owner)
Heating	Electric	Tenant	Owner
Cooking	Electric	Tenant	Owner
Water Heating	Electric	Tenant	Owner
Other Electric		Tenant	Owner
Water		Owner	Owner
Sewer		Owner	Owner
Trash Collection		Owner	Owner
Air Conditioning		Tenant	Owner
Refrigerator			
Range/Microwave			
Other (specify)			

Accessible Units and Features: [Identify which units are accessible and describe accessibility features or enter “None”]

Target Population: [Describe targeted population in accordance with HAP contract or enter “None”]

Excepted Units: [Identify excepted unit types below or enter “None”]

- **Supportive Services:** [Enter “Yes, see Exhibit D of HAP Contract” or enter “No”]
- **Elderly Units:** [Enter “Yes” or “No.” If yes, identify which units are elderly units.]
- **Disabled Units** (only for HAP contracts executed prior to April 18, 2017) [Enter “Yes” or “No.” If yes, identify which units are for persons with disabilities.]
- **FUPY/FYI Units:** [Enter “Yes” or “No.” If yes, identify which units are FUP units]
- **Are units excepted because they are located in a low-poverty census tract area?:** [Enter “Yes” or “No”]

WAITING LIST AND SELECTION

Waiting List Type: [Enter “Site-based waiting list,” “Combined with HCV,” “Waiting list for entire PBV program,” or “Merged with another assisted housing program”]

Preferences: [Enter “Same as HCV; see Chapter 4” or describe preferences offered. If different from HCV, also note in Section 17.1.B of this policy.]

Preference Verification: [Enter “Same as HCV; see Chapter 7” or describe for each preference listed above. If different from HCV, note in Section 17.1.B of this policy.]

For the PBV program, is the income limit the same as the HCV program? (Note: In mixed finance developments, other income limits may also apply.) [Enter “Same as HCV; see Chapter 3” or clearly describe. If different from HCV, note in Section 17.1.B of this policy.]

OCCUPANCY

Subsidy Standards: [Enter “Same as HCV; see Chapter 5” or describe. If different from HCV, note in Section 17.1.B of this policy]

Vacancy Payments: [Enter in accordance with HAP contract Part 1, e, 2 and Chapter 17 within this chapter]

EXHIBIT 17-2: Special Provisions Applying to TPVs Awarded as Part of a Voluntary Conversion of Public Housing Units in Projects that Include RAD PBV Units

[24 CFR Part 972.200; Notice PIH 2019-05; Notice PIH 2019-23]

Under certain circumstances, HUD allows small PHAs to reposition a public housing project (or portion of a project) by voluntarily converting units to tenant-based housing choice voucher assistance. In order to preserve affordable housing for residents of the project, the PHA is given priority to receive replacement tenant protection vouchers (TPVs). As part of the voluntary conversion, the PHA has the option to continue to operate it as rental housing. If so, the PHA or subsequent owner must allow existing families to remain in their units using the TPV in the form of tenant-based assistance. In this situation, however, the PHA may choose to project-base these TPVs in the former public housing project. Families must still be provided with the option to remain in their unit using tenant-based assistance. In order for the PHA to project-base the assistance and include these units on the PBV HAP contract, the family must voluntarily consent in writing to PBV assistance following the requirements in Appendix A of Notice PIH 2019-05. If the family fails to consent to PBV assistance and chooses to remain using tenant-based assistance, the family’s unit is excluded from the PBV HAP contract until the family moves out or consents to switching to PBV assistance. In general, all applicable program regulations and guidance for the standard PBV program apply to these units.

The PHA may also convert units in the same former public housing project to the PBV program under the rental assistance demonstration (RAD) program. The RAD statute authorizes HUD to waive certain statutory and regulatory provisions governing the standard PBV program and specify alternative requirements. In order to facilitate the uniform treatment of residents and units at the project, Notice PIH 2019-23 extended some of the alternative requirements to non-RAD PBV units in the converted project (i.e., the TPV units in the project). As such, while PBV TPV units in the converted project generally follow the requirements for the standard PBV program listed in this chapter, where HUD has specified alternative requirements for non-RAD PBV units in the project, PBV TPV units will instead follow the requirements outlined in Chapter 18 of this policy for the RAD PBV program.

RAD Requirements Applicable to Non-RAD units in the Project

Alternative Requirement under RAD as Listed in Notice PIH 2019-23	Standard PBV Policy That Does Not Apply	Applicable Policy in Chapter 18
1.6.A.4. Site Selection – Compliance with PBV Goals	17-II.G. SITE SELECTION STANDARDS applies with the exception of deconcentration of poverty and expanding housing and economic opportunity requirements.	18-II.F. SITE SELECTION STANDARDS

1.6.B.5.d. PBV Site-Specific Utility Allowances	Alternative requirement under RAD. No corresponding policy in Chapter 17.	18-VII.C. UTILITY ALLOWANCES
1.6.C.1. No Rescreening of Tenants upon Conversion	Policies contained in Chapter 3 relating to eligibility do not apply to existing tenants who receive TPVs.	18-V.B. PROHIBITED RESCREENING OF EXISTING TENANTS UPON CONVERSION
1.6.C.2. Right to Return	Alternative requirement under RAD. No corresponding policy in Chapter 17.	18-I.D. RELOCATION REQUIREMENTS
1.6.C.3. Phase-in of Tenant Rent Increases	Alternative requirements under RAD. No corresponding policy in Chapter 17.	18-VIII.D. PHASE-IN OF TENANT RENT INCREASES
1.6.C.4. Family Self Sufficiency (FSS) and Resident Opportunities and Self-Sufficiency Service Coordinator (ROSS-SC) Programs	Not covered in administrative plan.	18-VI.C. PUBLIC HOUSING FSS AND ROSS PARTICIPANTS
1.6.C.5. Resident Participation and Funding	Alternative requirement under RAD. No corresponding policy in Chapter 17.	18-VI.D. RESIDENT PARTICIPATION AND FUNDING
1.6.C.6. Resident Procedural Rights	Policies related to hearings in Chapter 16 apply, with added procedural rights and notice requirements as outlined in Chapter 18.	18-VI.H. RESIDENTS' PROCEDURAL RIGHTS
1.6.C.7. Earned Income Disregard (EID)	Alternative requirements under RAD for in-place residents. New admissions follow policies in Chapter 6.	18-VI.G. EARNED INCOME DISALLOWANCE
1.6.C.8. Jobs Plus	Not covered in administrative plan.	No corresponding policy.

1.6.C.9. When Total Tenant Payment Exceeds Gross Rent	Alternative requirements under RAD for in-place residents. New admissions follow policies in 17-VII.B. LEASE, Continuation of Housing Assistance Payments.	18-VI.B. LEASE, Continuation of Housing Assistance Payments
1.6.C.10. Under-Occupied Unit	Alternative requirements under RAD for in-place residents. New admissions follow 17-VII.C. MOVES, Overcrowded, Under-Occupied, and Accessible Units	18-VI.E. MOVES, Overcrowded, Under-Occupied, and Accessible Units
1.6.D.4. Establishment of Waiting List	Alternative requirements under RAD for initial establishment of the waiting list. Once waiting list is established, follow 17-VI.D. SELECTION FROM THE WAITING LIST	18-V.D. ORGANIZATION OF THE WAITING LIST
1.6.D.10. Initial Certifications and Tenant Rent Calculations	Alternative requirements under RAD for in-place residents. No corresponding policy in Chapter 17.	18-VIII.C. TENANT RENT TO OWNER, Initial Certifications

Note, while Notice PIH 2019-05 states that the PHA must screen families for eligibility for a tenant protection voucher and that families must be below the low-income limit (80 percent of AMI), Notice PIH 2019-23 waives these requirements for residents in projects that include RAD PBV units.

CHAPTER 18 PROJECT-BASED VOUCHERS UNDER THE RENTAL ASSISTANCE DEMONSTRATION (RAD) PROGRAM

INTRODUCTION

This chapter describes HUD regulations and PHA policies related to the Project-Based Voucher (PBV) program under the Rental Assistance Demonstration (RAD) program in eight parts:

General Requirements. This part describes general provisions of the PBV program, including maximum budget authority requirements, relocation requirements, and equal opportunity requirements.

PBV Project Selection. This part describes the cap on assistance at projects receiving PBV assistance, ownership and control, and site selection standards.

Dwelling Units. This part describes requirements related to housing quality standards, the type and frequency of inspections, and housing accessibility for persons with disabilities.

Housing Assistance Payments Contract. This part discusses HAP contract requirements and policies including the execution and term of the HAP contract.

Selection of PBV Program Participants. This part describes the requirements and policies governing how the PHA and the owner will select a family to receive PBV assistance.

Occupancy. This part discusses occupancy requirements related to the lease and describes under what conditions families are allowed or required to move.

Determining Contract Rent. This part describes how the initial rent to owner is determined, and how rent will be redetermined throughout the life of the HAP contract.

Payments to Owner. This part describes the types of payments owners may receive under this program.

A. GENERAL REQUIREMENTS

OVERVIEW AND HISTORY OF THE RAD PROGRAM

The Rental Assistance Demonstration (RAD) program was authorized in 2012 in order to assess the effectiveness of converting public housing, moderate rehabilitation properties, and units under the rent supplement and rental assistance payments programs to long-term, project-based Section 8 rental assistance. The program's four primary objectives are to:

- Preserve and improve public and other assisted housing.
- Standardize the administration of the plethora of federally subsidized housing programs and rules. The conversions are intended to promote operating efficiency by using a Section 8 project-based assistance model that has proven successful and effective for over 30 years. In other words, RAD aligns eligible properties more closely with other affordable housing programs.
- Attract private market capital for property renovations. Through the use of this model, properties may be able to leverage private debt and equity to make capital repairs.
- Increase tenant mobility opportunities.

Under the first component, a PHA with public housing units may submit an application to HUD to convert some or all of their public housing units to long-term, project-based Section 8 HAP contracts under either:

- Project-based rental assistance (PBRA) under HUD’s Office of Multifamily Housing Programs.
- Project-based vouchers (PBVs) under HUD’s Office of Public and Indian Housing (PIH).

This chapter will focus on public housing conversions to the PBV program under RAD. In order to distinguish between requirements for public housing conversion under RAD and PBV units under the standard PBV program, we will refer to the standard PBV program and the RAD PBV program.

APPLICABLE REGULATIONS

On the whole, the regulations for both the standard and RAD PBV programs generally follow the regulations for the tenant-based HCV program found at 24 CFR Part 982. However, important parts of the tenant-based regulations do not apply to the project-based program. 24 CFR Part 983 outlines the sections of 24 CFR Part 982 that are not applicable to the project-based program.

For the RAD PBV program, Congress authorized HUD to waive certain statutory and regulatory provisions or establish alternative requirements from the standard PBV program. These provisions are identified in Notice PIH 2019-23 (issued September 5, 2019). Any non-RAD PBV units located in the covered project are subject to the same waivers and alternative requirements where noted in Notice PIH 2019-23 and in this policy.

Otherwise, all regulatory and statutory requirements for the standard PBV program in 24 CFR Part 983 and Section 8(o)(13) of the Housing Act of 1937, and all applicable standing and subsequent Office of Public and Indian Housing (PIH) notices and guidance, including related handbooks, apply to RAD PBV. This includes environmental review, Davis-Bacon, and fair housing requirements.

RAD is authorized by the Consolidated and Further Continuing Appropriations Act of 2012 (Public Law 112-55, approved November 18, 2011), as amended by the Consolidated Appropriations Act of 2014 (Public Law 113-76, approved January 17, 2014), the Consolidated and Further Continuing Appropriations Act of 2015 (Public Law 113-235, approved December 6, 2014), the Consolidated Appropriations Act of 2016 (Public Law 114-113, approved December 18, 2015), the Consolidated Appropriations Act, 2017 (Public Law 115-31, approved May 5, 2017), and section 237 of Title II, Division L, Transportation, Housing and Urban Development, and Related Agencies, of the Consolidated Appropriations Act, 2018 (Public Law 115-141, approved March 23, 2018) collectively, the “RAD Statute.”

Requirements specific to the RAD program may be found in the following:

- Generally, public housing projects converting assistance under RAD are bound by the terms of the notice in effect at the time of closing.
 - Notice PIH 2019-23 was immediately applicable at the time of closing to all projects converting assistance (notwithstanding execution of a commitment for conversion). Notice PIH 2019-23 was published on September 5, 2019.

- Except with respect to changes in the project eligibility and selection criteria, not included in this policy, which are effective after a 30-day comment period.
- Notice PIH 2012-32, REV-3 was applicable to projects that were seeking conversion of assistance through RAD, including those where a CHAP had already been issued when it was published January 12, 2017.
 - Except with respect to changes in the project eligibility and selection criteria, not included in this policy, which were effective after a 30-day comment period.
- Notice PIH 2012-32, REV-2 was applicable to projects that were seeking conversion of assistance through RAD, including those where a CHAP had already been issued when it was published June 15, 2015.
 - Except with respect to changes in the project eligibility and selection criteria, not included in this policy, which are effective after a 30-day comment period.
- RAD Quick Reference Guide for Public Housing Converting to PBV Assistance (6/20)
- RAD Welcome Guide for New Awardees: RAD 1st Component (3/15)
- Notice PIH 2016-17, Rental Assistance Demonstration (RAD) Notice Regarding Fair Housing and Civil Rights Requirements and Relocation Requirements Applicable to RAD First Component – Public Housing Conversions.

This Notice applies to all projects that have applied for RAD conversion but have not yet converted as of November 10, 2016.

- Notice PIH 2014-17, Relocation Requirements under the RAD Program, Public Housing in the First Component.

This notice may apply to projects that have converted to RAD prior to November 10, 2016, AND who have requested and received approval from HUD to be governed by this notice. See PIH Notice 2016-17, Section 1, Paragraph 1.3 for applicability.

NOTE: The policies in this chapter follow Notice PIH 2016-17. If your project falls under PIH 2014-17, applicable policies may be found in this chapter.

- RAD FAQs (<http://www.radresource.net/search.cfm>)

PHA Policy

<u>Project</u>	<u>Closing Date</u>	<u>RAD Notice</u>

In other words, the standard PBV program follows many of the same regulations as the tenant-based HCV program, but not all of them, and the RAD PBV program follows many of the same regulations as the standard PBV program, but not all of them.

MTW agencies are able to apply activities impacting the PBV program that are approved in the MTW Plan to properties converting under RAD, provided they do not conflict with RAD requirements.

B. TENANT-BASED VS. PROJECT-BASED VOUCHER ASSISTANCE

[24 CFR 983.2]

Much of the tenant-based voucher program regulations also apply to the PBV program. Consequently, many of the PHA policies related to tenant-based assistance also apply to RAD PBV assistance. The provisions of the tenant-based voucher regulations that do not apply to the PBV program are listed at 24 CFR 983.2.

Jacksonville Housing Policy

Except as otherwise noted in this chapter, or unless specifically prohibited by PBV program regulations, Jacksonville Housing policies for the tenant-based voucher program contained in this administrative plan also apply to the RAD PBV program and its participants. This chapter is intended to address requirements specific to the RAD PBV program only.

See Exhibit 18-1 for information on projects to which the PHA has attached RAD PBV assistance.

C. RELOCATION REQUIREMENTS

For projects that apply for conversion of assistance under the First Component of RAD and will convert November 10, 2016 or later, the following applies [Notice PIH 2016-17]:

- In some developments, in-place residents may need to be relocated as a result of properties undergoing repairs, being demolished and rebuilt, or when assistance is transferred from one site to another. RAD program rules prohibit the permanent, involuntary relocation of residents as a result of conversion. Residents that are temporarily relocated retain the right to return to the project once it has been completed. Any non-RAD PBV units located in the same project are also subject to the right to return.
- Relocation assistance provided to residents will vary depending on the length of time relocation is required. Residents must be properly notified in advance of relocation requirements in accordance with RAD program rules and Uniform Relocation Act (URA) requirements, and other requirements which may be applicable such as Section 104(d) of the Housing and Community Development Act of 1974, as amended. Sample informing notices are provided in Appendices 2–5 of Notice PIH 2014-17. A written relocation plan is required if the RAD conversion involves permanent relocation (including a move in connection with a transfer of assistance) or temporary relocation anticipated to last longer than a year. While the PHA is not required to have a written relocation plan for temporary relocation lasting one year or less, HUD strongly encourages PHAs to prepare one. Appendix II of Notice PIH 2016-17 contains recommended contents for a relocation plan.
- In addition, PHAs must undertake a planning process that complies with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (URA), although not all relocations under RAD will trigger requirements under URA. URA statute and implementing regulations may be found at 49 CFR Part 24. The obligation due to relocating residents under RAD are broader than URA relocation assistance and payments.
- Any residents that may need to be temporarily relocated to facilitate rehabilitation or construction will have a right to return to either: a) a unit at the development once

rehabilitation or construction is completed, provided the resident's household is not under-housed; or b) a unit in the development which provides the same major features as the resident's unit in the development prior to the implementation of the RAD conversion.

- Where the transfer of assistance to a new site is warranted and approved, residents of the converting development will have the right to reside in an assisted unit at the new site once rehabilitation or construction is complete.
- If the PHA's proposed plans for conversion would preclude a resident from returning to the development, the resident must be given an opportunity to comment and/or object to such plans. PHAs must alter the project plans to accommodate the resident's right to return to the development if the resident would be precluded from returning to the development.
- Examples of project plans that may preclude a resident from returning to the development include, but are not limited to:

Changes in the development's bedroom distribution that decrease the size of the units, resulting in the resident being under-housed;

The resident cannot be accommodated in the remaining assisted units due to a reduction in the number of assisted units at the development;

Income limit eligibility requirements associated with the LIHTC program or another program; and

Failure to provide a reasonable accommodation, in violation of applicable law, where reasonable accommodation may include installation of accessibility features that are needed by the resident.

- Residents of a development undergoing conversion that would be precluded from returning to the development may voluntarily accept a PHA or owner's offer to permanently relocate to alternative housing, and thereby waive their right to return to the development after rehabilitation or construction is completed. In this event, the PHA must secure the resident's written consent to a voluntary permanent relocation in lieu of returning to the development. PHAs are prohibited from employing any tactics to pressure residents into relinquishing their right to return or accepting other housing options. Additionally, a PHA may not terminate a resident's lease if the PHA fails to obtain the resident's consent and the resident seeks to exercise the right to return.
- In the case of multi-phase RAD transactions, the resident has a right to return to the development or to other converted phases of the development that are available for occupancy at the time the resident is eligible to exercise their right of return. Generally, the resident's right to return must be accommodated within the development associated with the resident's original unit, however, the PHA may treat multiple converted developments on the same site as one for purposes of right to return. Should the PHA seek to have the resident exercise the right to return at a future phase, the PHA must secure the resident's consent in writing.
- Alternative housing options may involve a variety of housing options, including but not limited to:

Transfers to public housing

Admission to other affordable housing properties subject to the applicable program rules
Housing choice voucher (HCV) assistance
Homeownership programs subject to the applicable program rules
Other options identified by the PHA

However, for projects that applied for conversion prior to November 10, 2016, the following applies [Notice PIH 2014-17]:

- In some developments, in-place residents may need to be relocated as a result of properties undergoing repairs, being demolished and rebuilt, or when assistance is transferred from one site to another. RAD program rules prohibit the permanent, involuntary relocation of residents as a result of conversion. Residents that are temporarily relocated retain the right to return to the project once it has been completed.
- Relocation assistance provided to residents will vary depending on the length of time relocation is required. Residents must be properly notified in advance of relocation requirements in accordance with RAD program rules and Uniform Relocation Act (URA) requirements. Sample informing notices are provided in Appendices 2–5 of Notice PIH 2014-17. While the PHA is not required to have a written relocation plan, HUD strongly encourages PHAs to prepare one. Appendix I of Notice PIH 2014-17 contains recommended contents for a relocation plan.
- In addition, PHAs must undertake a planning process that complies with the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, as amended (URA), although not all relocations under RAD will trigger requirements under URA. URA statute and implementing regulations may be found at 49 CFR Part 24.
- Any residents that may need to be temporarily relocated to facilitate rehabilitation or construction will have a right to return to an assisted unit at the development once rehabilitation or construction is completed. Where the transfer of assistance to a new site is warranted and approved, residents of the converting development will have the right to reside in an assisted unit at the new site once rehabilitation or construction is complete. Residents of a development undergoing conversion of assistance may voluntarily accept a PHA or owner's offer to permanently relocate to another assisted unit, and thereby waive their right to return to the development after rehabilitation or construction is completed.

EQUAL OPPORTUNITY REQUIREMENTS [24 CFR 983.8; 24 CFR 5.105; Notice PIH 2016-17]

RAD conversions are governed by the same civil rights authorities that govern HUD-assisted activities in general. These authorities prohibit discrimination and impose affirmative obligations on HUD program participants. PHAs must comply with all applicable fair housing and civil rights laws, including but not limited to the Fair Housing Act, Title VI of the Civil Rights Act of 1964, and Section 504 of the Rehabilitation Act of 1973, when conducting relocation planning and providing relocation assistance. For example, persons with disabilities returning to the RAD project may not be turned away or placed on a waiting list due to a lack of accessible units. Their need for an accessible unit must be accommodated. See the *RAD Fair Housing, Civil Rights, and Relocation Notice* [Notice PIH 2016-17] for more information.

D. PBV PROJECT SELECTION

OVERVIEW

Unlike in the standard PBV program where the PHA typically selects the property through an owner proposal selection process, projects selected for assistance under RAD PBV are selected in accordance with the provisions in Notice PIH 2019-23. Therefore, 24 CFR 983.51 does not apply since HUD selects RAD properties through a competitive selection process.

OWNERSHIP AND CONTROL [Notice PIH 2019-23]

For projects governed by Notice PIH 2019-23, the following language applies:

- Under the PBV program, the contract administrator and the owner listed on the contract cannot be the same legal entity (i.e., the PHA cannot execute a contract with itself). To avoid this situation, the PHA may either: 1) Transfer the ownership of the project to a nonprofit affiliate or instrumentality of the PHA (including to a “single-purpose entity” that owns nothing other than the property, which will typically be a requirement of a lender or investor), or 2) The PHA can form a related entity that is responsible for management and leasing and can serve as the owner for purposes of the Section 8 HAP contract; in this scenario, the HAP is then executed between the PHA (as the contract administrator) and the PHA’s related entity (as the owner for HAP contract purposes). Note that in the second scenario, both the PHA and the entity serving as the owner for HAP contract purposes will be required to sign the RAD Use Agreement [RAD Resource Desk FAQ 01/24/19].
- Except where permitted to facilitate the use of low-income housing tax credits, during both the initial term and renewal terms of the HAP contract, ownership must be by a public or nonprofit entity. HUD may also allow ownership of the project to be transferred to a tax credit entity controlled by a for-profit entity to facilitate the use of tax credits for the project, but only if HUD determines that the PHA or a nonprofit entity preserves an interest in the profit. The requirement for a public or nonprofit entity, or preservation of an interest by a PHA or nonprofit in a property owned by a tax credit entity controlled by a for-profit entity, is satisfied if a public or nonprofit entity (or entities), directly or through a wholly owned affiliate (1) holds a fee simple interest in the property; (2) is the lessor under a ground lease with the property owner; (3) has the direct or indirect legal authority to direct the financial and legal interest of the property owner with respect to the RAD units, (4) owns 51 percent or more of the general partner interests in a limited partnership or 51 percent or more of the managing member interests in a limited liability company with all powers of a general partner or managing member, as applicable; (5) owns a lesser percentage of the general partner or managing member interests and holds certain control rights as approved by HUD; (6) owns 51 percent or more of all ownership interests in a limited partnership or limited liability company and holds certain control rights as approved by HUD; or (7) demonstrates other ownership and control arrangements approved by HUD.
- Control may be established through the terms of the project owner’s governing documents or through a Control Agreement, provided that in either case amendment of the terms of control requires consent from HUD.

For projects subject to the requirements of Notice PIH 2012-32, REV-3, the following language applies:

- Except where permitted to facilitate the use of low-income housing tax credits, during both the initial term and renewal terms of the HAP contract, ownership must be by a public or nonprofit entity. The requirement for a public or nonprofit entity is satisfied if a public or nonprofit entity (or entities), directly or through a wholly owned affiliate (1) holds a fee simple interest in the property; (2) is the lessor under a ground lease with the property owner; (3) has the direct or indirect legal authority to direct the financial and legal interest of the property owner with respect to the RAD units, (4) owns 51 percent or more of the general partner interests in a limited partnership or 51 percent or more of the managing member interests in a limited liability company with all powers of a general partner or managing member, as applicable; (5) owns a lesser percentage of the general partner or managing member interests and holds certain control rights as approved by HUD; (6) owns 51 percent or more of all ownership interests in a limited partnership or limited liability company and holds certain control rights as approved by HUD; or (7) other ownership and control arrangements approved by HUD.
- If low-income housing tax credits will be used, HUD may allow ownership of the property to be transferred to a tax credit entity controlled by a for-profit entity if HUD determines that the PHA preserves its interest in the property. Preservation of PHA interest in the property includes but is not limited to the following:

The PHA, or an affiliate under its sole control, is the general partner or managing member;

The PHA retains fee ownership and leases the real estate to the tax credit entity pursuant to a long-term ground lease;

The PHA retains control over leasing the property and determining program eligibility;

The PHA enters into a control agreement by which the PHA retains consent rights over certain acts of the project owner and retains certain rights over the project;

Other means that HUD finds acceptable

For projects that converted assistance prior to the implementation of Notice PIH 2012-32, REV-3, the following language applies:

- During both the initial term and renewal terms of the HAP contract, ownership must be either of the following:
 - A public or nonprofit entity that has legal title to the property. The entity must have the legal authority to direct the financial, legal, beneficial, and other interests of the property; or
 - A private entity, if the property has low-income tax credits. The PHA must maintain control via a ground lease.

PHA-OWNED UNITS [24 CFR 983.59, FR Notice 1/18/17, and Notice PIH 2017-21]

If the project is PHA-owned, rent-setting and inspection functions set out in 24 CFR 983.59 must be conducted by an independent entity approved by HUD.

The definition of *ownership or control* provided under Notice PIH 2019-23 (listed above) is used specifically to determine whether a PHA retains control over a project for purposes of HUD's requirement for ownership or control of the covered project under RAD. For purposes of determining whether an independent entity will perform certain functions for the project, the

definition of *PHA-owned* under Notice PIH 2017-21 is used. This is the same definition used for standard PBV units. In some cases, a project may meet the RAD definition of *ownership or control* but may not be considered PHA-owned for purposes of requiring an independent entity.

The independent entity that performs the program services may be the unit of general local government for the PHA jurisdiction (unless the PHA is itself the unit of general local government or an agency of such government), or another HUD-approved public or private independent entity.

The PHA may compensate the independent entity from PHA ongoing administrative fee income (including amounts credited to the administrative fee reserve). The PHA may not use other program receipts to compensate the independent entity for its services. The PHA, and the independent entity, may not charge the family any fee for the services provided by the independent entity.

Jacksonville Housing Policy

If units converted to PBV under RAD are PHA-owned housing, Jacksonville Housing will use an independent entity as the HUD-approved independent entity.

E. SUBSIDY LAYERING REQUIREMENTS [Notice PIH 2019-23; Notice PIH 2012-32, REV-3; Notice PIH 2012-32, REV-2]

For projects governed by Notice PIH 2019-23, the following language applies:

- In the case of a PHA that will no longer have ACC units as a result of the pending or simultaneous closing, or have less than 50 units remaining and have initiated procedures to dispose of their final ACC units, there is no restriction on the amount of public housing funds that may be contributed to the covered project or projects through the conversion. However, the PHA must estimate and plan for outstanding liabilities and costs and must follow Notice PIH 2016-23 or successor notice regarding the administrative activities required to terminate the ACC if it has no plans to develop additional public housing.
- In the case where the PHA will continue to maintain other units in its inventory under a public housing ACC, a contribution of operating funds to the covered project that exceeds the average amount the project has held in operating reserves over the past three years will trigger a subsidy layering review under 24 CFR 4.13. Similarly, any contribution of capital funds, including Replacement Housing Factor (RHF) or Demolition Disposition Transitional Funding (DDTF), will trigger a subsidy layering review. Notwithstanding the subsidy layering review, PHAs should be mindful of how the capital funds or operating reserves used in the financing of its RAD properties may impact the physical and financial health of properties that will remain in its public housing inventory.
- Following execution of the HAP contract, PHAs are authorized to use operating and capital funds to make HAP payments for the remainder of the first calendar year in which the HAP contract is effective. Otherwise, a PHA may not contribute public housing program funds to the covered project unless those funds have been identified in the RCC and converted at closing for Section 8 RAD purposes.

For projects governed by Notice PIH 2012-32, REV-3, the following language applies:

- In the case of a PHA that is converting all of its ACC units, there is no restriction on the amount of public housing funds that may be contributed to the covered project at closing; the PHA may convey all program funds to the covered projects. In order to cover the cost of administrative activities required to terminate the ACC, once it no longer has units under the ACC and has no plans to develop additional public housing, the PHA may:

Designate that a reserve associated with the project be available to fund any public housing closeout costs (such as an operating deficit reserve or a specific PHA closeout reserve). Any funds not needed for public housing closeout costs would remain in such reserve or may be transferred to another reserve associated with the project (such as the replacement reserve). Thereafter, these funds may be used at the project pursuant to the authorized use of the applicable reserve; or

Retain funds under the public housing program for this purpose. However, HUD will recapture any public housing funds that a PHA does not expend for closeout costs.

- In the case where the PHA will continue to maintain other units in its inventory under a public housing ACC, a contribution of operating funds to the covered project that exceeds the average amount the project has held in operating reserves over the past three years will trigger a subsidy layering review under 24 CFR 4.13. Similarly, any contribution of capital funds, including Replacement Housing Factor (RHF) or Demolition Disposition Transitional Funding (DDTF), will trigger a subsidy layering review. Notwithstanding the subsidy layering review, PHAs should be mindful of how the capital funds or operating reserves used in the financing of its RAD properties may impact the physical and financial health of properties that will remain in its public housing inventory.
- In addition, following execution of the HAP contract, PHAs are authorized to use operating and capital funds to make HAP payments for the remainder of the first calendar year in which the HAP contract is effective. Otherwise, a PHA may not contribute public housing program funds to the covered project unless such funding has been identified in the approved financing plan and included in the approved “sources and uses” attached to the RCC.

For projects governed by the requirements of Notice PIH 2012-32, REV-2, the following language applies:

- In the case of a PHA that is converting all of its ACC units, there is no restriction on the amount of public housing funds that may be contributed to the covered project at closing; the PHA may convey all program funds to the covered project. HUD will recapture any public housing funds that a PHA has not expended once it no longer has units under ACC. In the case where the PHA will continue to maintain other units in its inventory under a public housing ACC, a contribution of operating funds to the covered project that exceeds the average amount the project has held in operating reserves over the past three years will trigger a subsidy layering review under 24 CFR 4.13. Similarly, any contribution of capital funds, including Replacement Housing Factor (RHF) or Demolition Disposition Transitional Funding (DDTF), will trigger a subsidy layering review. Notwithstanding the subsidy layering review, PHAs should be mindful of how the capital funds or operating reserves used in the financing of its RAD properties may impact the physical and financial health of properties that will remain in its public housing inventory.

F. PBV PERCENTAGE LIMITATION AND UNIT CAP [Notice PIH 2019-23]

PBV Percentage Limitation

Covered projects do not count against the maximum amount of assistance a PHA may utilize for the PBV program, which under the standard PBV program is set at 20 percent of the authorized units allocated to a PHA under the HCV program. To implement this provision, HUD is waiving section 8(o)(13)(B) of the 1937 Act as well as 24 CFR 983.6.

Unit Cap Limitation

When HUD published REV-3 of Notice PIH 2012-32, the cap on the number of assisted units in each project was eliminated. Under the standard PBV program the cap is set at the greater of 25 units or 25 percent of the units in the project. HUD is waiving this requirement, and projects governed by Notice PIH 2019-23 and Notice PIH 2012-32, REV-3 have no cap on the number of units that may receive PBV assistance in a project.

However, for projects that are governed by REV-2 of Notice PIH 2012-32, the cap on the number of PBV units in the project is increased to 50 percent. In these projects, however, provided units met certain exception criteria, the PHA may have converted a larger number of units to RAD PBV. For projects governed by the requirements of Notice PIH 2012-32, REV-2 **only**, the following language applies:

- In general, the PHA may not provide PBV assistance for units in a project if the total number of dwelling units in the project that will receive PBV assistance during the term of the PBV HAP contract is more than 50 percent of the number of dwelling units (assisted or unassisted) in the project. However, PHAs may exceed the 50 percent limitation when units in the project are occupied by elderly and/or disabled families or families that will receive supportive services. These units are known as “excepted units” and do not count toward the project cap.
- For projects governed by the requirements of Notice PIH 2012-32, REV-2 choosing to include excepted units, additional policy decisions may be required.

Jacksonville Housing Policy

For projects governed by Notice PIH 2012-32, REV-2, the PHA will not provide RAD PBV assistance for any excepted units.

SITE SELECTION STANDARDS [Notice PIH 2019-23; Notice PIH 2016-17]

Site selection requirements set forth in 24 CFR 983.57 apply to RAD PBV, with the exception of 983.57(b)(1) and (c)(2). HUD waives the provisions regarding deconcentration of poverty and expanding housing and economic opportunity for existing housing sites.

To facilitate the uniform treatment of residents and units, any non-RAD PBV units located in the same project are subject to the terms of this provision.

HUD will conduct a front-end civil rights review of the PHA’s proposed site in certain circumstances. For RAD PBV conversions that involve new construction located in an area of minority concentration (whether on the existing public housing site or on a new site) HUD will determine whether it meets one of the exceptions that would allow for new construction in an area of minority concentration.

The PHA must ensure that its RAD PBV conversion, including any associated new construction, is consistent with its certification to affirmatively further fair housing and complies with civil rights laws.

ENVIRONMENTAL REVIEW [Notice PIH 2019-23; *Environmental Review Requirements for RAD Conversions*, March 2019]

HUD cannot approve an applicant's financing plan submission unless and until the required environmental review has been completed for the applicant's proposed conversion project and found to meet environmental review requirements. Environmental documents must be submitted no later than the applicant's financing plan. HUD will not issue a RAD Conversion Commitment (RCC) if the project plan does not meet the environmental review requirements described in Attachment 1A of Notice PIH 2019-23. Once an awardee has submitted an application for a specific project, they may not make any choice limiting actions before the completion of the environmental review.

G. DWELLING UNITS

OVERVIEW

This part identifies the special housing quality standards that apply to the RAD PBV program, housing accessibility for persons with disabilities, and special procedures for conducting housing quality standards inspections.

HOUSING QUALITY STANDARDS [24 CFR 983.101]

The housing quality standards (HQS) for the tenant-based program generally apply to the PBV program. HQS requirements for shared housing, manufactured home space rental, and the homeownership option do not apply because these housing types are not assisted under the PBV program.

The physical condition standards at 24 CFR 5.703 do not apply to the PBV program.

Lead-based Paint [24 CFR 983.101(c); Notice PIH 2019-23]

The lead-based paint requirements for the tenant-based voucher program do not apply to the PBV program. Instead, The Lead-based Paint Poisoning Prevention Act (42 U.S.C. 4821-4846), the Residential Lead-based Paint Hazard Reduction Act of 1992 (42 U.S.C. 4851-4856), and implementing regulations at 24 CFR part 35, subparts A, B, H, and R, and 40 CFR 745.227, apply to the PBV program.

HOUSING ACCESSIBILITY FOR PERSONS WITH DISABILITIES [Notice PIH 2016-17]

Federal accessibility requirements apply to all conversions, whether they entail new construction, alternations, or existing facilities. The housing must comply with program accessibility requirements of section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) and implementing regulations at 24 CFR part 8. The PHA must ensure that the percentage of accessible dwelling units complies with the requirements of section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), as implemented by HUD's regulations at 24 CFR 8, subpart C.

Housing first occupied after March 13, 1991, must comply with design and construction requirements of the Fair Housing Amendments Act of 1988 and implementing regulations at 24 CFR 100.205, as applicable. (24 CFR 983.102)

INSPECTING UNITS

Initial Inspection [RAD Quick Reference Guide; Notice PIH 2019-23]

Under standard PBV regulations at 24 CFR 983.103(b), a PHA may not enter into a HAP contract until the PHA has determined all units comply with HQS. It is the responsibility of the contract administrator to perform this initial inspection (unless units are PHA-owned). In order to accommodate projects in which repairs are conducted, however, HUD has waived this requirement when units are undergoing rehabilitation. In this case, units must meet HQS by the date indicated in the RAD Conversion Commitment (RCC).

Turnover Inspections [24 CFR 983.103(c), FR Notice 1/18/17, and Notice PIH 2017-20]

Before providing assistance to a new family in a contract unit, the PHA must inspect the unit. The PHA may not provide assistance on behalf of the family until the unit fully complies with HQS.

Annual/Biennial Inspections [24 CFR 983.103(d); FR Notice 6/25/14]

At least once every 24 months during the term of the HAP contract, the PHA must inspect a random sample consisting of at least 20 percent of the contract units in each building, to determine if the contract units and the premises are maintained in accordance with HQS. Turnover inspections are not counted toward meeting this inspection requirement.

Jacksonville Housing Policy

Jacksonville Housing will inspect on an annual basis a random sample consisting of at least 20 percent of the contract units in each building to determine if the contract units and the premises are maintained in accordance with HQS.

If more than 20 percent of the sample of inspected contract units in a building fail the initial inspection, the PHA must reinspect 100 percent of the contract units in the building.

Alternative Inspections [24 CFR 983.103(g); Notice PIH 2016-05]

In the case of mixed-finance properties that are subject to alternative inspections, the PHA may rely upon an alternative inspection conducted at least triennially to demonstrate compliance with inspection requirements.

Jacksonville Housing Policy

Jacksonville Housing will not rely on alternative inspection standards.

Other Inspections [24 CFR 983.103(e)]

The PHA must inspect contract units whenever needed to determine that the contract units comply with HQS and that the owner is providing maintenance, utilities, and other services in accordance with the HAP contract. The PHA must take into account complaints and any other information coming to its attention in scheduling inspections.

The PHA must conduct follow-up inspections needed to determine if the owner (or, if applicable, the family) has corrected an HQS violation, and must conduct inspections to determine the basis for exercise of contractual and other remedies for owner or family violation of HQS.

In conducting PHA supervisory quality control HQS inspections, the PHA should include a representative sample of both tenant-based and project-based units.

Inspecting PHA-Owned Units [24 CFR 983.103(f); Notice PIH 2017-21]

In the case of PHA-owned units, all required inspections must be performed by an independent entity designated by the PHA and approved by HUD. The independent entity must furnish a copy of each inspection report to the PHA and to the HUD field office where the project is located. The PHA must take all necessary actions in response to inspection reports from the independent agency, including exercise of contractual remedies for violation of the HAP contract by the PHA-owner.

H. HOUSING ASSISTANCE PAYMENTS (HAP) CONTRACT

OVERVIEW [RAD PBV Quick Reference Guide 6/20]

Public housing projects converting under RAD do not employ the PBV Agreement to Enter into a Housing Assistance Payments (AHAP) contract. Instead, following the execution of all requirements contained in the Commitment to Enter into a HAP (CHAP) contract and the RAD Conversion Commitment (RCC), a project is converted immediately to the RAD PBV HAP contract following the closing of any construction financing. Owners of public housing projects converted to PBV assistance via RAD enter into a HAP contract with the PHA that will administer the PBV assistance. Units assisted under a RAD PBV HAP contract must be subject to long-term, renewable use and affordability restrictions.

HAP CONTRACT REQUIREMENTS

Contract Information [RAD PBV Quick Reference Guide 6/20; Notice PIH 2019-23]

The RAD PBV program uses the PBV HAP contract for new construction or rehabilitated housing (Form HUD-52530A), as modified by the RAD rider (Form HUD-52621). For closings on or after January 1, 2018, HUD incorporated the RAD rider directly into the standard PBV HAP contract. For closing that occurred prior to January 1, 2018, the RAD rider must be attached to the PBV HAP contract.

The distinction between “existing housing” and “rehabilitated and newly constructed housing” is overridden by RAD requirements. The project must also have an initial RAD use agreement. All public housing RAD conversion properties financed with LIHTC are also required to include an LIHTC rider.

Execution and Effective date of the HAP Contract [RAD Blast! 7/11/16]

RAD PBV projects do not employ an Agreement to Enter into a Housing Assistance Payments (AHAP) contract like in the standard PBV program. Rather, when the conditions of the CHAP and the RCC are met and the conversion has closed, the PHA executes the HAP contract. Project owners may select the effective date of the HAP contract as the first day of either of the two months following the completed closing.

Term of HAP Contract [Notice PIH 2019-23]

The initial term of the HAP contract may not be for less than 15 years and may be for a term of up to 20 years upon request of the owner and with approval of the administering voucher agency. Upon expiration of the initial term of the contract, and upon each renewal term of the contract, the owner must accept each offer to renew the contract, for the prescribed number and mix of units, either on the site of the project subject to the expiring contract or, upon request of the project owner and subject to PHA and HUD approval, at another site through a future transfer of assistance. Contracts are subject to the terms and conditions applicable at the time of each offer and further subject to the availability of appropriations for each year of each such renewal. To implement this provision, HUD is waiving section 8(o)(13)(F) of The United States Housing Act of 1937, which permits a minimum term of one year, as well as 24 CFR 983.205(a), which governs the contract term.

Agreement to Enter into a HAP (AHAP) Contract [Notice PIH 2019-23]

For public housing conversions to PBV, there will be no agreement to enter into a Housing Assistance Payments (AHAP) contract. Therefore, all regulatory references to the Agreement (AHAP), including regulations under 24 CFR Part 983 Subpart D, are waived. The definitions for proposal selection date, new construction, rehabilitation, and existing housing are not applicable.

Mandatory Contract Renewal [Notice PIH 2019-23]

By statute, upon contract expiration, the agency administering the vouchers will offer, and the PHA will accept, renewal of the contract for the prescribed number and mix of units, either on the site of the project subject to the expiring contract or, upon request of the project owner and subject to PHA and HUD approval, at another site through a future transfer of assistance. The contract is subject to the terms and conditions applicable at the time of renewal and the availability of appropriations each year for such renewal. Consequently 24 CFR 983.205(b), governing the PHA discretion to renew the contract, will not apply.

In the event that the HAP contract is removed due to breach, non-compliance or insufficiency of appropriations, for all units previously covered under the HAP contract, new tenants must have incomes at or below 80 percent of the area median income at the time of admission and rents may not exceed 30 percent of 80 percent of median income for an appropriate size unit for the remainder of the term of the RAD use agreement.

Remedies for HQS Violations [24 CFR 983.208(b)]

The PHA may not make any HAP payment to the owner for a contract unit during any period in which the unit does not comply with HQS. If the PHA determines that a contract unit does not comply with HQS, the PHA may exercise any of its remedies under the HAP contract, for any or all of the contract units. Available remedies include termination of housing assistance payments, abatement or reduction of housing assistance payments, reduction of contract units, and termination of the HAP contract.

Jacksonville Housing Policy

Jacksonville Housing will abate and terminate PBV HAP contracts for noncompliance with HQS in accordance with the policies used in the tenant-based voucher program. These policies are contained in Chapter 8, Enforcing Owner Compliance.

AMENDMENTS TO THE HAP CONTRACT

Floating Units [Notice PIH 2019-23]

Upon request of the owner to the voucher agency that will administer the project, HUD will permit assistance to float among units within the project that are the same bedroom size. The unit to which assistance is floated must be comparable to the unit being replaced in quality and amenities.

If the PHA chooses to float units, units are not specifically identified on the HAP contract, rather the HAP contract must specify the number and type of units in the property that are RAD PBV units. The property must maintain the same number and type of RAD units from the time of the initial HAP contract execution forward.

Jacksonville Housing Policy

Jacksonville Housing will float assistance among unoccupied units within the project. Tracking of the number and type of units at the property, as well as identification of comparable units when assistance is floated, will be maintained by each property.

Reduction in HAP Contract Units [Notice PIH 2019-23]

Project owners are required to make available for occupancy by eligible tenants the number of assisted units under the terms of the HAP contract.

The PHA may not reduce the number of assisted units without written HUD approval. Any HUD approval of a PHA's request to reduce the number of assisted units under contract is subject to conditions that HUD may impose. MTW agencies may not alter this requirement.

If units are removed from the HAP contract because a new admission's TTP comes to equal or exceed the gross rent for the unit and if the project is fully assisted, the PHA must reinstate the unit after the family has vacated the property. If the project is partially assisted, the PHA may substitute a different unit for the unit on the HAP contract in accordance with 24 CFR 983.207, or where the development has "floating" units.

HAP CONTRACT YEAR AND ANNIVERSARY DATES [24 CFR 983.302(e)]

The HAP contract year is the period of 12 calendar months preceding each annual anniversary of the HAP contract during the HAP contract term. The initial contract year is calculated from the first day of the first calendar month of the HAP contract term.

The annual anniversary of the HAP contract is the first day of the first calendar month after the end of the preceding contract year. There is a single annual anniversary date for all units under a particular HAP contract.

OWNER RESPONSIBILITIES UNDER THE HAP CONTRACT [24 CFR 983.210]

When the owner executes the HAP contract, they certify that at such execution and at all times during the term of the HAP contract:

- All contract units are in good condition and the owner is maintaining the premises and contract units in accordance with HQS;

- The owner is providing all services, maintenance, equipment, and utilities as agreed to under the HAP contract and the leases;
- Each contract unit for which the owner is receiving HAP is leased to an eligible family referred by the PHA, and the lease is in accordance with the HAP contract and HUD requirements;
- To the best of the owner's knowledge, the family resides in the contract unit for which the owner is receiving HAP, and the unit is the family's only residence;
- The owner (including a principal or other interested party) is not the spouse, parent, child, grandparent, grandchild, sister, or brother of any member of a family residing in a contract unit;
- The amount of the HAP the owner is receiving is correct under the HAP contract;
- The rent for contract units does not exceed rents charged by the owner for comparable unassisted units;
- Except for HAP and tenant rent, the owner has not received and will not receive any other payment or consideration for the rental of the contract unit;
- The family does not own or have any interest in the contract unit (this does not apply to the family's membership in a cooperative); and
- Repair work on the project selected as an existing project that is performed after HAP contract execution within such post-execution period as specified by HUD may constitute development activity, and if determined to be development activity, the repair work undertaken shall be in compliance with Davis-Bacon wage requirements.

VACANCY PAYMENTS [24 CFR 983.352(b)]

At the discretion of the PHA, the HAP contract may provide for vacancy payments to the owner for a PHA-determined period of vacancy extending from the beginning of the first calendar month after the move-out month for a period not exceeding two full months following the move-out month. The amount of the vacancy payment will be determined by the PHA and cannot exceed the monthly rent to the owner under the assisted lease, minus any portion of the rental payment received by the owner, including amounts available from the tenant's security deposit.

Jacksonville Housing Policy

Jacksonville Housing will provide vacancy payments to the owner. The HAP contract with the owner will contain the amount of the vacancy payment and the period for which the owner will qualify for these payments.

I. SELECTION OF PBV PROGRAM PARTICIPANTS

OVERVIEW

Many of the provisions of the tenant-based voucher regulations [24 CFR 982] also apply to the PBV program. This includes requirements related to determining eligibility and selecting applicants from the waiting list. Even with these similarities, there are requirements that are

unique to the PBV program. This part describes the requirements and policies related to eligibility and admission to the PBV program.

PROHIBITED RESCREENING OF EXISTING TENANTS UPON CONVERSION [Notice PIH 2019-23]

Current households cannot be excluded from occupancy at the covered project based on any rescreening, income eligibility, or income targeting provisions. Consequently, current households will be grandfathered for the application of any eligibility criteria to conditions that occurred prior to conversion but will be subject to any ongoing eligibility requirements for actions that occur after conversion. Post-conversion, the tenure of all residents of the covered project is protected pursuant to PBV requirements regarding continued occupancy unless explicitly modified by Notice PIH 2019-23 (e.g., rent phase-in provisions). For example, a unit with a household that was over-income at the time of conversion would continue to be treated as an assisted unit. Thus, 24 CFR 982.201, concerning eligibility and targeting, will not apply to the current households. Once that remaining household moves out, the unit must be leased to an eligible family. Existing residents at the time of conversion may not be rescreened for citizenship status or have their social security numbers reverified.

Further, so as to facilitate the right to return to the assisted property, this provision must apply to current public housing residents of the converting project that will reside in non-RAD PBV units placed in a project that contains RAD PBV units. Such families and such contract units will otherwise be subject to all requirements of the applicable program, specifically 24 CFR 983 for non-RAD PBV. Any non-RAD PBV units located in the same project are also subject to the right to return.

For the RAD PBV program, *in-place family* means a family who lived in a pre-conversion property at the time assistance was converted from public housing to PBV under RAD.

ELIGIBILITY FOR PBV ASSISTANCE [24 CFR 983.251(a) and (b)]

Applicants for PBV assistance must meet the same eligibility requirements as applicants for the tenant-based voucher program. Applicants must qualify as a family as defined by HUD and the PHA, have income at or below HUD-specified income limits, and qualify on the basis of citizenship or the eligible immigration status of family members [24 CFR 982.201(a) and 24 CFR 983.2(a)]. In addition, an applicant's family must provide social security information for family members [24 CFR 5.216 and 5.218] and consent to the PHA's collection and use of family information regarding income, expenses, and family composition [24 CFR 5.230]. The PHA may also not approve a tenancy if the owner (including a principal or other interested party) of the unit is the parent, child, grandparent, grandchild, sister, or brother of any member of the family unless needed as a reasonable accommodation. An applicant's family must also meet HUD requirements related to current or past criminal activity.

Jacksonville Housing Policy

Jacksonville Housing will determine an applicant's family's eligibility for the RAD PBV program in accordance with the policies in Chapter 3.

ORGANIZATION OF THE WAITING LIST [24 CFR 983.251(c); Notice PIH 2019-23]

The standard PBV regulations at 24 CFR 983.251 set out program requirements related to establishing and maintaining a voucher-wide, PBV program-wide, or site-based waiting list from which residents will be admitted. These provisions will apply unless the project is covered by a remedial order or agreement that specifies the type of waiting list and other waiting list policies. Any non-RAD PBV units located in the same project are also subject to these requirements.

Jacksonville Housing Policy

Jacksonville Housing will establish and manage separate waiting lists for individual projects or buildings that are receiving RAD PBV assistance. Jacksonville Housing currently has waiting lists for some of their RAD PBV projects.

For any applicants on the public housing waiting list that are likely to be ineligible for admission to a covered project converting to PBV because the household's TTP is likely to exceed the RAD gross rent, Jacksonville Housing will consider transferring such household, consistent with program requirements for the administration of waiting lists, to the PHA's remaining public housing waiting lists or to another voucher waiting list, in addition to transferring such household to the waiting list for the covered project.

To the extent any waitlist relies on the date and time of application, the applicants shall have priority on the wait lists to which their application was transferred in accordance with the date and time of their application to the original waiting list.

Jacksonville Housing will maintain the project-specific waiting list in accordance with all applicable civil rights and fair housing regulations found at 24 CFR 903.7(b)(2)(ii)-(iv). Jacksonville Housing will provide applicants full information about each development, including an estimate of the wait time, location, occupancy, number and size of accessible units, and amenities like day care, security, transportation, and training programs at each development with a site-based waiting list. The system for selection will be consistent with all applicable civil rights and fair housing laws and regulations and may not be in conflict with any imposed or pending court order, settlement agreement, or complaint brought by HUD.

Jacksonville Housing will give priority to participants moving under a VAWA emergency transfer from one PBV development to another in accordance with Chapter 18.

SELECTION FROM THE WAITING LIST [24 CFR 983.251(c)]

After conversion to RAD PBV, applicants who will occupy units with RAD PBV assistance must be selected from the PHA's waiting list. The PHA may establish selection criteria or preferences for occupancy of particular PBV units.

Income Targeting [24 CFR 983.251(c)(6); Notice PIH 2019-23]

At least 75 percent of the families admitted to the PHA's tenant-based and project-based voucher programs during the PHA fiscal year from the waiting list must be extremely-low income families. The income targeting requirement applies to the total of admissions to both programs.

Families in place at the time of the conversion are exempt from income targeting requirements. New admissions follow standard PBV requirements. Any non-RAD PBV units located in the same project are also subject to these requirements.

Units with Accessibility Features [24 CFR 983.251(c)(7)]

When selecting families to occupy PBV units that have special accessibility features for persons with disabilities, the PHA must first refer families who require such features to the owner.

Preferences [24 CFR 983.251(d); FR Notice 11/24/08; Notice PIH 2019-23]

The PHA may use the same selection preferences that are used for the tenant-based voucher program, establish selection criteria or preferences for the PBV program as a whole, or for occupancy of particular PBV developments or units.

Jacksonville Housing Policy

Jacksonville Housing will not offer any preferences for the RAD PBV program. However, the PHA will give priority to participants moving under a VAWA emergency transfer from one PBV development to another in accordance with this chapter.

OFFER OF PBV ASSISTANCE

Refusal of Offer [24 CFR 983.251(e)(3)]

The PHA is prohibited from taking any of the following actions against a family who has applied for, received, or refused an offer of PBV assistance:

- Refusing to list the applicant on the waiting list for tenant-based voucher assistance
- Denying any admission preference for which the applicant qualifies
- Changing the applicant's place on the waiting list based on preference, date, and time of application, or other factors affecting selection under the PHA's selection policy
- Removing the applicant from the tenant-based voucher waiting list

Disapproval by Landlord [24 CFR 983.251(e)(2)]

If a PBV owner rejects a family for admission to the owner's units, such rejection may not affect the family's position on the tenant-based voucher waiting list.

Acceptance of Offer [24 CFR 983.252]

Family Briefing

When a family accepts an offer for PBV assistance, the PHA must give the family an oral briefing. The briefing must include information on how the program works and the responsibilities of the family and owner. In addition to the oral briefing, the PHA must provide a briefing packet that explains how the PHA determines the total tenant payment for a family, the family obligations under the program, and applicable fair housing information.

Persons with Disabilities

If an applicant family's head or spouse is disabled, the PHA must assure effective communication, in accordance with 24 CFR 8.6, in conducting the oral briefing and in providing the written information packet. This may include making alternative formats available (see

Chapter 2). In addition, the PHA must have a mechanism for referring a family that includes a member with a mobility impairment to an appropriate accessible PBV unit.

Persons with Limited English Proficiency

The PHA should take reasonable steps to assure meaningful access by persons with limited English proficiency in accordance with Title VI of the Civil Rights Act of 1964 and Executive Order 13166 (see Chapter 2).

OWNER SELECTION OF TENANTS [24 CFR 983.253]

The owner is responsible for developing written tenant selection procedures that are consistent with the purpose of improving housing opportunities for very low-income families and reasonably related to program eligibility and an applicant's ability to fulfill their obligations under the lease. An owner must promptly notify in writing any rejected applicant of the grounds for any rejection.

Leasing [24 CFR 983.253(a)]

During the term of the HAP contract, the owner must lease contract units to eligible families that are selected and referred by the PHA from the PHA's waiting list. The contract unit leased to the family must be the appropriate size unit for the size of the family, based on the PHA's subsidy standards.

Filling Vacancies [24 CFR 983.254(a)]

The owner must promptly notify the PHA of any vacancy or expected vacancy in a contract unit. After receiving such notice, the PHA must make every reasonable effort to promptly refer a sufficient number of families for the owner to fill such vacancies. The PHA and the owner must make reasonable efforts to minimize the likelihood and length of any vacancy.

Jacksonville Housing Policy

The owner must notify Jacksonville Housing in writing (mail, fax, or email) within five business days of learning about any vacancy or expected vacancy.

Jacksonville Housing will make every reasonable effort to refer families to the owner within 10 business days of receiving such notice from the owner.

TENANT SCREENING [24 CFR 983.255]

PHA Responsibility

The PHA is not responsible or liable to the owner or any other person for the family's behavior or suitability for tenancy. However, the PHA may opt to screen applicants for family behavior or suitability for tenancy and may deny applicants based on such screening.

Jacksonville Housing Policy

Jacksonville Housing will not conduct screening to determine a PBV applicant family's suitability for tenancy.

The PHA must provide the owner with an applicant family's current and prior address (as shown in PHA records) and the name and address (if known by the PHA) of the family's current landlord and any prior landlords.

In addition, the PHA may offer the owner other information the PHA may have about a family, including information about the tenancy history of family members or about drug trafficking and criminal activity by family members. The PHA must provide applicant families a description of the PHA policy on providing information to owners, and the PHA must give the same types of information to all owners.

The PHA may not disclose to the owner any confidential information provided in response to a request for documentation of domestic violence, dating violence, sexual assault, or stalking, except at the written request or with the written consent of the individual providing the documentation [24 CFR 5.2007(c)].

Jacksonville Housing Policy

Jacksonville Housing will inform owners of their responsibility to screen prospective tenants and will provide owners with the required known name and address information, at the time of the turnover HQS inspection or before. Jacksonville Housing will not provide any additional information to the owner, such as tenancy history, criminal history, etc.

Owner Responsibility

The owner is responsible for screening and selection of the family to occupy the owner's unit. When screening families the owner may consider a family's background with respect to the following factors:

- Payment of rent and utility bills
- Caring for a unit and premises
- Respecting the rights of other residents to the peaceful enjoyment of their housing
- Drug-related criminal activity or other criminal activity that is a threat to the health, safety, or property of others
- Compliance with other essential conditions of tenancy

J. OCCUPANCY

OVERVIEW

After an applicant has been selected from the waiting list, determined eligible by the PHA, referred to an owner, and determined suitable by the owner, the family will sign the lease and occupancy of the unit will begin.

LEASE [24 CFR 983.256]

The tenant must have legal capacity to enter into a lease under state and local law. *Legal capacity* means that the tenant is bound by the terms of the lease and may enforce the terms of the lease against the owner.

The tenant and the owner must enter into a written lease agreement that is signed by both parties. The tenancy addendum must include, word-for-word, all provisions required by HUD.

Lease Requirements [24 CFR 983.256(c); Notice PIH 2019-23]

The lease for a PBV unit must specify all of the following information:

- The names of the owner and the tenant;
- The unit rented (address, apartment number, if any, and any other information needed to identify the leased contract unit);
- The term of the lease (initial term and any provision for renewal);
- The amount of the tenant rent to the owner, which is subject to change during the term of the lease in accordance with HUD requirements;
- A specification of the services, maintenance, equipment, and utilities that will be provided by the owner;
- The amount of any charges for food, furniture, or supportive services; and
- For any family admitted following conversion, the lease must specify what will happen if the family elects to remain in its unit after increasing its income such that it requires zero HAP. Specifically, the lease must make clear how the tenant's rent will be calculated, and it must address the transition to a new lease. The PHA must include resident procedural rights for termination notification and grievance procedures in the owner's lease. These requirements are not part of the regular PBV program but are required under RAD.

Tenancy Addendum [24 CFR 983.256(d)]

The tenancy addendum in the lease must state:

- The program tenancy requirements
- The composition of the household as approved by the PHA (the names of family members and any PHA-approved live-in aide)

All provisions in the HUD-required tenancy addendum must be included in the lease. The terms of the tenancy addendum prevail over other provisions of the lease.

Initial Term and Lease Renewal [24 CFR 983.256(f); *RAD PBV Quick Reference Guide 6/20*]

Leases for residents who will remain in place (i.e., who will not be relocated solely as a result of conversion) must have an effective date that coincides with—and must be signed on or before—the effective date of the RAD PBV HAP contract.

The initial lease term must be for at least one year. The lease must provide for automatic renewal after the initial term of the lease in either successive definitive terms (e.g., month-to-month or year-to-year) or an automatic indefinite extension of the lease term. For automatic indefinite extension of the lease term, the lease terminates if any of the following occur:

- The owner terminates the lease for good cause
- The tenant terminates the lease

- The owner and tenant agree to terminate the lease
- The PHA terminates the HAP contract
- The PHA terminates assistance for the family

Changes in the Lease [24 CFR 983.256(e)]

If the tenant and owner agree to any change in the lease, the change must be in writing, and the owner must immediately give the PHA a copy of all changes.

The owner must notify the PHA in advance of any proposed change in the lease regarding the allocation of tenant and owner responsibilities for utilities. Such changes may only be made if approved by the PHA and in accordance with the terms of the lease relating to its amendment. The PHA must redetermine reasonable rent, in accordance with program requirements, based on any change in the allocation of the responsibility for utilities between the owner and the tenant. The redetermined reasonable rent will be used in the calculation of the rent to the owner from the effective date of the change.

Owner Termination of Tenancy [24 CFR 983.257; Notice PIH 2019-23]

With two exceptions, the owner of a PBV unit may terminate tenancy for the same reasons an owner may in the tenant-based voucher program (see Section 12-III.B. and 24 CFR 982.310). In the PBV program, terminating tenancy for “good cause” does not include doing so for a business or economic reason, or a desire to use the unit for personal or family use or other non-residential purpose.

Projects converting from public housing to PBV under RAD have additional procedural rights that do not apply to the standard PBV program. These procedural rights must be included in the owner’s lease as well as the PHA’s administrative plan. In addition to the regulations at 24 CFR 983.257 related to project owner termination of tenancy and eviction (which MTW agencies may not alter) the termination procedure for RAD conversions to PBV will require that PHAs provide adequate written notice of termination of the lease, which may not be less than:

- A reasonable period of time, but not to exceed 30 days:
 - If the health or safety of other tenants, PHA employees, or persons residing in the immediate vicinity of the premises is threatened; or
 - In the event of any drug-related or violent criminal activity or any felony conviction
- Not less than 14 days in the case of nonpayment of rent
- Not less than 30 days in any other case, except that if a state or local law provides for a shorter period of time, such shorter period will apply

These provisions apply to non-RAD PBV units located in the project as well.

Tenant Absence from the Unit [24 CFR 983.256(g) and 982.312(a)]

The lease may specify a maximum period of family absence from the unit that may be shorter than the maximum period permitted by PHA policy. According to program requirements, the family’s assistance must be terminated if they are absent from the unit for more than 180 consecutive days. PHA termination of assistance actions due to family absence from the unit are

subject to 24 CFR 982.312, except that the unit is not terminated from the HAP contract if the family is absent for longer than the maximum period permitted.

Continuation of Housing Assistance Payments [24 CFR 983.258; Notice PIH 2019-23; RAD PBV Quick Reference Guide 6/20]

Current residents living in the property prior to conversion are placed on and remain under the HAP contract when TTP equals or exceeds gross rent. In this case, until such time as the family's TTP falls below the gross rent, the family will pay the owner the lesser of their TTP minus the utility allowance or any applicable maximum rent under the LIHTC program. The family will continue to pay this amount until/if circumstances change, and HAP is paid on their behalf. In other words, assistance may subsequently be reinstated if the tenant becomes eligible for assistance. In such cases, the resident is still considered a program participant. All of the family obligations and protections under RAD and standard PBV apply to the resident. Likewise, all requirements with respect to the unit, such as compliance with the HQS requirements, apply as long as the unit is under HAP contract. Any non-RAD PBV units located in the same project are also subject to these requirements.

Unless a waiver is requested and approved, following conversion, 24 CFR 983.53(d) applies, and any new admission referred to the RAD PBV project must be initially eligible for a HAP payment at admission to the program. The PHA may request a waiver from HUD in order to admit otherwise eligible families whose TTP exceeds gross rent and to allow the units those families occupy to remain under the HAP contract even if the PHA has not paid HAP for the family in 180 days.

Further, for any new families admitted after the conversion, assistance will be terminated 180 days after the last housing assistance payment on their behalf. The cessation of housing assistance payments does not affect the family's other rights under its lease, nor does it preclude the resumption of payments as a result of later changes in income, rents, or other relevant circumstances if such changes occur within the 180-day window. If a family's assistance is terminated as a result of their zero HAP status, the PHA must remove the unit from the HAP contract. If the project is fully assisted, the PHA must reinstate the unit after the family has vacated the property. If the project is partially assisted, the PHA may substitute a different unit for the unit on the HAP contract in accordance with 24 CFR 983.207.

Per the RAD Use Agreement, the owner may charge the family a rent that does not exceed 30 percent of 80 percent of the area median income. If a unit is removed from the RAD PBV HAP contract, then the lease terminates automatically, as stated in the tenancy addendum, as though the RAD PBV HAP contract had been terminated. The tenant must be offered a new lease, which must reflect the new tenant rent. A tenant in this circumstance is no longer a program participant and therefore no longer benefits from any of the rights or protections specific to RAD, or to the PBV program. Should the family subsequently lose employment, the owner may choose to reduce the family's rent, but if the family wishes to be admitted to the HCV/PBV program, then it must be admitted through the waiting list like any other applicant.

Jacksonville Housing Policy

Jacksonville Housing will not request a waiver from HUD to allow families whose TTP initially exceeds gross rent to occupy units.

If a participating family who was admitted after the RAD conversion receives zero assistance and subsequently experiences a change in circumstances that would result in a HAP payment to the owner, the family must notify Jacksonville Housing of the change and request an interim reexamination before the expiration of the 180-day period.

Security Deposits [24 CFR 983.259; *RAD PBV Quick Reference Guide 6/20*]

Owners are permitted to recognize security deposit amounts that have been previously provided by tenants who are in-place at the time of the RAD conversion. If a tenant residing in a converting project has not previously provided a security deposit, then the owner may collect a security deposit at the time of initial lease execution. Otherwise, the security deposit requirements for standard PBV apply.

The owner may collect a security deposit from the tenant. The PHA may prohibit security deposits in excess of private market practice, or in excess of amounts charged by the owner to unassisted tenants.

Jacksonville Housing Policy

Jacksonville Housing will allow the owner to collect a security deposit amount the owner determines is appropriate.

When the tenant moves out of a contract unit, the owner, subject to state and local law, may use the security deposit, including any interest on the deposit, in accordance with the lease, as reimbursement for any unpaid tenant rent, damages to the unit, or other amounts owed by the tenant under the lease.

The owner must give the tenant a written list of all items charged against the security deposit and the amount of each item. After deducting the amount used to reimburse the owner, the owner must promptly refund the full amount of the balance to the tenant.

If the security deposit does not cover the amount owed by the tenant under the lease, the owner may seek to collect the balance from the tenant. The PHA has no liability or responsibility for payment of any amount owed by the family to the owner.

PUBLIC HOUSING FSS AND ROSS PARTICIPANTS [Notice PIH 2019-23]

Current PH FSS participants will continue to participate in the PHA's FSS program, and PHAs will be allowed to use any PH FSS funds granted previously or pursuant to the current fiscal year (FY) PH FSS notice of funding availability (NOFA) to serve those FSS participants who live in units converted to RAD and who will as a result be moving to the HCV FSS program. A PHA must convert the PH FSS program participants at the covered project to their HCV FSS program.

Residents who were converted from the PH FSS program to the HCV FSS program through RAD may not be terminated from the HCV FSS program or have HCV assistance withheld due to the participant's failure to comply with the contract of participation. Consequently, 24 CFR 984.303(b)(5)(iii) does not apply to FSS participants in converted properties.

At the completion of the FSS grant, PHAs should follow the normal closeout procedures outlined in the grant agreement. If the PHA continues to run an FSS program that serves PH and/or HCV participants, the PHA will continue to be eligible (subject to NOFA requirements) to apply for FSS funding.

Current Resident Opportunities and Self-Sufficiency–Service Coordinators (ROSS–SC) program grantees will be able to finish out their current ROSS–SC grants once their housing is converted under RAD. However, once the property is converted, it will no longer be eligible to be counted towards the unit count for future public housing ROSS–SC grants.

At the completion of the ROSS-SC grant, PHAs should follow the normal closeout procedures outlined in the grant agreement. Please note that ROSS-SC grantees may be a nonprofit or local resident association and this consequence of a RAD conversion may impact those entities.

Any non-RAD PBV units located in the same project are also subject to these requirements.

RESIDENT PARTICIPATION AND FUNDING [Notice PIH 2019-23]

Residents of covered projects converting assistance to PBVs will have the right to establish and operate a resident organization for the purpose of addressing issues related to their living environment and be eligible for resident participation funding.

MOVES

Overcrowded, Under-Occupied, and Accessible Units [24 CFR 983.260; Notice PIH 2019-23]

All in-place tenants at the time of conversion are eligible to remain in the project. Over-housed families should be moved into appropriately sized units if such units are available in the new or rehabbed project. If appropriately sized units are not available, the existing tenants may continue to be over-housed until an appropriately sized unit becomes available or until the tenant leaves the project. Once the unit turns over, it must be leased to an appropriately sized family. Any non-RAD PBV units located in the same project are also subject to these requirements.

Following conversion, the standard PBV regulations apply. If the PHA determines that a family is occupying a wrong-size unit, based on the PHA’s subsidy standards, or a unit with accessibility features that the family does not require, and the unit is needed by a family that does require the features, the PHA must promptly notify the family and the owner of this determination, and the PHA must offer the family the opportunity to receive continued housing assistance in another unit.

Jacksonville Housing Policy

Jacksonville Housing will notify the family and the owner of the family’s need to move based on the occupancy of a wrong-size or accessible unit within 10 business days of the PHA’s determination. The PHA will offer the family the following types of continued assistance in the following order, based on the availability of assistance:

- PBV assistance in the same building or project
- PBV assistance in another project
- Tenant-based voucher assistance

If the PHA offers the family a tenant-based voucher, the PHA must terminate the housing assistance payments for a wrong-size or accessible unit at the earlier of the expiration of the term of the family’s voucher, including any extension granted by the PHA, or the date upon which the family vacates the unit. If the family does not move out of the wrong-size unit or accessible unit

by the expiration of the term of the family's voucher, the PHA must remove the unit from the HAP contract.

If the PHA offers the family another form of assistance that is not a tenant-based voucher, and the family does not accept the offer, does not move out of the PBV unit within a reasonable time as determined by the PHA, or both, the PHA must terminate the housing assistance payments for the unit at the expiration of a reasonable period as determined by the PHA and remove the unit from the HAP contract.

Jacksonville Housing Policy

When Jacksonville Housing offers a family another form of assistance that is not a tenant-based voucher, the family will be given 30 days from the date of the offer to accept the offer and move out of the PBV unit. If the family does not move out within this 30-day time frame, Jacksonville Housing will terminate the housing assistance payments at the expiration of this 30-day period.

Jacksonville Housing may make exceptions to this 30-day period if needed for reasons beyond the family's control such as death, serious illness, or other medical emergency of a family member.

Family Right to Move [24 CFR 983.261]

The family may terminate the lease at any time after the first year of occupancy. The family must give advance written notice to the owner in accordance with the lease and provide a copy of such notice to the PHA.

Choice Mobility [Notice PIH 2019-23; PRRAC Choice Mobility Implementation Guidance, 8/20]

Family's Right to Choice Mobility

Under RAD PBV, the choice mobility option provides families with the opportunity to move with continued assistance any time after 12 months of occupancy. All residents in converted properties should be aware of their housing mobility rights and of their options in a range of neighborhoods.

Jacksonville Housing Policy

To ensure that residents are fully aware of and understand their rights under choice mobility, Jacksonville Housing will inform families of their rights under the choice mobility option and the benefits to moving to lower poverty areas and provide a summary of the steps necessary to exercise this option, at the time the family signs the lease for the RAD PBV unit and during their annual recertification.

Information on choice mobility will be made be accessible to persons with disabilities, ensuring any information, electronic or otherwise, is accessible for persons with vision, hearing, and other disabilities. This information will also be made available in accordance with Limited English Proficiency (LEP) requirements, including document translation and user of interpretation services. See Chapter 2 for a more thorough discussion of accessibility and LEP requirements.

Moving with Continued Assistance under Choice Mobility

If the family wishes to move with continued tenant-based assistance under choice mobility, the family must contact the PHA to request the rental assistance prior to providing notice to terminate the lease. If the family terminates the lease in accordance with lease requirements, the PHA is required to offer the family the opportunity for continued tenant-based assistance, in the form of a voucher or other comparable tenant-based rental assistance. If a voucher or other comparable tenant-based assistance is not immediately available, the PHA must give the family priority to receive the next available opportunity for continued tenant-based assistance.

Families are eligible to move with continued assistance under choice mobility after 12 months of occupancy. If the family terminates the assisted lease before the end of the first year, the family relinquishes the opportunity for continued tenant-based assistance.

Jacksonville Housing Policy

Prior to providing notice to the owner to terminate the lease, the family may submit a written request to Jacksonville Housing for a choice mobility voucher at any time after completing the 12-month occupancy requirement.

The family will remain eligible to request a choice mobility voucher as long as they continue living at the same covered project. If a family moves from one covered project to another covered project prior to completing their 12-month occupancy requirement, their 12-month clock will reset. The family must wait 12 months from the date of move at the new property before they may request another choice mobility voucher. If a family transfers to a different unit within the same covered project, the 12-month clock does not reset.

Jacksonville Housing will maintain a combined, agency-wide waiting list for all standard PBV and RAD PBV families wishing to exercise mobility after one year of tenancy. This list will be maintained separately from the tenant-based HCV list. Families on the choice mobility waiting list will be given priority over families on the tenant-based waiting list. The choice mobility waiting list will be organized by date and time of the family's written request to exercise choice mobility. The list will also identify whether families live in standard or RAD PBV units.

Jacksonville Housing will not subject RAD PBV families applying for choice mobility vouchers to any additional rescreening requirements in order to receive a tenant-based voucher.

Families exercising choice mobility will not be required to vacate their units before a lease has been entered into using their tenant-based voucher. At the time Jacksonville Housing issues a choice mobility voucher, Jacksonville Housing will notify the family of their right to remain in their unit if they are unable find a rental unit using the tenant-based voucher.

Turnover Cap

If as a result of RAD, the total number of PBV units (including RAD PBV units) administered by the PHA exceeds 20 percent of the PHA's authorized units under its HCV ACC with HUD, the PHA may establish a turnover cap. The PHA is not required to provide more than three-quarters of its turnover vouchers in any single year to the residents of covered projects. If the PHA

chooses to establish a turnover cap and the cap is implemented, the PHA must create and maintain a waiting list in the order requests from eligible households were received.

Jacksonville Housing Policy

As a result of RAD, the total number of PBV units (including RAD PBV units) administered by the PHA exceeds 20 percent of the PHA's authorized units under its HCV ACC with HUD. Therefore, Jacksonville Housing will establish a choice mobility cap. The PHA will not provide more than three-quarters of its turnover vouchers in a single year to residents of covered projects.

Families who requested a choice mobility voucher and are denied due to the cap will be given priority the following year when choice mobility vouchers are again issued since the choice mobility list will be organized by the date and time of the family's request.

Emergency Transfers under VAWA [Notice PIH 2017-08]

Except where special consideration is needed for the project-based voucher program, the PHA will follow VAWA policies as outlined in Chapter 16 of this administrative plan, including using the Emergency Transfer Plan as the basis for PBV transfers under VAWA (Exhibit 16-4).

HUD requires that the PHA include policies that address when a victim has been living in a unit for less than a year or when a victim seeks to move sooner than a tenant-based voucher is available.

Jacksonville Housing Policy

When the victim of domestic violence, dating violence, sexual assault, or stalking has lived in the unit for less than one year, Jacksonville Housing will provide several options for continued assistance.

Jacksonville Housing will first try to transfer the participant to another PBV unit in the same development or transfer to a different development where Jacksonville Housing has PBV units. Jacksonville Housing will expedite the administrative processes in this case in an effort to conduct the transfer as quickly as possible. If assistance is transferred to another development, Jacksonville Housing will give priority to the participant on the other development's waiting list.

If no units are available for an internal transfer to a PBV development or if there is reasonable cause to believe that such a transfer would put the victim in jeopardy, the participant may receive continued assistance through an external transfer to either tenant-based rental assistance (HCV) or assistance in the PHA's public housing program. Such a decision will be made by Jacksonville Housing based on the availability of tenant-based vouchers and/or vacancies in public housing units. Such families must be selected from the waiting list for the applicable program. Jacksonville Housing has adopted a waiting list preference for victims of domestic violence, dating violence, sexual assault, and stalking in both its HCV and public housing programs in order to expedite this process. See Chapter 4.C. of this administrative plan.

If a victim wishes to move after a year of occupancy in the unit, but no tenant-based vouchers are available, Jacksonville Housing will offer the participant an internal transfer to another PBV unit in the same development or a transfer to a different development

where the PHA has PBV units. Jacksonville Housing will expedite the administrative processes in this case in an effort to conduct the transfer as quickly as possible.

If no units are available for an internal transfer, or if there is reasonable cause to believe that such a transfer would put the victim in jeopardy, the participant may receive continued assistance through an external transfer to Jacksonville Housing's public housing program. Jacksonville Housing has adopted a waiting list preference for victims of domestic violence, dating violence, sexual assault, and stalking as part of the public housing ACOP in order to expedite this process.

REEXAMINATIONS [*RAD PBV Quick Reference Guide 6/20*]

A family living in a unit converted from public housing to RAD PBV may retain its certification date. Unless a family's annual reexamination is due at the same time as the effective date of the RAD PBV HAP contract, the PHA does not need to recertify tenants at the point of conversion. For each family residing in a unit undergoing conversion of assistance under RAD, the administering PHA will have to submit a form HUD-50058 reflecting the family's admission to the voucher program. The effective date of the new admission will be the same as the effective date of the RAD PBV HAP contract. The form should include the same information previously found on the public housing form 50058, including the next annual reexamination date.

EARNED INCOME DISALLOWANCE [Notice PIH 2019-23]

Tenants who are employed and are currently receiving the EID exclusion at the time of conversion will continue to receive the EID after conversion, in accordance with regulations at 24 CFR 5.617. Upon the expiration of the EID for such families, the rent adjustment will not be subject to rent phase-in; instead, the rent will automatically rise to the appropriate rent level based upon tenant income at that time. Any non-RAD PBV units located in the same project are also subject to these requirements.

Under the HCV program, the EID exclusion is limited to only persons with disabilities [24 CFR 5.617(b)]. In order to allow all tenants (including non-disabled persons) who are employed and currently receiving the EID at the time of conversion to continue to benefit from this exclusion in the PBV project, the provision in section 5.617(b) limiting EID to only persons with disabilities is waived. The waiver and resulting alternative requirement only applies to tenants receiving the EID at the time of conversion. No other tenant, such as tenants who at one time received the EID but are not receiving the EID exclusion at the time of conversion (e.g., due to loss of employment), tenants that move into the property following conversion, etc., is covered by this waiver.

RESIDENTS' PROCEDURAL RIGHTS [Notice PIH 2019-23]

HUD is incorporating additional termination notification requirements for public housing projects that convert assistance under RAD to PBV and to non-RAD PBV units located in the same project beyond those for the standard PBV program. In addition to the regulations at 24 CFR 983.257 related to owner termination of tenancy and eviction (which MTW agencies may not alter), the termination procedure for RAD conversions to PBV requires that PHAs provide adequate written notice of termination of the lease, which is:

- A reasonable period of time, but not to exceed 30 days:

- If the health or safety of other tenants, project owner employees, or persons residing in the immediate vicinity of the premises is threatened; or
- In the event of any drug-related or violent criminal activity or any felony conviction.
- Not less than 14 days in the case of nonpayment of rent
- Not less than 30 days in any other case, except that if a state or local law provides for a shorter period of time, such shorter period will apply

INFORMAL REVIEWS AND HEARINGS [Notice PIH 2019-23]

In addition to reasons for an informal hearing listed at 24 CFR 982.555(a)(1)(i)–(v) (See 16-III.C. Informal Hearings for Participants), an opportunity for an informal hearing must be given to residents for any dispute that a resident may have with respect to an owner action in accordance with the individual’s lease or the contract administrator in accordance with RAD PBV requirements that adversely affect the resident’s rights, obligations, welfare, or status.

- For any hearing required under 24 CFR 982.555(a)(1)(i)–(v), the contract administrator will perform the hearing in accordance with Chapter 16 Part III: Informal Reviews and Hearings, as is the current standard in the program.
- For any additional hearings required under RAD, the PHA (as owner) will perform the hearing.

An informal hearing will not be required for class grievances or for disputes between residents not involving the PHA (as owner) or contract administrator. This hearing requirement does not apply to and is not intended as a forum for initiating or negotiating policy changes between a group or groups of residents and the PHA (as owner) or contract administrator.

The owner must give residents notice of their ability to request an informal hearing as outlined in 24 CFR 982.555(c)(1) for informal hearings that will address circumstances that fall outside of the scope of 24 CFR 982.555(a)(1)(i)–(v). (See Chapter 16)

The owner must provide an opportunity for an informal hearing before an eviction.

K. DETERMINING CONTRACT RENT

INITIAL CONTRACT RENTS [Notice PIH 2019-23]

RAD conversions are intended to be cost-neutral, and therefore, should not exceed current public housing funding as adjusted for unit size. Since public housing units do not currently have contract rents, HUD provides an estimate of current contract rents for each PHA’s public housing units based on current funding as adjusted by bedroom size. Current funding includes operating subsidy, tenant rents, capital funds, replacement housing factor funds (RHF), and demolition disposition transitional funding (DDTF). The funding may limit the amount of initial rent for a property. A detailed explanation of the determination of current funding may be found in Attachment 1C of Notice PIH 2019-23. Once the current funding amount is calculated, the amount is adjusted by bedroom size to determine the current funding rent. HUD uses the same bedroom adjustment factors as in the metropolitan FMR schedules where the project is located.

PHAs may adjust subsidy (and contract rents) across multiple projects as long as the PHA does not exceed the aggregate subsidy for all of the projects the PHA has submitted for conversion under RAD.

Notwithstanding HUD's calculation of the initial contract rent based on the project's subsidy under the public housing program and any modifications made to the initial contract rent, the initial rents are set at the lower of:

- An amount determined by the PHA, not to exceed 110 percent of the fair market rent (FMR) or the PHA's exception payment standard approved by HUD, or the alternate rent cap in a PHA's MTW agreement minus any utility allowance
- The reasonable rent
- The rent requested by the owner

ADJUSTING CONTRACT RENTS [Notice PIH 2019-23; *RAD PBV Quick Reference Guide 6/20*; PHA Asset Repositioning "How to Apply OCAF for RAD PBV" Webinar]

RAD PBV contract rents are adjusted differently than contract rents in the standard PBV program. At each annual anniversary of the HAP contract, contract rents will be adjusted only by HUD's operating cost adjustment factor (OCAF) that is applied to the current contract rent, less the portion of the rent paid for debt service, subject to the availability of appropriations for each year of the contract term. As such, section 8(o)(13)(I) of the 1937 Act, and 24 CFR 983.301 and 983.302, concerning rent determinations, do not apply when adjusting rents. The rent to owner may at no time exceed the reasonable rent charged for comparable unassisted units in the private market, as determined by the contract administrator in accordance with 24 CFR 983.303.

Contract rents may not exceed the reasonable rent (as determined by the PHA that administers the contract or the independent entity, as applicable), with the exception that the contract rent for each unit may not be reduced below the initial contract rent under the initial HAP contract.

However, the rent to owner may fall below the initial contract rent in the following situations:

- To correct errors in calculations in accordance with HUD requirements
- If additional housing assistance has been combined with PBV assistance after the execution of the initial HAP contract and a rent decrease is required pursuant to 983.55 (prohibition of excess public assistance)
- If a decrease in rent to owner is required based on changes in the allocation of responsibility for utilities between the owner and the tenant

The contract rent adjustment will be the lesser of:

- The current contract rent increased by the operating cost adjustment factor (OCAF), which is published annually in the *Federal Register*; or
- The reasonable rent

The administering PHA (or independent entity, if the project is PHA-owned) is responsible for processing rent adjustments at each contract anniversary date in accordance with the prevailing OCAF. The PHA who administers the contract (directly or via an independent entity) must

maintain records to demonstrate how OCAF amounts were determined and how rent adjustments were calculated. HUD approval of rent adjustments is not required.

Properties are eligible to receive prior years' OCAF adjustments for years in which the OCAF was not taken. The OCAF must be applied retroactively if it was missed. The PHA administering the contract (or the independent entity) must make sure that all OCAFs have been applied correctly since the RAD closing and calculate the current rents accordingly, including making sure that the RAD PBV contract rents do not exceed the PBV program caps.

Jacksonville Housing Policy

The owner will request a contract rent adjustment from Jacksonville Housing who administers the contract within 120 days, but no less than 60 days, prior to the HAP contract anniversary date by submitting a completed OCAF rent adjustment worksheet (Form HUD-9624). The independent entity will validate the data on the form and determine whether the rent exceeds the reasonable rent charged for comparable unassisted units in the private market, in accordance with 24 CFR 983.303. If rents would be unreasonable following application of the requested OCAF, then the rent will only be increased up to the reasonable rent. The independent entity will notify Jacksonville Housing who administers the contract in writing of the results of its review of the rent adjustment request. Jacksonville Housing, who administers the contract will retain a copy of the worksheet and any other records necessary to demonstrate how the OCAF was used to make rent adjustments for audit purposes. The approved rent adjustment will go into effect via written notice from Jacksonville Housing which administers the project to the owner. This notice will constitute an amendment to the rents specified on Exhibit A of the RAD PBV HAP contract. The new rents to the owner will take effect on the date of the contract anniversary.

Rent Decrease

Rents must not be reduced below the initial rent except to correct errors, for additional subsidy to the property, or to realign utility responsibilities.

UTILITY ALLOWANCES [Notice PIH 2019-23; *RAD PBV Quick Reference Guide 6/20*]

When contract rent amounts are set initially, the amount does not include a utility allowance. In general, the utility allowances that are used on the initial HAP contract at closing are the public housing utility allowances that are in effect prior to conversion. The CHAP must be updated prior to conversion to reflect current public housing utility allowances. At its discretion, a PHA may use the FMRs and utility allowances in effect during the 30-day period immediately before the beginning date of the HAP contract.

After conversion, the PHA that administers the contract must maintain the utility allowance schedule. The PHA may either maintain a utility allowance schedule for tenant-paid utilities in accordance with standard PBV and HCV utility allowance regulations at 24 CFR 983.301(f)(2)(ii) and 24 CFR 982.517, respectively, or the PHA may instead apply site-specific utility allowances. HUD waived the requirement for the standard PBV program that the HCV utility allowance be used. If a site-specific utility allowance is used, the utility allowance is applicable to non-RAD PBV units in the project and is calculated consistent with Notice H 2015-04.

Each family transitions to the new utility allowance at their first recertification following conversion.

Jacksonville Housing Policy

Jacksonville Housing will use the HCV utility allowance schedule for the RAD PBV developments.

REASONABLE RENT [24 CFR 983.303]

At the time the initial rent is established and all times during the term of the HAP contract, the rent to owner for a contract unit may not exceed the reasonable rent for the unit as determined by the PHA, except rents must not be reduced below the initial rent except to correct errors, for additional subsidy to the property, or to realign utility responsibilities.

How to Determine Reasonable Rent

The reasonable rent of a unit receiving PBV assistance must be determined by comparison to rent for other comparable unassisted units. When making this determination, the PHA must consider factors that affect market rent. Such factors include the location, quality, size, type and age of the unit, as well as the amenities, housing services maintenance, and utilities to be provided by the owner.

Comparability Analysis

For each unit, the comparability analysis must use at least three comparable units in the private unassisted market. This may include units in the premises or project that is receiving project-based assistance. The analysis must show how the reasonable rent was determined, including major differences between the contract units and comparable unassisted units, and must be retained by the PHA. The comparability analysis may be performed by PHA staff or by another qualified person or entity. Those who conduct these analyses or are involved in determining the housing assistance payment based on the analyses may not have any direct or indirect interest in the property.

PHA-Owned Units

For PHA-owned units, the amount of the reasonable rent must be determined by an independent entity approved by HUD in accordance with PBV program requirements. The independent entity must provide a copy of the determination of reasonable rent for PHA-owned units to the PHA and to the HUD field office where the project is located.

L. PAYMENTS TO OWNER

HOUSING ASSISTANCE PAYMENTS

During the term of the HAP contract, the PHA must make housing assistance payments to the owner in accordance with the terms of the HAP contract. During the term of the HAP contract, payments must be made for each month that a contract unit complies with HQS and is leased to and occupied by an eligible family. The housing assistance payment must be paid to the owner on or about the first day of the month for which payment is due, unless the owner and the PHA agree on a later date.

Except for discretionary vacancy payments, the PHA may not make any housing assistance payment to the owner for any month after the month when the family moves out of the unit (even if household goods or property are left in the unit).

The amount of the housing assistance payment by the PHA is the rent to owner minus the tenant rent (total tenant payment minus the utility allowance).

In order to receive housing assistance payments, the owner must comply with all provisions of the HAP contract. Unless the owner complies with all provisions of the HAP contract, the owner does not have a right to receive housing assistance payments.

VACANCY PAYMENTS [24 CFR 983.352]

If an assisted family moves out of the unit, the owner may keep the housing assistance payment for the calendar month when the family moves out. However, the owner may not keep the payment if the PHA determines that the vacancy is the owner's fault.

Jacksonville Housing Policy

If Jacksonville Housing determines that the owner is responsible for a vacancy and as a result is not entitled to keep the housing assistance payment, Jacksonville Housing will notify the landlord of the amount of housing assistance payment that the owner must repay. Jacksonville Housing will require the owner to repay the amount owed in accordance with the policies in Chapter 16.B.

At the discretion of the PHA, the HAP contract may provide for vacancy payments to the owner. The PHA may only make vacancy payments if:

- The owner gives the PHA prompt, written notice certifying that the family has vacated the unit and identifies the date when the family moved out (to the best of the owner's knowledge);
- The owner certifies that the vacancy is not the fault of the owner and that the unit was vacant during the period for which payment is claimed;
- The owner certifies that it has taken every reasonable action to minimize the likelihood and length of vacancy; and
- The owner provides any additional information required and requested by the PHA to verify that the owner is entitled to the vacancy payment.

The owner must submit a request for vacancy payments in the form and manner required by the PHA and must provide any information or substantiation required by the PHA to determine the amount of any vacancy payment.

Jacksonville Housing Policy

If an owner's HAP contract calls for vacancy payments to be made, and the owner wishes to receive vacancy payments, the owner must have properly notified Jacksonville Housing of the vacancy in accordance with the policy in this chapter regarding filling vacancies.

In order for a vacancy payment request to be considered, it must be made within 10 business days of the end of the period for which the owner is requesting the vacancy

payment. The request must include the required owner certifications and Jacksonville Housing may require the owner to provide documentation to support the request. If the owner does not provide the information requested by Jacksonville Housing within 10 business days of Jacksonville Housing's request, no vacancy payments will be made.

TENANT RENT TO OWNER [24 CFR 983.353; Notice PIH 2019-23]

The tenant rent is the portion of the rent to owner paid by the family. The amount of tenant rent is determined by the PHA in accordance with HUD requirements. Any changes in the amount of tenant rent will be effective on the date stated in the PHA notice to the family and owner.

The family is responsible for paying the tenant rent (total tenant payment minus the utility allowance). The amount of the tenant rent determined by the PHA is the maximum amount the owner may charge the family for rental of a contract unit. The tenant rent covers all housing services, maintenance, equipment, and utilities to be provided by the owner. The owner may not demand or accept any rent payment from the tenant in excess of the tenant rent as determined by the PHA. The owner must immediately return any excess payment to the tenant.

Initial Certifications [Notice PIH 2019-23]

For the initial certification, the PHA will use the family's public housing tenant rent (reflected on line 10f of the family's most recent 50058) at the date of conversion to calculate HAP and tenant rent for the PBV program. The PHA will use this amount until the effective date of the earlier of the family's first regular or interim recertification following the conversion. At that point, the PHA will use the family's TTP based on the recertification and the applicable utility allowance (HCV or RAD PBV site-based, as applicable) to determine PBV HAP and tenant rent. Any non-RAD PBV units located in the same project are subject to the same requirements.

Tenant and PHA Responsibilities

The family is not responsible for the portion of rent to owner that is covered by the housing assistance payment and the owner may not terminate the tenancy of an assisted family for nonpayment by the PHA.

Likewise, the PHA is responsible only for making the housing assistance payment to the owner in accordance with the HAP contract. The PHA is not responsible for paying tenant rent, or any other claim by the owner, including damage to the unit. The PHA may not use housing assistance payments or other program funds (including administrative fee reserves) to pay any part of the tenant rent or other claim by the owner.

Utility Reimbursements

If the amount of the utility allowance exceeds the total tenant payment, the PHA must pay the amount of such excess to the tenant as a reimbursement for tenant-paid utilities, and the tenant rent to the owner must be zero.

The PHA may pay the utility reimbursement directly to the family or to the utility supplier on behalf of the family. If the PHA chooses to pay the utility supplier directly, the PHA must notify the family of the amount paid to the utility supplier.

Jacksonville Housing Policy

Jacksonville Housing will make utility reimbursements directly to the family.

PHASE-IN OF TENANT RENT INCREASES [Notice PIH 2019-23; PHA Asset Repositioning “Phase-in of Tenant Rents” Webinar]

For in-place tenants, if the amount the tenant would pay for rent and utilities (TTP) would increase by more than the greater of 10 percent or \$25 purely as a result of conversion, the rent increase will be phased in over three years. To implement this provision, HUD is waiving section 3(a)(1) of the 1937 Act, as well as 24 CFR 983.3 (definition of *total tenant payment (TTP)*) only to the extent necessary to allow for the phase-in of tenant rent increases. For families who were on EID at the time of conversion to RAD PBV, upon the expiration of the EID, the rent adjustment is not subject to rent phase-in.

The PHA must communicate this policy in writing to affected residents. Any non-RAD PBV units located in the same covered project are subject to the terms of the phase-in provisions.

Jacksonville Housing Policy

Jacksonville Housing will use the family’s public housing tenant rent (reflected on line 10f of the family’s most recent 50058) at the date of conversion to calculate the family’s tenant rent in PBV. The PHA will implement a three-year phase-in for in-place families whose TTP increases by more than the greater of 10 percent or \$25 purely as a result of the conversion as follows:

Year 1: Any recertification (interim or annual) performed prior to the second annual recertification after conversion: 33 percent of the difference between the most recently paid TTP and the currently calculated PBV TTP. (If the family was paying flat rent immediately prior to conversion, the PHA will use the flat rent amount to calculate the phase-in for Year 1.)

Year 2: Year 2 annual recertification and any interim recertification: 50 percent of the difference between the most recently paid TTP and the currently calculated PBV TTP

Year 3: Year 3 annual recertification and all subsequent recertifications: Full calculated TTP

Once the standard TTP is equal to or less than the previous TTP, the phase-in ends, and tenants will pay full TTP from that point forward.

If the family’s income falls during the phase-in period such that the currently calculated PBV TTP falls below the amount that would otherwise be the phased-in rent, the family pays the currently calculated PBV TTP and the phase-in ends.

The PHA will communicate the PHA’s phase-in policy in writing to the family at the time the PHA first determines that the family qualifies for a rent phase-in. Any non-RAD PBV units located in the same project are also subject to rent phase-in requirements.

OTHER FEES AND CHARGES [24 CFR 983.354]

Meals and Supportive Services

With the exception of PBV assistance in assisted living developments, the owner may not require the tenant to pay charges for meals or supportive services. Non-payment of such charges is not grounds for termination of tenancy.

In assisted living developments receiving PBV assistance, the owner may charge for meals or supportive services. These charges may not be included in the rent to owner, nor may the value of meals and supportive services be included in the calculation of the reasonable rent. However, non-payment of such charges is grounds for termination of the lease by the owner in an assisted living development.

Other Charges by Owner

The owner may not charge extra amounts for items customarily included in rent in the locality or provided at no additional cost to unsubsidized tenants in the premises.

EXHIBIT 18-1: PBV DEVELOPMENT INFORMATION

(Fill out one for each development)

Date: [Enter the date on which this form was completed]

DEVELOPMENT INFORMATION

Development Name: [Insert name of PBV development]

Address: [Insert full address of PBV development]

Owner Information: [Insert PBV development owner name and contact information. If development is PHA-owned, enter “PHA-owned.”]

Property Management Company: [Insert property management company name and contact information, or enter “None”]

PHA-Owned: [Enter “Yes” or “No.” If yes, enter name of independent entity.]

Mixed-Finance Development: [Enter “Yes” or “No.” If yes, list other types of funding and units to which other funding applies.]

HAP CONTRACT

Closing Date: [Enter closing date of RAD conversion]

List Which RAD Notice Applies to the Project: [Enter “PIH 2012-32, REV-2,” “PIH 2012-32, REV-3,” or “PIH 2019-23”]

Effective Date of Contract: [Enter start date of HAP contract]

HOTMA Requirements: [If HAP contract was signed prior to April 18, 2017, enter “Pre-HOTMA.” If HAP contract was signed on or after April 18, 2017, enter “Post-HOTMA.”]

Term of HAP Contract: [Enter term from HAP contract]

Expiration Date of Contract: [Enter expiration date from HAP contract]

PBV UNITS

	0 BR	1 BR	2 BR	3 BR	4 BR	5 BR	Total
# of Units							
Initial Contract Rent	\$	\$	\$	\$	\$	\$	

Unit Designation: [Enter “Fixed” or “Floating”]

Accessible Units and Features: [Identify which units are accessible and describe accessibility features or enter “None”]

Target Population: [Describe targeted population in accordance with HAP contract or enter “None”]

Excepted Units (Notice PIH 2012-32, REV-2 Developments Only): [Identify excepted unit types below or enter “None”]

Supportive Services: [Enter “Yes, see Exhibit D of HAP contract” or enter “No”]

Elderly Units: [Enter “Yes” or “No.” If yes, identify which units are elderly units.]

Disabled Units [Enter “Yes” or “No.” If yes, identify which units are for persons with disabilities.]

WAITING LIST AND SELECTION

Waiting List Type: [Enter “Site-based waiting list,” “Combined with HCV,” “Waiting list for entire PBV program,” or “Merged with another assisted housing program”]

Preferences: [Enter “Same as HCV; see Chapter 4” or describe preferences offered. If different from HCV, note in Section 18.1.C. of this policy.]

Preference Verification: [Enter “Same as HCV; see Chapter 7” or describe for each preference listed above. If different from HCV, note in Section 18.1.C. of this policy.]

For the PBV program, is the income limit the same as the HCV program? (Note: In mixed-finance developments, other income limits may also apply.) [Enter “Same as HCV; see Chapter 3” or clearly describe]

OCCUPANCY

Subsidy Standards: [Enter “Same as HCV; see Chapter 5” or describe. If different from HCV, note in Section 18.1.C. of this policy.]

Utilities: [Enter in accordance with HAP contract Exhibit C]

Vacancy Payments: [Enter in accordance with HAP contract Part 1, e, 2 and Section 18-IV.F. within this chapter]

CHAPTER 19 SPECIAL PURPOSE VOUCHERS

INTRODUCTION

Special purpose vouchers are specifically funded by Congress in separate appropriations from regular HCV program funding in order to target specific populations. Special purpose vouchers include vouchers for the following programs:

- Family Unification Program (FUP)
- Foster Youth to Independence (FYI) program
- Veterans Affairs Supportive Housing (VASH)
- Mainstream
- Non-Elderly Disabled (NED)
- Emergency Housing Vouchers (EHV)

Jacksonville Housing Policy

Jacksonville Housing will administer the following types of special purpose vouchers:

- Family Unification Program (FUP)
- Foster Youth to Independence (FYI) program
- Veterans Affairs Supportive Housing (VASH)
- Mainstream
- Non-Elderly Disabled (NED)
- Emergency Housing Vouchers (EHV)

This chapter describes HUD regulations and PHA policies for administering special purpose vouchers.

Except as addressed by this chapter and as required under federal statute and HUD requirements, the general requirements of the HCV program apply to special purpose vouchers.

A. FAMILY UNIFICATION PROGRAM (FUP)

PROGRAM OVERVIEW [Fact Sheet, Housing Choice Voucher Program Family Unification Program (FUP)]

Overview

The Family Unification Program (FUP) was authorized by Congress in 1990 to help preserve and reunify families. PHAs that administer the program provide vouchers to two different populations—FUP families and FUP youth.

Families eligible for FUP are families for whom the lack of adequate housing is a primary factor in:

- The imminent placement of the family’s child or children in out-of-home care; or
- The delay in the discharge of the child or children to the family from out-of-home care.

There is no time limitation on FUP family vouchers, and the family retains their voucher as long as they are HCV-eligible. There is no requirement for the provision of supportive services for FUP family vouchers.

Youth eligible for FUP are those who:

- Are at least 18 years old and not more than 24 years of age;
- Have left foster care or will leave foster care within 90 days, in accordance with a transition plan described in section 475(5)(H) of the Social Security Act at age 16 and older; and
- Are homeless or at risk of becoming homeless.

FUP youth vouchers are limited by statute to a period between 36 and 60 months of housing assistance. Supportive services must also be provided to FUP-eligible youth by the Public Child Welfare Agency (PCWA) or by another agency or organization under contract with the PCWA for the period of time defined in the notice or Notice of Funding Availability/Opportunity (NOFA/O) for which funding was made available.

PHAs that wish to administer FUP vouchers must apply to HUD by submitting an application under an active Notice of Funding Opportunity (NOFO). While the FUP program is administered in accordance with HCV regulations, the FUP NOFOs issued by HUD provide specific program information and requirements.

In order to administer the program, the PHA must also form a partnership with a local PCWA who is responsible for determining the family or youth meets FUP eligibility requirements and referring them to the PHA. Once the referral is received, the PHA is responsible for placing the FUP family or youth on the PHA's waiting list and determining whether they are eligible to receive assistance under the PHA's HCV program.

Assigning Vouchers [FUP FAQs]

The PHA may, but is not required to, assign a specific number or percentage of FUP vouchers for FUP youths and FUP families. Unless the PHA assigns a specific number or percentage of FUP vouchers to a designated FUP population, the PHA must serve any referrals (youths or families) that meet all program eligibility requirements up to the PHA's designated FUP program size.

Jacksonville Housing Policy

Jacksonville Housing has not designated any specific number or percentage of FUP vouchers for youths or families. Jacksonville Housing will serve all referrals that meet program eligibility requirements, up to the PHA's FUP voucher allocation.

PUBLIC CHILD WELFARE AGENCY (PCWA)

Families and youth do not apply directly to the PHA for FUP vouchers. They are instead referred by a PCWA with whom the PHA has entered into a Memorandum of Understanding (MOU). The partnering PCWA initially determines whether the family or youth meets the FUP program eligibility requirements listed in this chapter and then refers those families or youths to the PHA.

HUD strongly encourages PHAs and PCWAs to make decisions collaboratively on the administration of the program and to maintain open and continuous communication. The PCWA

must have a system for identifying FUP-eligible youth within the agency's caseload and for reviewing referrals from a Continuum of Care (COC) if applicable.

Jacksonville Housing Policy

Jacksonville Housing has entered into an MOU with partnering organizations.

Supportive Services

The PCWA must provide supportive services for the period of time defined in the notice or NOFA/O for which the funding was made available to all FUP-eligible youth regardless of their age. The MOU between the PHA and the PCWA should identify the period of time in which supportive services will be provided.

Jacksonville Housing Policy

The PCWA will provide supportive services for all FUP youth for a period of 36 months. Supportive services may be provided to FUP-eligible youth by the PCWA or by another agency or organization under agreement or contract with the PCWA, including the PHA. The organization providing the services and resources must be identified in the MOU. The following services must be offered:

- Basic life skills information or counseling on money management, use of credit, housekeeping, proper nutrition or meal preparation, and access to health care (e.g., doctors, medication, and mental and behavioral health services);
- Counseling on compliance with rental lease requirements and with HCV program participant requirements, including assistance or referrals for assistance on security deposits, utility hook-up fees, and utility deposits;
- Providing such assurances to owners of rental property as are reasonable and necessary to assist a FUP-eligible youth to rent a unit with a FUP voucher;
- Job preparation and attainment counseling (where to look and how to apply, dress, grooming, relationships with supervisory personnel, etc.); and
- Educational and career advancement counseling regarding attainment of general equivalency diploma (GED), or attendance or financing of education at a technical school, trade school, or college, including successful work ethic and attitude models.

Jacksonville Housing Policy

Additional supportive services will not be offered.

A FUP-eligible youth cannot be required to participate in these services as a condition of receipt of the FUP voucher.

FUP FAMILY VOUCHER ELIGIBILITY CRITERIA

FUP family assistance is reserved for eligible families that the PCWA has certified as a family for whom a lack of adequate housing is a primary factor in:

- The imminent placement of the family's child or children in out-of-home care, or
- The delay in the discharge of the child or children to the family from out-of-home care.

Lack of adequate housing means the family meets any one of the following conditions:

- Living in substandard housing, which refers to a unit that meets any one of the following conditions:
 - Does not have operable indoor plumbing
 - Does not have a usable flush toilet inside the unit for the exclusive use of a family or youth
 - Does not have a usable bathtub or shower inside the unit for the exclusive use of a family or youth
 - Does not have electricity, or has inadequate or unsafe electrical service
 - Does not have a safe or adequate source of heat
 - Should, but does not, have a kitchen
 - Has been declared unfit for habitation by an agency or unit of government, or in its present condition otherwise endangers the health, safety, or well-being of the family or youth
 - Has one or more critical defects, or a combination of intermediate defects in sufficient number or to the extent that it requires considerable repair or rebuilding. The defects may result from the original construction, from continued neglect or lack of repair, or from serious damage to the structure
- Being homeless as defined in 24 CFR 578.3
- Living in a unit where the presence of a household member with certain characteristics (i.e., conviction for certain criminal activities) would result in the imminent placement of the family's child or children in out-of-home care, or the delay in the discharge of the child or children to the family from out-of-home care
- Living in housing not accessible to the family's disabled child or children due to the nature of the disability
- Living in an overcrowded unit, which is defined as living in a unit where one of the following conditions has been met:
 - The family is separated from its child or children and the parents are living in an otherwise standard housing unit, but, after the family is reunited, the parents' housing unit would be overcrowded for the entire family and would be considered substandard; or
 - The family is living with its child or children in a unit that is overcrowded for the entire family and this overcrowded condition may result, in addition to other factors, in the imminent placement of its child or children in out-of-home care.
 - For purposes of this definition, the determination as to whether the unit is overcrowded is made in accordance with the PHA subsidy standards in Chapter 5, Part III of this policy.

Since HUD does not define *imminent placement*, the partnering PCWA may use its discretion to determine whether the potential out of home placement of the family's child or children is imminent [FUP FAQs].

FUP YOUTH VOUCHER ELIGIBILITY CRITERIA

While FUP family vouchers operate as regular HCVs after the family is referred from the PCWA, there are several aspects of the FUP youth vouchers that make them distinct from the FUP family vouchers and from regular HCVs.

Eligibility Criteria

A FUP-eligible youth is a youth the PCWA has certified:

- Is at least 18 years old and not more than 24 years of age (has not yet reached their 25th birthday);
 - The FUP youth must be no more than 24 years old at the time the PCWA certifies them as eligible and at the time of HAP contract execution.
- Has left foster care or will leave foster care within 90 days, in accordance with a transition plan described in section 475(5)(H) of the Social Security Act;
 - Foster care placement can include, but is not limited to, placements in foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes in accordance with 24 CFR 5.576.
- Is homeless or at risk of becoming homeless at age 16 or older;
 - *At risk of being homeless* is fully defined at 24 CFR 576.2.
 - o This includes a person that is exiting a publicly funded institution, or system of care (such as a healthcare facility, a mental health facility, foster care or other youth facility, or correction program or institution).
 - o Therefore, youth being discharged from an institution may be eligible for a FUP voucher [FUP FAQs].
- Has an annual income at or below 30 percent of area median income; and
- Does not have sufficient resources or support networks (e.g., family, friends, faith-based or other social networks) immediately available to prevent them from moving to a supervised publicly or privately operated shelter designed to provide temporary living arrangements.

ASSISTANCE PERIOD [FR Notice 1/24/22]

Maximum Assistance Period

Although there is no time limit on FUP family vouchers, FUP youth vouchers are limited by statute. Unless the FUP youth meets an exception outlined below, after 36 months of assistance, the FUP youth voucher must be terminated. However, any period of time for which no subsidy (HAP) is being paid on behalf of the youth does not count toward the 36-month limitation.

If the FUP youth does meet the requirements outlined below, the statutory limit on FUP assistance is a total of 60 months of FUP voucher assistance [FR Notice 1/24/22].

Extension of Assistance

FUP youth who first leased or lease a unit after December 27, 2020, may be eligible for an extension of assistance up to 24 months beyond the 36-month time limit (for a total of 60 months of assistance).

While FUP youth cannot be required to participate in the Family Self-Sufficiency (FSS) program as a condition of receipt of assistance, an eligible youth who participates in the FSS program and is in compliance with the applicable terms and conditions of the program is entitled to receive assistance for up to an additional 24 months. A FUP youth must accept an FSS slot if it is offered to them prior to the 36-month mark in order to receive an extension of assistance (unless the youth meets one of the statutory exceptions described below).

Statutory Exceptions

A FUP youth will be entitled to receive an extension of assistance for up to 24 months beyond the 36-month time limit without participating in the PHA's FSS program if they certify that they meet one of the exceptions below:

- The FUP youth is a parent or other household member responsible for the care of a dependent child under the age of six or for the care of an incapacitated person.

Jacksonville Housing Policy

Jacksonville Housing will apply this exception in a manner that provides extensions of FUP youth assistance to the broadest population possible consistent with the statutory requirements.

The FUP youth will be required to self-certify that they meet this exception on a Jacksonville Housing-provided form. This certification is the only documentation that the FUP youth must submit.

The child or incapacitated person is not required to reside in the household in order for the youth to certify they meet this exception. For example, a child in a joint custody arrangement under the age of six who resides in the household only part-time may qualify the youth for this exception.

- The FUP youth is a person who is regularly and actively participating in a drug addiction or alcohol treatment and rehabilitation program.

Jacksonville Housing Policy

Jacksonville Housing will define *regular and active participation* in a manner that provides extensions of FUP youth assistance to the broadest population possible consistent with the statutory requirements.

The FUP youth will be required to self-certify that they meet this exception on a Jacksonville Housing -provided form. This certification is the only documentation that the FUP youth must submit.

- The FUP youth is a person who is incapable of complying with the requirement to participate in a FSS program as described above or engage in education, workforce development, or employment activities as described below, as applicable, due to a documented medical condition.

Jacksonville Housing Policy

Jacksonville Housing will apply this requirement in a manner that provides extensions of FUP youth assistance to the broadest population possible consistent with statutory requirements.

The FUP youth will be required to self-certify that they meet this exception on a Jacksonville Housing -provided form. This certification is the only documentation that the FUP youth must submit.

A FUP youth that meets one of the above exceptions must still be offered an opportunity to enroll in the PHA's FSS program (if it is available to them) and receive any supportive services available to FUP youth. A FUP youth may choose to participate in an FSS program or engage in education, workforce development, or employment activities, even if they meet one of the above statutory exceptions.

Education, Workforce Development, or Employment Activities

If a PHA that carries out an FSS program is unable to offer a FUP youth an FSS slot during their first 36 months of receiving FUP youth assistance, the youth is considered to have been "unable to enroll" in the program and may have their voucher extended by meeting the education, workforce development, or employment criteria described below:

- The youth was engaged in obtaining a recognized postsecondary credential or a secondary school diploma or its recognized equivalent.

Jacksonville Housing Policy

Jacksonville Housing will use the definitions of *recognized postsecondary credential* and *secondary school diploma or its recognized equivalent* under the Workforce Innovation and Opportunity Act (WIOA). WIOA defines a *recognized postsecondary credential* as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the state involved or federal government, or an associate or baccalaureate degree (29 U.S.C. 3102). Examples of a recognized postsecondary credential include, but are not limited to, an associate's degree, bachelor's degree, occupational licensure, or occupational certification (see U.S. Department of Labor, Training and Employment Guidance Letter No. 10-16, Change 1). For the purpose of WIOA, the U.S. Department of Labor defines a *secondary school diploma or its recognized equivalent* as a secondary school diploma (or alternate diploma) that is recognized by a state and that is included for accountability purposes under the Elementary and Secondary Education Act of 1965 (ESEA), as amended by the Every Student Succeeds Act (ESSA). A secondary school equivalency certification signifies that a student has completed the requirement for a high school education. Examples of a secondary school diploma or its recognized equivalent include, but are not limited to, obtaining certification of attaining passing scores on a state-recognized high school equivalency test, earning a secondary school diploma or state-recognized equivalent, or obtaining certification of passing a state-recognized competency-based assessment.

- The youth was enrolled in an *institution of higher education*, as such term is defined in section 101(a) of the Higher Education Act of 1965 (20 U.S.C. 1001(a)) or an institution that meets the definition of a *proprietary institution of higher education* or a *postsecondary vocational institution* under sections 102(b)(1) and (c)(1) of the Higher Education Act of 1965 (20 U.S.C. 1002(b)(1) and (c)(1)), respectively.

Jacksonville Housing Policy

Youth must be enrolled in education activities on at least a half-time basis, as defined by the institution that they attend. However, Jacksonville Housing may make exceptions to this requirement if the youth is unable to enroll in a sufficient number of classes due to a lack of course offerings by the educational institution where the youth is enrolled.

- The youth was participating in a career pathway, as such term is defined in Section 3 of the Workforce Innovation and Opportunity Act (29 U.S.C. 3102). The term *career pathway* means a combination of rigorous and high-quality education, training, and other services that:
 - Aligns with the skill needs of industries in the economy of the state or regional economy involved;
 - Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the Act of August 16, 1937 (commonly known as the “National Apprenticeship Act”; 50 Stat. 664, chapter 663; 29 U.S.C. 50 et seq.) (referred to individually in this Act as an *apprenticeship*, except in section 3226 of this title);
 - Includes counseling to support an individual in achieving the individual’s education and career goals;
 - Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
 - Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable;
 - Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least one recognized postsecondary credential; and
 - Helps an individual enter or advance within a specific occupation or occupational cluster.
- The youth was employed.

Jacksonville Housing Policy

Jacksonville Housing will consider the youth to be employed if they work a minimum of 20 hours per week. Jacksonville Housing may make exceptions to this requirement if the youth’s hours are reduced due to circumstances beyond their control or the youth must temporarily reduce their work hours due to a verified family emergency.

FSS Enrollment at 24 Months

If the FUP youth has not been provided an opportunity to enroll in the FSS program during the first 24 months of FUP assistance, HUD encourages the PHA to remind the youth at the 24-month reexamination of the education, workforce development, and employment requirements described above so that the youth has enough time to meet these requirements prior to the expiration of the 36-month time period for FUP assistance.

Jacksonville Housing Policy

If the FUP youth has not been provided an opportunity to enroll in the FSS program during the first 24 months of FUP assistance, Jacksonville Housing will remind the youth

at their second regular reexam of the education, workforce development, and employment requirements described above.

FSS Enrollment Between 36 and 48 Months

If an FSS slot becomes available between the 36-month and 48-month mark:

- The PHA must offer the slot to a FUP youth who had their voucher extended based on meeting the education, workforce development, or employment requirement listed above, or one of the statutory exceptions listed above (even if the youth previously declined an FSS slot because they met one of the statutory exceptions).
- The PHA must work with the youth to determine whether enrollment in FSS is feasible and in their best interest given any education, workforce development, or employment activities that the youth is engaged in and any statutory exceptions that apply to the youth, as well as the remaining time on their voucher.
- If the FUP youth accepts the FSS slot, the PHA must work with the youth to establish Contract of Participation goals and an Individual Training and Services Plan (ITSP) that can be accomplished within the time period left on the voucher.

If the FUP youth is offered an FSS slot prior to the 36-month mark, the youth:

- Will be required to enroll in the FSS program in order to receive an extension of assistance at the end of the 36-month time period (unless they meet one of the statutory exceptions described above).
- Will not be considered to have been “unable to enroll” in the FSS program as described above, and as a result, will not be eligible to receive an extension of assistance based on meeting the education, workforce development, or employment requirements described above.

FSS Enrollment After 48 Months

The PHA may, but is not required to, offer a FUP youth an FSS slot that becomes available between the 48-month mark and the 60-month mark, since the youth will have already received their second and final extension.

Jacksonville Housing Policy

If an FSS slot becomes available between the 48 and 60-month marks, Jacksonville Housing will not offer the FSS slot to a FUP youth.

Extensions of Assistance

At the 36-month and 48-month reexamination, the PHA must extend FUP youth assistance if the youth is participating in and in compliance with the FSS program as long as the youth is still eligible for the HCV program.

In any case, the FUP youth cannot receive more than a total of 60 months of FUP youth voucher assistance, even if the FSS Contract of Participation time period extends beyond the voucher 60-month mark.

No FSS Program or Unable to Enroll in FSS

If a PHA does not carry out an FSS program or the FUP youth has been unable to enroll in the program during the first 36 months of receiving FUP assistance, the FUP youth is entitled to receive an extension of assistance for up to two successive 12-month periods beyond the 36-month time limit provided that the youth engaged in at least one of the education, workforce development, or employment activities described above for not less than nine months of the 12-month period preceding each extension. In order to meet the nine months out of the preceding 12 months requirement, the youth may have engaged in one of the education, workforce development, or employment activities described above or a combination of these activities.

Verification Prior to Annual Reexam

In order to provide an extension of assistance, the PHA must verify compliance with the above requirements at the end of the 36-month time period and the 48-month time periods. The PHA does not need to verify compliance with these requirements at the end of the 60-month time period since the maximum length of assistance is 60 months.

To verify compliance with the education, workforce development, or employment requirement or one of the statutory exceptions, the PHA must provide the FUP youth written notification informing them that they may receive an extension of their FUP assistance and providing instructions on how the youth may demonstrate that they meet one of these conditions. This notification must be provided sufficiently in advance of the end of the 36-month or 48-month time periods, as applicable, to allow the FUP youth to demonstrate that they meet the education, workforce development, or employment requirement, or one of the statutory exceptions, and for the PHA to conduct an annual reexamination prior to the expiration of the FUP assistance.

Jacksonville Housing Policy

Jacksonville Housing will verify compliance with the education, workforce development, or employment requirement, or one of the statutory exceptions, at the end of the 36-month and 48-month time periods prior to the FUP youth's scheduled annual reexamination. Jacksonville Housing will not verify compliance at the end of the 60-month time period.

Jacksonville Housing will provide each FUP youth on the PHA's program with a written notification informing them that they may receive an extension of their FUP assistance if they meet conditions outlined in this chapter and providing them with instructions on how they may demonstrate compliance at least 60 days prior to their scheduled annual reexam date. When necessary, Jacksonville Housing will provide this notification in a format accessible to FUP youth with disabilities and in a translated format for FUP youth with limited English proficiency in accordance with Chapter 2.

The PHA will use the following verification methods to verify a FUP youth's eligibility for voucher extensions:

To verify compliance with the FSS requirement, the PHA will examine its records to confirm, or obtain confirmation from the PHA's FSS program staff, that the FUP youth participant is in compliance with FSS program requirements and has not been terminated from the FSS program.

To meet the education, workforce development, or employment requirement, the PHA will verify that the FUP youth was engaged in at least one education, workforce development, or employment activity for at least nine months of the 12-month period immediately preceding the end of 36-month or 48-month time period, as applicable.

Due to the timing of when the PHA verifies compliance and conducts the annual reexamination, the FUP youth may have not yet met the nine-month requirement but may be able to demonstrate that they will meet the nine-month requirement as of the end of the 36-month or 48-month time period. In such cases, the FUP/FYI youth will still be considered to have met the requirements.

In order for the FUP youth to meet one of the statutory exceptions described above, the youth must submit a certification to the PHA that they meet one of these exceptions. This certification is the only documentation that the FUP youth must submit in order to demonstrate that they meet one of the statutory exceptions.

A FUP youth who received an extension of voucher assistance at the end of the 36-month time period based on meeting one of the conditions described in this chapter does not have to meet the same conditions when they reach the end of the 48-month time period. The FUP youth may demonstrate that they meet a different condition in order to receive an extension of their assistance.

If the PHA determines that the youth meets one of the statutory conditions, the PHA would then conduct an annual reexamination. If the annual reexamination determines that the youth is still eligible for the HCV program, the PHA must provide the FUP youth the extension of voucher assistance.

Termination of Assistance for Failure to Meet Conditions

Failure of the FUP youth to meet one of the above conditions will only impact their ability to receive subsequent extensions of assistance. It will not serve as a basis for terminating the FUP assistance prior to the annual reexam.

If the FUP youth does not meet any of the conditions described in in this chapter, the youth is subject to the statutory time limit of 36 months or the time limit of any extension that the youth has already received, and the FUP youth voucher must be terminated once the youth reaches this time limit. The calculation of the time limit begins from the date the first HAP contract is signed (for tenant-based vouchers) or from the date the youth entered into the initial lease agreement (for project-based vouchers). The number of months is calculated based on the number of months that HAP subsidy is being paid on behalf of the youth, not the number of months that the

youth is in the FUP youth program. Prior to termination, the PHA must offer the FUP youth the opportunity to request an informal hearing, in accordance with Chapter 16.

REFERRALS AND WAITING LIST MANAGEMENT

Referrals

The PCWA must establish and implement a system to identify FUP-eligible families and youths within the agency's caseload and make referrals to the PHA. The PCWA must certify that the FUP applicants they refer to the PHA meet FUP eligibility requirements. The PHA is not required to maintain full documentation that demonstrates the family's or youth's FUP eligibility as determined by the PCWA but should keep the referral or certification from the PCWA.

Jacksonville Housing Policy

As part of the MOU, Jacksonville Housing and PCWA have identified staff positions to serve as lead FUP liaisons. These positions will be responsible for transmission and acceptance of FUP referrals. The PCWA must commit sufficient staff and resources to ensure eligible families and youths are identified and determined eligible in a timely manner.

When FUP vouchers are available, Jacksonville Housing liaison responsible for acceptance of referrals will contact the PCWA FUP liaison via email indicating the number of vouchers available and requesting an appropriate number of referrals. No more than 10 business days from the date the PCWA receives this notification, the PCWA liaison will provide Jacksonville Housing with a list of eligible referrals include the name, address, and contact phone number for each adult individual who is being referred; a completed release form for each adult family member; and a written certification for each referral indicating the youth or family is FUP-eligible.

Jacksonville Housing will maintain a copy of the referral or certification from the PCWA in the participant's file along with other eligibility paperwork.

A PHA must serve any referrals (youths or families) that meet all program eligibility requirements. If a PHA determines that it has received a sufficient number of referrals from the PCWA so that the PHA will be able to lease all FUP vouchers awarded, the PHA may request that the PCWA suspend transmission of referrals. If the PHA determines that additional referrals will be needed after it has made such a request, the PHA may request that the PCWA resume transmission of referrals [Notice PIH 2011-52].

Waiting List Placement

A family that is already participating in the regular HCV program cannot be transferred to a FUP voucher.

Once a referral is made, the PHA must compare the list of PCWA referrals to its HCV waiting list to determine if any applicants on the PCWA's referral list are already on the PHA's HCV waiting list. Applicants already on the PHA's HCV waiting list retain the order of their position on the list. Applicants not already on the PHA's HCV waiting list must be placed on the HCV waiting list.

If the PHA's HCV waiting list is closed, the PHA must open its HCV waiting list in order to accept new FUP applicants. If necessary, the PHA may open its waiting list solely for FUP applicants, but this information must be included in the PHA's notice of opening its waiting list (see section 4-II.C., Opening and Closing the Waiting List of this administrative plan).

Jacksonville Housing Policy

Within 10 business days of receiving the referral from the PCWA, Jacksonville Housing will review the HCV waiting list and will send the PCWA a list confirming whether or not referrals are on the waiting list.

Referrals who are already on the list will retain their position and the list will be notated to indicate the family or youth is FUP-eligible.

For those referrals not already on the waiting list, Jacksonville Housing will work with the PCWA to ensure they receive and successfully complete a pre-application or application, as applicable. Once the pre-application or application has been completed, Jacksonville Housing will place the referral on the HCV waiting list with the date and time of the original referral and an indication that the referral is FUP-eligible.

Waiting List Selection

The PHA selects FUP-eligible families or youths based on the PHA's regular HCV waiting list selection policies in Chapter 4, including any preferences that may apply.

PHA HCV ELIGIBILITY DETERMINATION

Once a FUP-eligible family or youth is selected from the HCV waiting list, the PHA must determine whether the family or youth meets HCV program eligibility requirements. Applicants must be eligible under both FUP family or youth eligibility requirements, as applicable, and HCV eligibility requirements as outlined in Chapter 3 of this policy.

The PCWA may, but is not obligated to, provide information to the PHA on the family's criminal history.

Jacksonville Housing Policy

Subject to privacy laws, the PCWA will provide any available information regarding the applicant's criminal history to Jacksonville Housing.

The PHA will consider the information in making its eligibility determination in accordance with the PHA's policies in Chapter 3, Part III.

Additional FUP Eligibility Factors [FUP FAQs]

For FUP family vouchers, the family must remain FUP-eligible thorough lease-up.

- If, after a family is referred by the PCWA but prior to issuing a family FUP voucher, the PHA discovers that the lack of adequate housing is no longer a primary factor for the family not reunifying, the FUP voucher may not be issued to the family.
- Similarly, if the FUP voucher has already been issued before the PHA discovers that the reunification will not happen, but the family has not yet leased up under the voucher, the PHA must not execute the HAP contract, as the family is no longer FUP-eligible.

FUP-eligible youth must be no more than 24 years old both at the time of PCWA certification and at the time of the HAP execution. If a FUP youth is 24 at the time of PCWA certification but will turn 25 before the HAP contract is executed, the youth is no longer eligible for a FUP youth voucher.

Jacksonville Housing Policy

Any applicant that does not meet the eligibility criteria for the HCV program listed in Chapter 3 or any eligibility criteria listed in this section will be notified by Jacksonville Housing in writing following policies in Chapter 3, including stating the reasons the applicant was found ineligible and providing an opportunity for an informal review.

LEASE UP [FR Notice 1/24/22]

Once the PHA determines that the family or youth meets HCV eligibility requirements, the family or youth will be issued a FUP voucher in accordance with PHA policies.

During the family briefing, PHAs must inform the FUP youth of:

- The extension of assistance provisions and requirements;
- The availability of the FSS program and offer them an FSS slot, if available, or offer to place them on the FSS waiting list (provided the PHA has an FSS program); and
- Supportive services available to them, the existence of any other programs or services, and their eligibility for such programs and services. However, participation in supportive services cannot be required as a condition of receiving FUP youth assistance.

Jacksonville Housing Policy

Eligible applicants will be notified by Jacksonville Housing in writing following policies in Chapter 3. of this administrative plan. FUP families will attend a standard HCV briefing in accordance with Jacksonville Housing policies in Chapter 5 of this administrative plan. FUP youth will be briefed individually. Jacksonville Housing will provide all aspects of the written and oral briefing as outlined of Chapter 5 but will also provide an explanation of the required items listed above, as well as discussing supportive services offered by the PCWA.

For both FUP youth and FUP families, vouchers will be issued in accordance with Jacksonville Housing policies in Chapter 5, except that Jacksonville Housing will consider one additional 30-day extension beyond the first automatic extension for any reason, not just those listed in the policy in Chapter 5.

Once the family or youth locate a unit, the PHA conducts all other processes relating to voucher issuance and administration per HCV program regulations and the PHA's policies (including, but not limited to: HQS inspection, determination of rent reasonableness, etc.).

TERMINATION OF ASSISTANCE

General Requirements

With the exception of terminations of assistance for FUP youth after the statutorily required time period, terminations of FUP assistance are handled in the same way as the regular HCV program.

Termination of a FUP voucher must be consistent with regulations for termination in 24 CFR Part 982, Subpart L and be in compliance with PHA policies (Chapter 12).

If the person who qualifies for the FUP voucher passes away, the family retains the FUP voucher. In the case of a FUP-youth voucher, assistance will terminate after the statutorily required time period, even if the FUP-eligible youth is no longer included in the household.

If the person who qualifies for the FUP voucher moves, the remaining family members may keep the FUP voucher based on PHA policy (see administrative plan, Section 3-I.C., Family Breakup and Remaining Member of Tenant Family).

FUP Family Vouchers

If parents lose their parental rights or are separated from their children after voucher lease-up (or their children reach adulthood), the family is still eligible to keep their FUP assistance, as the regulations do not permit HCV termination for a family losing parental rights or the children reaching adulthood. However, the PHA may transfer the assistance of a FUP family voucher holder to regular HCV assistance if there are no longer children in the household.

Jacksonville Housing Policy

Jacksonville Housing will transfer the assistance of a FUP family voucher holder to regular HCV assistance if there are no longer children in the household and there is no prospect of any minor child being returned to the household.

If Jacksonville Housing has no regular HCV vouchers available at the time this determination is made, including if no vouchers are available due to lack of funding, Jacksonville Housing will issue the family the next available regular HCV voucher after those being issued to families residing in PBV units claiming Choice Mobility.

FUP Youth Vouchers

A PHA cannot terminate a FUP youth's assistance for noncompliance with PCWA case management, nor may the PHA terminate assistance for a FUP youth for not accepting services from the PCWA.

The PHA may not transfer the assistance of a FUP youth voucher holder to regular HCV assistance upon the expiration of the statutorily required time period. However, the PHA may issue a regular HCV to FUP youth if they were selected from the waiting list in accordance with PHA policies and may also adopt a preference for FUP youth voucher holders who are being terminated for this reason.

Jacksonville Housing Policy

Jacksonville Housing will not provide a selection preference on the PHA's HCV waiting list for FUP youth who are terminated due to the time limit on assistance.

Upon the expiration of the statutorily required time period, a FUP youth voucher holder who has children and who lacks adequate housing may qualify for a FUP family voucher provided they are referred by the PCWA as an eligible family and meet the eligibility requirements for the PHA's HCV program.

FUP PORTABILITY

Portability for a FUP family or youth is handled in the same way as for a regular HCV family. A PHA may not restrict or deny portability for a FUP family or youth for reasons other than those specified in the HCV program regulations, as reflected in Chapter 10 of the administrative plan.

A FUP family or youth does not have to port to a jurisdiction that administers FUP.

If the receiving PHA administers the FUP voucher on behalf of the initial PHA, the voucher is still considered a FUP voucher regardless of whether the receiving PHA has a FUP program.

If the receiving PHA absorbs the voucher, the receiving PHA may absorb the incoming port into its FUP program (if it has one) or into its regular HCV program (if the receiving PHA has vouchers available to do so) and the family or youth become regular HCV participants. In either case, when the receiving PHA absorbs the voucher, a FUP voucher becomes available to the initial PHA.

Considerations for FUP Youth Vouchers

If the voucher is a FUP youth voucher and remains such upon lease-up in the receiving PHA's jurisdiction, termination of assistance must still take place once the youth has received assistance for the statutorily required time period. If the receiving PHA is administering the FUP youth voucher on behalf of the initial PHA, the two PHAs must work together to initiate termination upon expiration of the statutorily required time period.

PROJECT-BASING FUP VOUCHERS [Notice PIH 2017-21; FR Notice 1/24/22]

The PHA may project-base FUP vouchers without HUD approval in accordance with Notice PIH 2017-21, FR Notice 1/24/22, and all statutory and regulatory requirements for the PBV program. Project-based FUP vouchers are subject to the PBV program percentage limitation discussed in Section 17-I.A.

The PHA may limit PBVs to one category of FUP-eligible participants (families or youth) or a combination of the two.

While FUP vouchers can be used for either families or youth, a PBV unit may only be counted towards the PHA's 10 percent exception authority under the program cap and the project's income-mixing requirement if the FUP PBV assistance is provided on behalf of an eligible youth. The PHA must amend its administrative plan to include the limitation of these FUP PBV units to eligible youth.

Jacksonville Housing Policy

Jacksonville Housing will not project-base FUP vouchers. All FUP vouchers will be used to provide tenant-based assistance.

B. FOSTER YOUTH TO INDEPENDENCE INITIATIVE

PROGRAM OVERVIEW [Notice PIH 2020-28; Notice PIH 2021-26; FR Notice 1/24/22]

The Foster Youth to Independence (FYI) initiative was announced in 2019. The FYI initiative allows PHAs who partner with a Public Child Welfare Agency (PCWA) to request targeted HCVs to serve eligible youth with a history of child welfare involvement that are homeless or at risk of being homeless. Rental assistance and supportive services are provided to qualified youth for a period of between 36 and 60 months.

Funding is available either competitively through an FYI NOFA or noncompetitively on a rolling basis in accordance with the application requirements outlined in Notice PIH 2020-28 or Notice PIH 2021-26, as applicable. Under the noncompetitive process, PHAs are limited to 25 vouchers in a fiscal year with the ability to request additional vouchers for those PHAs with 90 percent or greater utilization or utilization of its FUP and/or FYI vouchers, as applicable. For competitive awards, the number of vouchers is dependent on PHA program size and need.

PARTNERING AGENCIES [Notice PIH 2021-26; FYI Updates and Partnering Opportunities Webinar]

Public Child Welfare Agency (PCWA)

The PHA must enter into a partnership agreement with a PCWA in the PHA's jurisdiction in the form of a Memorandum of Understanding (MOU) or letter of intent. The PCWA is responsible for identifying and referring eligible youth to the PHA and providing or securing a commitment for the provision of supportive services once youth are admitted to the program.

Jacksonville Housing Policy

Jacksonville Housing will implement a Foster Youth to Independence (FYI) program in partnership with supportive services of PCWA(s).

The PCWA is responsible for:

- Identifying FYI-eligible youth;
- Developing a system of prioritization based on the level of need of the youth and the appropriateness of intervention;
- Providing a written certification to the PHA that the youth is eligible; and
- Providing or securing supportive services for 36 months.

Continuum of Care (CoC) and Other Partners

HUD strongly encourages PHAs to add other partners into the partnership agreement with the PCWA such as state, local, philanthropic, faith-based organizations, and the CoC, or a CoC recipient it designates.

Jacksonville Housing Policy

In addition to the PCWA, the PHA will implement the FYI program in partnership with CoC's.

YOUTH ELIGIBILITY CRITERIA [Notice PIH 2021-26; FYI Q&As; FYI FAQs]

The PCWA is responsible for certifying that the youth has prior qualifying foster care involvement. As determined by the PCWA, eligible youth:

- Are at least 18 years of age and not more than 24 years of age (have not yet reached their 25th birthday);
 - Youth must be no more than 24 years of age at the time the PCWA certifies them as eligible and at the time of HAP contract execution.

- Have left foster care or will leave foster care within 90 days, in accordance with a transition plan described in section 475(5)(H) of the Social Security Act;
 - Placements can include, but are not limited to, placements in foster family homes, foster homes of relatives, group homes, emergency shelters, residential facilities, child care institutions, and pre-adoptive homes in accordance with 24 CFR 5.576;
- Are homeless or at risk of becoming homeless at age 16 and older;
 - *At risk of being homeless* is fully defined at 24 CFR 576.2.
 - o This includes a person that is exiting a publicly funded institution, or system of care (such as a healthcare facility, a mental health facility, foster care or other youth facility, or correction program or institution). Therefore, youth being discharged from an institution may be eligible for an FYI voucher [FYI FAQs].

Eligibility is not limited to single persons. For example, pregnant and/or parenting youth are eligible to receive assistance assuming they otherwise meet eligibility requirements.

SUPPORTIVE SERVICES [Notice PIH 2021-26; FYI Updates and Partnering Opportunities Webinar; FYI Q&As]

Supportive services may be provided by the PHA, PCWA or a third party. The PCWA must provide or secure a commitment to provide supportive services for participating youth for the period of time defined in the NOFA/O for which the funding was made available. At a minimum, the following supportive services must be offered:

- Basic life skills information/counseling on money management, use of credit, housekeeping, proper nutrition/meal preparation, and access to health care (e.g., doctors, medication, and mental and behavioral health services);
- Counseling on compliance with rental lease requirements and with HCV program participant requirements, including assistance/referrals for assistance on security deposits, utility hook-up fees, and utility deposits;
- Providing such assurances to owners of rental property as are reasonable and necessary to assist eligible youth to rent a unit with a voucher;
- Job preparation and attainment counseling (where to look/how to apply, dress, grooming, relationships with supervisory personnel, etc.); and
- Educational and career advancement counseling regarding attainment of general equivalency diploma (GED) or attendance/financing of education at a technical school, trade school, or college, including successful work ethic and attitude models.

Jacksonville Housing Policy

Additional supportive services will not be offered.

Since participation in supportive services is optional, but strongly encouraged, an FYI participant may decline supportive service.

REFERRALS AND WAITING LIST MANAGEMENT [Notice PIH 2021-26; FYI Updates and Partnering Opportunities Webinar FYI FAQs]

Referrals

The PCWA is responsible for certifying that the youth has prior qualifying foster care involvement. Once the PCWA sends the PHA the referral certifying the youth is program-eligible, the PHA determines HCV eligibility.

The PCWA must have a system for identifying eligible youth within the agency's caseload and reviewing referrals from other partners, as applicable. The PCWA must also have a system for prioritization of referrals to ensure that youth are prioritized for an FYI voucher based upon their level of need and appropriateness of the intervention.

Referrals may come from other organizations in the community who work with the population, but the PCWA must certify that the youth meets eligibility requirements, unless the PCWA has vested another organization with this authority.

The PHA is not required to maintain full documentation that demonstrates the youth's eligibility as determined by the PCWA but should keep the referral or certification from the PCWA. The PCWA is not required to provide the PHA with HCV eligibility documents.

Jacksonville Housing Policy

Jacksonville Housing and PCWA have identified staff positions to serve as lead FYI liaisons. These positions will be responsible for transmission and acceptance of referrals. The PCWA must commit sufficient staff and resources to ensure eligible youths are identified, prioritized, and determined eligible in a timely manner.

When vouchers are available, Jacksonville Housing liaison responsible for acceptance of referrals will contact the PCWA liaison via email indicating the number of vouchers available and requesting an appropriate number of referrals. No more than 10 business days from the date the PCWA receives this notification, the PCWA liaison must provide Jacksonville Housing with a list of eligible referrals, a completed release form, and a written certification for each referral indicating the referral is eligible. The list will include the name, address, and contact phone number for each adult individual who is being referred.

Jacksonville Housing will maintain a copy of each certification from the PCWA in the participant's file along with other eligibility paperwork.

Waiting List Placement [Notice PIH 2021-26 and FYI FAQs]

The PHA must use the HCV waiting list for the FYI program. Youth already on the HCV program may not be transferred to an FYI voucher since they are not homeless or at-risk of homelessness.

Once a referral is made, the PHA must compare the list of PCWA referrals to its HCV waiting list to determine if any applicants on the PCWA's referral list are already on the PHA's HCV waiting list. Applicants already on the PHA's HCV waiting list retain the order of their position on the list. Applicants not already on the PHA's HCV waiting list must be placed on the HCV waiting list.

If the PHA's HCV waiting list is closed, the PHA must open its HCV waiting list in order to accept new referrals. The PHA may reopen the waiting list to accept an FYI eligible youth without opening the waiting list for other applicants; however, the requirements at 24 CFR

982.206 for giving public notice when opening and closing the waiting list apply (see section 4-II.C., Opening and Closing the Waiting List of this administrative plan).

Jacksonville Housing Policy

Within 10 business days of receiving the referral from the PCWA, Jacksonville Housing will review the HCV waiting list and will send the PCWA a list confirming whether or not referrals are on the waiting list.

Referrals who are already on the list will retain their position and the list will be notated to indicate the applicant is FYI-eligible.

For those referrals not already on the waiting list, Jacksonville Housing will work with the PCWA to ensure they receive and successfully complete a pre-application or application, as applicable. Once the pre-application or application has been completed, Jacksonville Housing will place the referral on the HCV waiting list with the date and time of the original referral and an indication that the referral is FYI-eligible.

Waiting List Selection

The PHA selects eligible youths based on the PHA's regular HCV waiting list selection policies in Chapter 4, including any preferences that may apply.

PHA HCV ELIGIBILITY DETERMINATION [FYI FAQs]

Once an eligible youth is selected from the HCV waiting list, the PHA must determine whether the youth meets HCV program eligibility requirements. Applicants must be eligible under both FYI eligibility requirements and HCV eligibility requirements as outlined in Chapter 3 of this policy.

The PCWA may, but is not obligated to, provide information to the PHA on the youth's criminal history.

Jacksonville Housing Policy

Subject to privacy laws, the PCWA will provide any available information regarding the applicant's criminal history to Jacksonville Housing.

Jacksonville Housing will consider the information in making its eligibility determination in accordance with Jacksonville Housing's policies in Chapter 3.

Additional Eligibility Factors

Youth must be no more than 24 years old both at the time of PCWA certification and at the time of the HAP execution. If a youth is 24 at the time of PCWA certification but will turn 25 before the HAP contract is executed, the youth is no longer eligible for a FYI voucher.

Jacksonville Housing Policy

Any applicant that does not meet the eligibility criteria for the HCV program listed in Chapter 3 or any eligibility criteria listed in this section will be notified by Jacksonville Housing in writing following policies in Chapter 3, including stating the reasons the applicant was found ineligible and providing an opportunity for an informal review.

LEASE UP [FR Notice 1/24/22]

Once the PHA determines that the family or youth meets HCV eligibility requirements, the youth will be issued an FYI voucher in accordance with PHA policies.

During the family briefing, PHAs must inform the FYI voucher holder of:

- The extension of assistance provisions and requirements;
- The availability of the FSS program and offer them an FSS slot, if available, or offer to place them on the FSS waiting list (provided the PHA has an FSS program); and
- The supportive services available to them, the existence of any other programs or services, and their eligibility for such programs and services. However, participation in supportive services cannot be required as a condition of receiving FYI assistance.

Jacksonville Housing Policy

Eligible applicants will be notified by Jacksonville Housing in writing following policies in Chapter 3 of this policy. FYI youth will be briefed individually. Jacksonville Housing will provide all aspects of the written and oral briefing as outlined in Chapter 5.

Vouchers will be issued in accordance with PHA policies in Chapter 5, except that Jacksonville Housing will consider one additional 30-day extension beyond the first automatic extension for any reason, not just those listed in the policy in Chapter 5.

Once the youth locates a unit, the PHA conducts all other processes relating to voucher issuance and administration per HCV program regulations and the PHA policy in Chapter 9.

Should a youth fail to use the voucher, the PHA may issue the voucher to another eligible youth if one has been identified [Notice PIH 2021-26].

Turnover [FYI FAQs]

For PHAs awarded FYI Tenant Protection Vouchers (TPVs) under Notice PIH 2019-20 where the recipient of the FYI TPV leaves the program, the PHA may request an FYI voucher under the requirements of Notice PIH 2021-26.

For PHAs awarded FYI vouchers under Notices PIH 2020-28 and PIH 2021-26, where the recipient of the FYI voucher leaves the program, the PHA must continue to use the FYI voucher for eligible youth upon turnover. Where there are more eligible youth than available FYI turnover vouchers, the PHA may request an FYI voucher under the requirements of Notice PIH 2021-26. If another eligible youth is not available, the PHA must notify HUD, and HUD will reduce the PHA's HCV assistance to account for the removal of the FYI assistance from the PHA's HCV baseline.

MAXIMUM ASSISTANCE PERIOD [Notice PIH 2021-26 and FYI FAQs; FR Notice 1/24/22]

Vouchers are limited by statute to a total of between 36 months and 60 months of housing assistance. At the end of the statutory time period, assistance must be terminated. However, any period of time for which no subsidy (HAP) is being paid on behalf of the youth does not count toward the limitation. It is not permissible to reissue another FYI TPV to the same youth upon expiration of their FYI assistance.

Participants do not “age out” of the program. A participant may continue with the program until they have received the period of assistance for which they are eligible. Age limits are only applied for entry into the program.

Extension of Assistance

FYI voucher holders who first leased or lease a unit after December 27, 2020, may be eligible for an extension of assistance up to 24 months beyond the 36-month time limit (for a total of 60 months of assistance).

While FYI voucher holders cannot be required to participate in the Family Self-Sufficiency (FSS) program as a condition of receipt of assistance, an eligible youth who participates in the FSS program and is in compliance with the applicable terms and conditions of the program is entitled to receive assistance for up to an additional 24 months. A FYI voucher holders must accept an FSS slot if it is offered to them prior to the 36-month mark in order to receive an extension of assistance (unless the youth meets one of the statutory exceptions described below).

Statutory Exceptions

FYI voucher holders will be entitled to receive an extension of assistance for up to 24 months beyond the 36-month time limit without participating in the PHA’s FSS program if they certify that they meet one of the exceptions below:

- The FYI voucher holder is a parent or other household member responsible for the care of a dependent child under the age of six or for the care of an incapacitated person.

Jacksonville Housing Policy

Jacksonville Housing will apply this exception in a manner that provides extensions of FYI assistance to the broadest population possible consistent with the statutory requirements.

The FYI voucher holder will be required to self-certify that they meet this exception on a PHA-provided form. This certification is the only documentation that the FYI voucher holder must submit.

The child or incapacitated person is not required to reside in the household in order for the FYI voucher holder to certify they meet this exception. For example, a child in a joint custody arrangement under the age of six who resides in the household only part time may qualify the FYI voucher holder for this exception.

- The FYI voucher holder is a person who is regularly and actively participating in a drug addiction or alcohol treatment and rehabilitation program.

Jacksonville Housing Policy

Jacksonville Housing will define *regular and active participation* in a manner that provides extensions of FYI voucher holder assistance to the broadest population possible consistent with the statutory requirements.

The FYI voucher holder will be required to self-certify that they meet this exception on a PHA-provided form. This certification is the only documentation that the FYI voucher holder must submit.

- The FYI voucher holder is a person who is incapable of complying with the requirement to participate in a FSS program as described above or engage in education, workforce development, or employment activities as described below, as applicable, due to a documented medical condition.

Jacksonville Housing Policy

Jacksonville Housing will apply this requirement in a manner that provides extensions of FYI voucher holder assistance to the broadest population possible consistent with statutory requirements.

The FYI voucher holder will be required to self-certify that they meet this exception on a Jacksonville Housing -provided form. This certification is the only documentation that the FYI voucher holder must submit.

An FYI voucher holder that meets one of the above exceptions must still be offered an opportunity to enroll in the PHA’s FSS program (if it is available to them) and receive any supportive services available to FYI voucher holders. An FYI voucher holder may choose to participate in an FSS program or engage in education, workforce development, or employment activities, even if they meet one of the above statutory exceptions.

Education, Workforce Development, or Employment Activities

If a PHA that carries out an FSS program is unable to offer a FYI voucher holder an FSS slot during their first 36 months of receiving FYI assistance, the FYI voucher holder is considered to have been “unable to enroll” in the program and may have their voucher extended by meeting the education, workforce development, or employment criteria described below:

- The FYI voucher holder was engaged in obtaining a recognized postsecondary credential or a secondary school diploma or its recognized equivalent.

Jacksonville Housing Policy

Jacksonville Housing will use the definitions of *recognized postsecondary credential* and *secondary school diploma or its recognized equivalent* under the Workforce Innovation and Opportunity Act (WIOA). WIOA defines a *recognized postsecondary credential* as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the state involved or federal government, or an associate or baccalaureate degree (29 U.S.C. 3102). Examples of a recognized postsecondary credential include, but are not limited to, an associate’s degree, bachelor’s degree, occupational licensure, or occupational certification (see U.S. Department of Labor, Training and Employment Guidance Letter No. 10–16, Change 1). For the purpose of WIOA, the U.S. Department of Labor defines a *secondary school diploma or its recognized equivalent* as a secondary school diploma (or alternate diploma) that is recognized by a state and that is included for accountability purposes under the Elementary and Secondary Education Act of 1965 (ESEA), as amended by the Every Student Succeeds Act (ESSA). A secondary school equivalency certification signifies that a student has completed the requirement for a high school education. Examples of a secondary school diploma or its recognized equivalent include, but are not limited to, obtaining certification of attaining passing scores on a state-recognized high school equivalency test, earning a secondary school diploma or state-recognized

equivalent, or obtaining certification of passing a state-recognized competency-based assessment.

- The FYI voucher holder was enrolled in an *institution of higher education*, as such term is defined in section 101(a) of the Higher Education Act of 1965 (20 U.S.C. 1001(a)) or an institution that meets the definition of a *proprietary institution of higher education* or a *postsecondary vocational institution* under sections 102(b)(1) and (c)(1) of the Higher Education Act of 1965 (20 U.S.C. 1002(b)(1) and (c)(1)), respectively.

Jacksonville Housing Policy

The FYI voucher holder must be enrolled in education activities on at least a half-time basis, as defined by the institution which they attend. However, Jacksonville Housing may make exceptions to this requirement if the FYI voucher holder is unable to enroll in a sufficient number of classes due to a lack of course offerings by the educational institution where they are enrolled.

- The FYI voucher holder was participating in a career pathway, as such term is defined in Section 3 of the Workforce Innovation and Opportunity Act (29 U.S.C. 3102).
- The FYI voucher holder was employed.

Jacksonville Housing Policy

Jacksonville Housing will consider the FYI voucher holder to be employed if they work a minimum of 20 hours per week. Jacksonville Housing may make exceptions to this requirement if the FYI voucher holder's hours are reduced due to circumstances beyond their control or the FYI voucher holder must temporarily reduce their work hours due to a verified family emergency.

FSS Enrollment at 24 Months

If the FYI voucher holder has not been provided an opportunity to enroll in the FSS program during the first 24 months of FYI assistance, HUD encourages the PHA to remind the FYI voucher holder at the 24-month reexamination of the education, workforce development, and employment requirements described above so that they have enough time to meet these requirements prior to the expiration of the 36-month time period for FYI assistance.

Jacksonville Housing Policy

If the FYI voucher holder has not been provided an opportunity to enroll in the FSS program during the first 24 months of FYI assistance, Jacksonville Housing will remind the FYI voucher holder at their second regular reexam of the education, workforce development, and employment requirements described above.

FSS Enrollment Between 36 and 48 Months

If an FSS slot becomes available between the 36-month and 48-month mark:

- The PHA must offer the slot to an FYI voucher holder who had their voucher extended based on meeting the education, workforce development, or employment requirement listed above, or one of the statutory exceptions listed above (even if the FYI voucher holder previously declined an FSS slot because they met one of the statutory exceptions).

- The PHA must work with the FYI voucher holder to determine whether enrollment in FSS is feasible and in their best interest given any education, workforce development, or employment activities that the FYI voucher holder is engaged in and any statutory exceptions that apply to the FYI voucher holder, as well as the remaining time on their voucher.
- If the FYI voucher holder accepts the FSS slot, the PHA must work with them to establish Contract of Participation goals and an Individual Training and Services Plan (ITSP) that can be accomplished within the time period left on the voucher.

If the FYI voucher holder is offered an FSS slot prior to the 36-month mark, the FYI voucher holder:

- Will be required to enroll in the FSS program in order to receive an extension of assistance at the end of the 36-month time period (unless they meet one of the statutory exceptions described above).
- Will not be considered to have been “unable to enroll” in the FSS program, and as a result, will not be eligible to receive an extension of assistance based on meeting the education, workforce development, or employment requirements described above.

FSS Enrollment After 48 Months

The PHA may, but is not required, to offer an FYI voucher holder an FSS slot that becomes available between the 48-month mark and the 60-month mark, since the FYI voucher holder will have already received their second and final extension.

Jacksonville Housing Policy

If an FSS slot becomes available between the 48 and 60-month marks, Jacksonville Housing will not offer the FSS slot to an FYI voucher holder.

Extensions of Assistance

At the 36-month and 48-month reexamination, the PHA must extend FYI assistance if the FYI voucher holder is participating in and in compliance with the FSS program as long as the FYI voucher holder is still eligible for the HCV program.

In any case, the FYI voucher holder cannot receive more than a total of 60 months of FYI assistance even if the FSS Contract of Participation time period extends beyond the voucher 60-month mark.

No FSS Program or Unable to Enroll in FSS

If a PHA does not carry out an FSS program or the FYI voucher holder has been unable to enroll in the program during the first 36 months of receiving FYI assistance, the FYI voucher holder is entitled to receive an extension of assistance for up to two successive 12-month periods beyond the 36-month time limit provided that the FYI voucher holder engaged in at least one of the education, workforce development, or employment activities described above for not less than nine months of the 12-month period preceding each extension. In order to meet the nine months out of the preceding 12 months requirement, the FYI voucher holder may have engaged in one of the education, workforce development, or employment activities described above or a combination of these activities.

Verification Prior to Annual Reexam

In order to provide an extension of assistance, the PHA must verify compliance with the above requirements at the end of the 36-month time period and the 48-month time periods. The PHA does not need to verify compliance with these requirements at the end of the 60-month time period since the maximum length of assistance is 60 months.

To verify compliance with the education, workforce development, or employment requirement or one of the statutory exceptions, the PHA must provide the FYI voucher holder written notification informing them that they may receive an extension of their FYI assistance and providing instructions on how the FYI voucher holder may demonstrate that they meet one of these conditions. This notification must be provided sufficiently in advance of the end of the 36-month or 48-month time periods, as applicable, to allow the FYI voucher holder to demonstrate that they meet the education, workforce development, or employment requirement, or one of the statutory exceptions, and for the PHA to conduct an annual reexamination prior to the expiration of the FYI assistance.

Jacksonville Housing Policy

Jacksonville Housing will verify compliance with the education, workforce development, or employment requirement, or one of the statutory exceptions, at the end of the 36-month and 48-month time periods prior to the FYI voucher holder's scheduled annual reexamination. Jacksonville Housing will not verify compliance at the end of the 60-month time period.

Jacksonville Housing will provide each FYI voucher holder on the PHA's program with a written notification informing them that they may receive an extension of their FYI assistance if they meet conditions outlined in this chapter and providing them with instructions on how they may demonstrate compliance at least 60 days prior to their scheduled annual reexam date. When necessary, Jacksonville Housing will provide this notification in a format accessible to FYI voucher holders with disabilities and in a translated format for FYI voucher holders with limited English proficiency in accordance with Chapter 2.

Jacksonville Housing will use the following verification methods to verify an FYI voucher holder's eligibility for voucher extensions:

To verify compliance with the FSS requirement, Jacksonville Housing will examine its records to confirm, or obtain confirmation from the PHA's FSS program staff, that the FYI participant is in compliance with FSS program requirements and has not been terminated from the FSS program.

To meet the education, workforce development, or employment requirement, the PHA will verify that the FYI voucher holder was engaged in at least one education, workforce development, or employment activity for at least nine months of the 12-month period immediately preceding the end of the 36-month or 48-month time period, as applicable.

Due to the timing of when the PHA verifies compliance and conducts the annual reexamination, the FYI voucher holder may have not yet met the nine-month requirement but may be able to demonstrate that they will meet the nine-month requirement as of the end of the 36-month or 48-

month time period. In such cases, the FYI voucher holder will still be considered to have met the requirements.

In order for the FYI voucher holder to meet one of the statutory exceptions described above, the FYI voucher holder must submit a certification to the PHA that they meet one of these exceptions. This certification is the only documentation that the FYI voucher holder must submit in order to demonstrate that they meet one of the statutory exceptions.

An FYI voucher holder who received an extension of voucher assistance at the end of the 36-month time period based on meeting one of the conditions described in this chapter does not have to meet the same conditions when they reach the end of the 48-month time period. The FYI voucher holder may demonstrate that they meet a different condition in order to receive an extension of their assistance.

If the PHA determines that the FYI voucher holder meets one of the statutory conditions, the PHA would then conduct an annual reexamination. If the annual reexamination determines that the FYI voucher holder is still eligible for the HCV program, the PHA must provide the FYI voucher holder the extension of voucher assistance.

Termination of Assistance for Failure to Meet Conditions

Failure of the FYI voucher holder to meet one of the above conditions will only impact their ability to receive subsequent extensions of assistance. It will not serve as a basis for terminating the FYI assistance prior to the annual reexam.

If the FYI voucher holder does not meet any of the statutory conditions described in in this chapter, the youth is subject to the statutory time limit of 36 months or the time limit of any extension that the youth has already received, and the FYI voucher must be terminated once they reach this time limit. The calculation of the time limit begins from the date the first HAP contract is signed (for tenant-based vouchers) or from the date the FYI voucher holder entered into the initial lease agreement (for project-based vouchers). The number of months is calculated based on the number of months that HAP subsidy is being paid on behalf of the FYI voucher holder, not the number of months that they are in the FYI program. Prior to termination, the PHA must offer the FYI voucher holder the opportunity to request an informal hearing, in accordance with Chapter 16.

TERMINATION OF ASSISTANCE [FYI FAQs]

Termination of a FYI voucher is handled in the same way as with any HCV; therefore, termination of a FYI voucher must be consistent with HCV regulations at 24 CFR Part 982, Subpart L and PHA policies in Chapter 12. Given the statutory time limit that requires FYI vouchers to sunset, a PHA must terminate the youth's assistance once the limit on assistance has expired.

A PHA cannot terminate a FYI youth's assistance for noncompliance with PCWA case management, nor may the PHA terminate assistance for a FYI youth for not accepting services from the PCWA.

The PHA may not transfer the assistance of FYI voucher holders to regular HCV assistance upon the expiration of the limit on assistance. However, the PHA may issue a regular HCV to FYI voucher holders if they were selected from the waiting list in accordance with PHA policies. The

PHA may also adopt a waiting list preference for FYI voucher holders who are being terminated for this reason.

Jacksonville Housing Policy

Jacksonville Housing will not provide a selection preference on the Jacksonville Housing's HCV waiting list for FYI voucher holders who are terminated due to the time limit on assistance.

PORTABILITY [FYI FAQs]

Portability for an FYI youth is handled in the same way as for a regular HCV family. A PHA may not restrict or deny portability for an FYI youth for reasons other than those specified in the HCV program regulations, as reflected in Chapter 10 of the administrative plan.

An FYI youth does not have to port to a jurisdiction that administers FYI vouchers.

If the receiving PHA absorbs the voucher, the PHA may absorb the youth into its regular HCV program if it has vouchers available to do so. If the receiving PHA absorbs the youth into its regular HCV program, that youth becomes a regular HCV participant with none of the limitations of an FYI voucher.

The initial and receiving PHA must work together to initiate termination of assistance upon expiration of the time limit on assistance.

PROJECT-BASING FYI VOUCHERS [FYI FAQs; FR Notice 1/24/22]

The PHA may project-base certain FYI vouchers without HUD approval in accordance with all applicable PBV regulations and PHA policies in Chapter 17. This includes FYI vouchers awarded under Notices PIH 2020-28 and PIH 2021-26. Assistance awarded under Notice PIH 2019-20 is prohibited from being project-based.

Jacksonville Housing Policy

Jacksonville Housing will not project-base FYI vouchers. All FYI vouchers will be used to provide tenant-based assistance.

C.VETERANS AFFAIRS SUPPORTIVE HOUSING (VASH) PROGRAM

OVERVIEW

Since 2008, HCV program funding has provided rental assistance under a supportive housing program for homeless veterans. The Veterans Affairs Supportive Housing (VASH) program combines HCV rental assistance with case management and clinical services provided by the Department of Veterans Affairs (VA) at VA medical centers (VAMCs) and Community-Based Outpatient Clinics (CBOCs), or through a designated service provider (DSP) as approved by the VA Secretary. Eligible families are homeless veterans and their families that agree to participate in VA case management and are referred to the VAMC's partner PHA for HCV assistance. The VAMC or DSP's responsibilities include:

- Screening homeless veterans to determine whether they meet VASH program participation criteria;
- Referring homeless veterans to the PHA;

- The term *homeless veteran* means a veteran who is homeless (as that term is defined in subsection (a) or (b) of Section 103 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11302)). See 38 U.S.C. 2002.
- Providing appropriate treatment and supportive services to potential VASH participants, if needed, prior to PHA issuance of a voucher;
- Providing housing search assistance to VASH participants;
- Identifying the social service and medical needs of VASH participants, and providing or ensuring the provision of regular ongoing case management, outpatient health services, hospitalization, and other supportive services as needed throughout the veterans' participation period; and
- Maintaining records and providing information for evaluation purposes, as required by HUD and the VA.

VASH vouchers are awarded noncompetitively based on geographic need and PHA administrative performance. Eligible PHAs must be located within the jurisdiction of a VAMC and in an area of high need based on data compiled by HUD and the VA. When Congress funds a new allocation of VASH vouchers, HUD invites eligible PHAs to apply for a specified number of vouchers.

Generally, the HUD-VASH program is administered in accordance with regular HCV program requirements. However, HUD is authorized to waive or specify alternative requirements to allow PHAs to effectively deliver and administer VASH assistance. Alternative requirements are established in the HUD-VASH Operating Requirements, which were originally published in the Federal Register on May 6, 2008, and updated September 27, 2021. Unless expressly waived by HUD, all regulatory requirements and HUD directives regarding the HCV program are applicable to VASH vouchers, including the use of all HUD-required contracts and other forms, and all civil rights and fair housing requirements. In addition, the PHA may request additional statutory or regulatory waivers that it determines are necessary for the effective delivery and administration of the program.

The VASH program is administered in accordance with applicable Fair Housing requirements since civil rights requirements cannot be waived under the program. These include applicable authorities under 24 CFR 5.105(a) and 24 CFR 982.53 including, but not limited to, the Fair Housing Act, Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, and the Age Discrimination Act and all PHA policies as outlined in Chapter 2 of this document.

When HUD-VASH recipients include veterans with disabilities or family members with disabilities, reasonable accommodation requirements in Part II of Chapter 2 of this policy apply.

REFERRALS [FR Notice 9/27/21 and HUD-VASH Qs and As]

VAMC case managers will screen all families in accordance with VA screening criteria and refer eligible families to the PHA for determination of program eligibility and voucher issuance. The PHA has no role in determining or verifying the veteran's eligibility under VA screening criteria, including determining the veteran's homelessness status. The PHA must accept referrals from the partnering VAMC and must maintain written documentation of referrals in VASH tenant

files. Upon turnover, VASH vouchers must be issued to eligible veteran families as identified by the VAMC.

Jacksonville Housing Policy

In order to expedite the screening process, Jacksonville Housing will provide all forms and a list of documents required for the VASH application to the VAMC. Case managers will work with veterans to fill out the forms and compile all documents prior to meeting with Jacksonville Housing and submitting an application. When feasible, the VAMC case manager should email or fax copies of all documents to Jacksonville Housing prior to the meeting in order to allow Jacksonville Housing time to review them and start a file for the veteran.

After the VAMC has given Jacksonville Housing a complete referral, Jacksonville Housing will perform an eligibility screening within five business days of receipt of a VAMC referral.

HCV PROGRAM ELIGIBILITY [FR Notice 9/27/21]

Eligible participants are homeless veterans and their families who agree to participate in case management from the VAMC.

- A *VASH Veteran* or *veteran family* refers to either a single veteran or a veteran with a household composed of two or more related persons. It also includes one or more eligible persons living with the veteran who are determined to be important to the veteran's care or well-being.
- A veteran for the purpose of VASH is a person whose length of service meets statutory requirements, and who served in the active military, naval, or air service, was discharged or released under conditions other than dishonorable, and is eligible for VA health care.

Under VASH, PHAs do not have authority to determine family eligibility in accordance with HCV program rules and PHA policies. The only reasons for denial of assistance by the PHA are failure to meet the income eligibility requirements and/or that a family member is subject to a lifetime registration requirement under a state sex offender registration program. Under portability, the receiving PHA must also comply with these VASH screening requirements.

Social Security Numbers

When verifying Social Security numbers (SSNs) for homeless veterans and their family members, an original document issued by a federal or state government agency, which contains the name and SSN of the individual along with other identifying information of the individual, is acceptable in accordance with Section 7-II.B. of this policy.

In the case of the homeless veteran, the PHA must accept the Certificate of Release or Discharge from Active Duty (DD-214) or the VA-verified Application for Health Benefits (10-10EZ) as verification of SSN and cannot require the veteran to provide a Social Security card. A VA-issued identification card may also be used to verify the SSN of a homeless veteran.

Proof of Age

The DD-214 or 10-10EZ must be accepted as proof of age in lieu of birth certificates or other PHA-required documentation as outlined in Section 7-II.C. of this policy. A VA-issued identification card may also be used to verify the age of a homeless veteran.

Photo Identification

A VA-issued identification card must be accepted in lieu of another type of government-issued photo identification. These cards also serve as verification of SSNs and date of birth.

Income Eligibility

The PHA must determine income eligibility for VASH families in accordance with 24 CFR 982.201 and policies in Section 3-II.A. If the family is over-income based on the most recently published income limits for the family size, the family will be ineligible for HCV assistance.

While income-targeting does not apply to VASH vouchers, the PHA may include the admission of extremely low-income VASH families in its income targeting numbers for the fiscal year in which these families are admitted.

Jacksonville Housing Policy

While income-targeting requirements will not be considered by Jacksonville Housing when families are referred by the partnering VAMC, Jacksonville Housing will include any extremely low-income VASH families that are admitted in its income targeting numbers for the fiscal year in which these families are admitted.

Screening

The PHA may not screen any potentially eligible family members or deny assistance for any grounds permitted under 24 CFR 982.552 and 982.553 with one exception: the PHAs is still required to prohibit admission if any member of the household is subject to a lifetime registration requirement under a state sex offender registration program. Accordingly, with the exception of denial for registration as a lifetime sex offender under state law and PHA policies on how sex offender screenings will be conducted, PHA policy in Sections 3.B. through 3.E. do not apply to VASH. The prohibition against screening families for anything other than lifetime sex offender status applies to all family members, not just the veteran.

If a family member is subject to lifetime registration under a state sex offender registration program, the remaining family members may be served if the family agrees to remove the sex offender from its family composition. This is true unless the family member subject to lifetime registration under a state sex offender registration program is the homeless veteran, in which case the family would be denied admission to the program [New HCV GB, *HUD-VASH*, p. 6].

Denial of Assistance [Notice PIH 2008-37]

Once a veteran is referred by the VAMC, the PHA must either issue a voucher or deny assistance. If the PHA denies assistance, it must provide the family with prompt notice of the decision and a brief statement of the reason for denial in accordance with Section 3-III.F. Like in the standard HCV program, the family must be provided with the opportunity for an informal review in accordance with policies in Section 3.F. In addition, a copy of the denial notice must be sent to the VAMC case manager.

CHANGES IN FAMILY COMPOSITION

Adding Family Members [FR Notice 9/27/21]

When adding a family member after the family has been admitted to the program, PHA policies in Section 3-II.B. apply. Other than the birth, adoption, or court-awarded custody of a child, the PHA must approve additional family members and will apply its regular screening criteria in doing so.

Remaining Family Members [HUD-VASH Qs and As]

If the homeless veteran dies while the family is being assisted, the voucher would remain with the remaining members of the tenant family. The PHA may use one of its own regular vouchers, if available, to continue assisting this family and free up a VASH voucher for another VASH-eligible family. If a regular voucher is not available, the family would continue utilizing the VASH voucher. Once the VASH voucher turns over, however, it must go to a homeless veteran family.

Family Break Up [HUD-VASH Qs and As]

In the case of divorce or separation, since the set-aside of VASH vouchers is for veterans, the voucher must remain with the veteran. This overrides the PHA's policies in Section 3-I.C. on how to determine who remains in the program if a family breaks up.

LEASING [FR Notice 9/27/21]

Waiting List

The PHA does not have the authority to maintain a waiting list or apply local preferences for HUD-VASH vouchers. Policies in Chapter 4 relating to applicant selection from the waiting list, local preferences, special admissions, cross-listing, and opening and closing the waiting list do not apply to VASH vouchers.

Exception Payment Standards

To assist VASH participants in finding affordable housing, especially in competitive markets, HUD allows PHAs to establish a HUD-VASH exception payment standard. PHAs may go up to but no higher than 120 percent of the published area-wide fair market rent (FMR) or small area fair market rent (SAFMR) specifically for VASH families. PHAs who want to establish a VASH exception payment standard over 120 percent must still request a waiver from HUD through the regular waiver process outlined in Notice PIH 2018-16.

Voucher Issuance

Unlike the standard HCV program which requires an initial voucher term of at least 60 days, VASH vouchers must have an initial search term of at least 120 days. PHA policies on extensions as outlined in Section 5-II.E. will apply.

Jacksonville Housing Policy

All VASH vouchers will have an initial term of 120 calendar days.

The family must submit a Request for Tenancy Approval and proposed lease within the 120-day period unless Jacksonville Housing grants an extension.

The PHA must track issuance of HCVs for families referred by the VAMC or DSP in PIC as required in Notice PIH 2011-53.

Initial Lease Term

Unlike in the standard the HCV program, VASH voucher holders may enter into an initial lease that is for less than 12 months. Accordingly, PHA policy in Section 9-I.E., Term of Assisted Tenancy, does not apply.

Ineligible Housing [FR Notice 6/18/14]

Unlike in the standard HCV program, VASH families are permitted to live on the grounds of a VA facility in units developed to house homeless veterans. This applies to both tenant-based assistance and PBV. Therefore, 24 CFR 982.352(a)(5) and 983.53(a)(2), which prohibit units on the physical grounds of a medical, mental, or similar public or private institution, do not apply to VASH for this purpose only. Accordingly, PHA policy in 9-I.D., Ineligible Units, does not apply for this purpose only.

HQS Pre-Inspections

To expedite the leasing process, PHAs may pre-inspect available units that veterans may be interested in leasing in order to maintain a pool of eligible units. If a VASH family selects a unit that passed an HQS inspection (without intervening occupancy) within 45 days of the date of the Request for Tenancy Approval (Form HUD-52517), the unit may be approved if it meets all other conditions under 24 CFR 982.305. However, the veteran must be free to select their unit and cannot be steered to these units.

Jacksonville Housing Policy

To expedite the leasing process, Jacksonville Housing may pre-inspect available units that veterans may be interested in leasing to maintain a pool of eligible units. If a VASH family selects a unit that passed a HQS pre-inspection (without intervening occupancy) within 45 days of the date of the RFTA, the unit may be approved provided that it meets all other conditions under 24 CFR 982.305. The veteran will be free to select their unit.

When a pre-inspected unit is not selected, Jacksonville Housing will make every effort to fast-track the inspection process, including adjusting the normal inspection schedule for both initial and any required re-inspections.

PORTABILITY [FR Notice 9/27/21 and Notice PIH 2011-53]

General Requirements

Portability policies under VASH depend on whether the family wants to move within or outside of the initial VA facility's catchment area (the area in which the VAMC or DSP operates). In all cases, the initial VA facility must be consulted prior to the move and provide written confirmation that case management will continue to be provided in the family's new location. VASH participant families may only reside in jurisdictions that are accessible to case management services, as determined by case managers at the partnering VAMC or DSP.

Under VASH, applicant families may move under portability even if the family did not have legal residency in the jurisdiction of the initial PHA when they applied. As a result, PHA policies in Section 10-II.B. about nonresident applicants do not apply.

If the family no longer requires case management, there are no portability restrictions. Normal portability rules apply.

Portability within the Initial VAMC or DSP's Catchment Area

A VASH family can move within the VAMC's catchment area as long as case management can still be provided, as determined by the VA. If the initial PHA's partnering VAMC will still provide the case management services, the receiving PHA must process the move in accordance with portability procedures:

- If the receiving PHA has been awarded VASH vouchers, it can choose to either bill the initial PHA or absorb the family if it has a VASH voucher available to do so.
 - If the PHA absorbs the family, the VAMC or DSP providing the initial case management must agree to the absorption and the transfer of case management.
- If the receiving PHA does not administer a VASH program, it must always bill the initial PHA.

Portability Outside of the Initial VAMC or DSP's Catchment Area

If a family wants to move to another jurisdiction where it will not be possible for the initial PHA's partnering VAMC or DSP to provide case management services, the initial VAMC or DSP must first determine that the VASH family could be served by another VAMS or DSP that is participating in the VASH program, and the receiving PHA has an available VASH voucher.

In these cases, the family must be absorbed by the receiving PHA either as a new admission or as a portability move-in, as applicable. Upon absorption, the initial PHA's VASH voucher will be available to lease to a new VASH-eligible family, and the absorbed family will count toward the number of VASH slots awarded to the receiving PHA.

Portability Outside of the Initial VAMC or DSP's Catchment Area under VAWA

Veterans who request to port beyond the catchment area of the VAMC or DSP where they are receiving case management to protect the health or safety of a person who is or has been the victim of domestic violence, dating violence, sexual assault, or stalking, and who reasonably believes they are threatened with imminent harm from further violence by remaining in the unit may port prior to receiving approval from the receiving VAMC or DSP. The initial PHA must follow its emergency transfer plan (see Exhibit 16-3). PHAs may require verbal self-certification or a written request from a participant seeing a move beyond the catchment area of the VAMC or DSP.

The verbal self-certification or written request must include either a statement expressing why the participant reasonably believes that there is a threat of imminent harm from further violence if they were to remain in the same unit or a statement that the tenant was a sexual assault victim and that the sexual assault occurred on the premises during the 90-day period preceding the participants request for the move.

The participant must still port to a PHA that has a VASH program. If the receiving PHA does not have a VASH voucher available to lease, they may bill the initial PHA until a VASH voucher is available, at which point the porting veteran must be absorbed into the receiving PHA's program.

TERMINATION OF ASSISTANCE [FR Notice 9/27/21]

With the exception of terminations for failure to receive case management, HUD has not established any alternative requirements for termination of assistance for VASH participants. However, prior to terminating VASH participants, HUD strongly encourages PHAs to exercise their discretion under 24 CFR 982.552(c)(2) as outlined in Section 12-II.D. of this policy and consider all relevant circumstances of the specific case. This includes granting reasonable accommodations for persons with disabilities, as well as considering the role of the case manager and the impact that ongoing case management services can have on mitigating the conditions that led to the potential termination.

VASH participant families may not be terminated after admission for a circumstance or activities that occurred prior to admission and were known to the PHA but could not be considered at the time of admission due to VASH program requirements. The PHA may terminate the family's assistance only for program violations that occur after the family's admission to the program.

Cessation of Case Management

As a condition of receiving HCV rental assistance, a HUD-VASH-eligible family must receive case management services from the VAMC or DSP. A VASH participant family's assistance must be terminated for failure to participate, without good cause, in case management as verified by the VAMC or DSP.

However, a VAMC or DSP determination that the participant family no longer requires case management is not grounds for termination of voucher or PBV assistance. In such a case, at its option, the PHA may offer the family continued assistance through one of its regular vouchers. If the PHA has no voucher to offer, the family will retain its VASH voucher or PBV unit until such time as the PHA has an available voucher for the family.

VAWA [FR Notice 9/27/21]

When a veteran's family member is receiving protection under VAWA because the veteran is the perpetrator of domestic violence, dating violence, sexual assault, or stalking, the victim must continue to be assisted. Upon termination of the perpetrator's VASH assistance, the victim must be given a regular HCV if one is available, and the perpetrator's VASH voucher must be used to serve another eligible veteran family. If a regular HCV is not available, the perpetrator must be terminated from assistance and the victim will continue to use the VASH voucher.

PROJECT-BASING VASH VOUCHERS

General Requirements [Notice PIH 2017-21 and FR Notice 9/27/21]

PHAs are authorized to project-base their tenant-based VASH vouchers without additional HUD review or approval in accordance with Notice PIH 2017-21 and all PBV program requirements provided that the VAMC will continue to make supportive services available. In addition, since 2010, HUD has awarded VASH vouchers specifically for project-based assistance in the form of PBV HUD-VASH set-aside vouchers. While these vouchers are excluded from the PBV program cap as long as they remain under PBV HAP contract at the designated project, all other VASH vouchers are subject to the PBV program percentage limitation discussed in Section 17-I.A. Note that VASH supportive services only need to be provided to VASH families receiving PBV assistance in the project, not all families receiving PBV assistance in the project. If a VASH

family does not require or no longer requires case management, the unit continues to count as an excepted PBV unit as long as the family resides in the unit.

If the PHA project-bases VASH vouchers, the PHA must consult with the partnering VAMC or DSP to ensure approval of the project or projects. PHAs may project-base VASH vouchers in projects alongside other PBV units and may execute a single HAP contract covering both the VASH PBVs and the other PBVs. The PHA must refer only VASH families to PBV units exclusively made available to VASH families and to PBV units funded through a HUD set-aside award.

If a VASH family is referred to the PHA and there is an available PBV unit that is not exclusively made available to VASH families, the PHA may offer to refer the family to the owner if allowable under the selection policy for that project, and the owner and PHA may amend the HAP contract to designate the PBV unit as a VASH PBV unit.

The PHA and owner may agree to amend a PBV HAP contract to redesignate a regular PBV unit as a unit specifically designated for VASH families so long as the PHA first consults with the VAMC or DSP. Additionally, the PHA and owner may agree to amend a PBV HAP contract to redesignate a unit specifically designated for VASH families as a regular PBV unit, so long as the unit is not funded through a VASH PBV set-aside award and is eligible for regular PBV (i.e., the unit is not on the grounds of a medical facility and the unit is eligible under the PHA's program and project caps).

Policies for VASH PBV units will generally follow PHA policies for the standard PBV program as listed in Chapter 17, with the exception of the policies listed below.

Failure to Participate in Case Management [FR Notice 9/27/21]

Upon notification by the VAMC or DSP of the family's failure to participate, without good cause, in case management, the PHA must provide the family a reasonable time period to vacate the unit. The PHA must terminate assistance to the family at the earlier of either the time the family vacates or the expiration of the reasonable time period given to vacate.

Jacksonville Housing Policy

Upon notification by the VAMC or DSP that a VASH PBV family has failed to participate in case management without good cause, Jacksonville Housing will provide written notice of termination of assistance to the family and the owner within 10 business days. The family will be given 60 days from the date of the notice to move out of the unit.

The PHA may make exceptions to this 60-day period if needed for reasons beyond the family's control such as death, serious illness, or other medical emergency of a family member.

If the family fails to vacate the unit within the established time, the owner may evict the family. If the owner does not evict the family, the PHA must remove the unit from the HAP contract or amend the HAP contract to substitute a different unit in the project if the project is partially assisted. The PHA may add the removed unit to the HAP contract after the ineligible family vacates the property.

Moves [HUD-VASH Qs and As, FR Notice 9/27/21]

When a VASH PBV family is eligible to move from its PBV unit in accordance with Section 17-VIII.C. of this policy, but there is no other comparable tenant-based rental assistance, the following procedures must be implemented:

- If a VASH tenant-based voucher is not available at the time the family wants (and is eligible) to move, the PHA may require a family who still requires case management to wait for a VASH tenant-based voucher for a period not to exceed 180 days;
- If a VASH tenant-based voucher is still not available after that period, the family must be allowed to move with its VASH voucher. Alternatively, the PHA may allow the family to move with its VASH voucher without having to meet this 180-day period. In either case, the PHA is required to replace the assistance in the PBV unit with one of its regular vouchers, unless the PHA and owner agree to temporarily remove the unit from the HAP contract; and
- If a VASH veteran is determined to no longer require case management, the PHA must allow the family to move with the first available tenant-based voucher if not VASH voucher is immediately available and cannot require the family to wait for a VASH voucher to become available.

D. MAINSTREAM VOUCHER PROGRAM

PROGRAM OVERVIEW [Notice PIH 2020-01]

Mainstream vouchers assist non-elderly persons with disabilities and their families in the form of either project-based or tenant-based voucher assistance.

Aside from separate funding appropriations and serving a specific population, Mainstream vouchers follow the same program requirements as standard vouchers. The PHA does not have special authority to treat families that receive a Mainstream voucher differently from other applicants and participants. For example, the PHA cannot apply different payment standards, establish conditions for allowing portability, or apply different screening criteria to Mainstream families.

The Mainstream voucher program, (previously referred to as the Mainstream 5-Year program or the Section 811 voucher program) was originally authorized under the National Affordable Housing Act of 1990. Mainstream vouchers operated separately from the regular HCV program until the passage of the Frank Melville Supportive Housing Investment Act of 2010. Funding for Mainstream voucher renewals and administrative fees was first made available in 2012. In 2017 and 2019, incremental vouchers were made available for the first time since the Melville Act (in addition to renewals and administrative fees), and PHAs were invited to apply for a competitive award of Mainstream vouchers under the FY17 and FY19 NOFAs. In 2020, Notice PIH 2020-22 provided an opportunity for any PHA administering an HCV program to apply for Mainstream vouchers noncompetitively, while Notice PIH 2020-09 authorized an increase in Mainstream voucher units and budget authority for those PHAs already awarded Mainstream vouchers under the FY17 and FY19 NOFAs.

Funds for Mainstream vouchers may be recaptured and reallocated if the PHA does not comply with all program requirements or fails to maintain a utilization rate of 80 percent for the PHA's Mainstream vouchers.

ELIGIBLE POPULATION [Notice PIH 2020-01 and Notice PIH 2020-22]

All Mainstream vouchers must be used to serve non-elderly persons with disabilities and their families, defined as any family that includes a person with disabilities who is at least 18 years old and not yet 62 years old as of the effective date of the initial HAP contract. The eligible disabled household member does not need to be the head of household.

The definition of a person with disabilities for purposes of Mainstream vouchers is the statutory definition under section 3(b)(3)(E) of the 1937 Act, which is the same as is used for allowances and deductions in the HCV program and is provided in Exhibit 3-1 of this policy.

Existing families receiving Mainstream vouchers, where the eligible family member is now age 62 or older, will not “age out” of the program as long as the family was eligible on the day it was first assisted under a HAP contract.

The PHA may not implement eligibility screening criteria for Mainstream vouchers that is different from that of the regular HCV program.

PARTNERSHIP AND SUPPORTIVE SERVICES [Notice PIH 2020-01]

PHAs are encouraged but not required to establish formal and informal partnerships with a variety of organizations that assist persons with disabilities to help ensure eligible participants find and maintain stable housing.

Jacksonville Housing Policy

Jacksonville Housing will implement a Mainstream program, in partnership with service providers.

WAITING LIST ADMINISTRATION

General Waiting List Requirements [Notice PIH 2020-01 and Mainstream Voucher Basics Webinar, 10/15/20]

PHAs must not have a separate waiting list for Mainstream voucher assistance since the PHA is required by the regulations to maintain one waiting list for tenant-based assistance [24 CFR 982.204(f)]. All PHA policies on opening, closing, and updating the waiting list, as well as waiting list preferences in Chapter 4, apply to the Mainstream program.

When the PHA is awarded Mainstream vouchers, these vouchers must be used for new admissions to the PHA’s program from the waiting list. The PHA must lease these vouchers by pulling the first Mainstream-eligible family from its tenant-based waiting list. PHAs are not permitted to reassign existing participants to the program in order to make regular tenant-based vouchers available. Further, the PHA may not skip over Mainstream-eligible families on the waiting list because the PHA is serving the required number of Mainstream families.

Upon turnover, vouchers must be provided to Mainstream-eligible families. If a Mainstream turnover voucher becomes available, the PHA must determine if the families at the top of the waiting list qualify under program requirements.

Admission Preferences [Notice PIH 2020-01; FY17 Mainstream NOFA; FY19 Mainstream NOFA]

If the PHA claimed points for a preference in a NOFA application for Mainstream vouchers, the PHA must adopt a preference for at least one of the targeted groups identified in the NOFA.

Jacksonville Housing Policy

Jacksonville Housing claimed a preference for a targeted group as part of an application for Mainstream vouchers under a NOFA. Jacksonville Housing will offer preferences as noted in Chapter 3 of this Administrative Plan.

PORTABILITY [Notice PIH 2020-01 and Mainstream Voucher Basics Webinar, 10/15/20]

Mainstream voucher participants are eligible for portability under standard portability rules and all PHA policies regarding portability in Chapter 10, Part II apply to Mainstream families.

The following special considerations for Mainstream vouchers apply under portability:

- If the receiving PHA has a Mainstream voucher available, the participant may remain a Mainstream participant.
 - If the receiving PHA chooses to bill the initial PHA, then the voucher will remain a Mainstream voucher.
 - If the receiving PHA chooses to absorb the voucher, the voucher will be considered a regular voucher, or a Mainstream voucher if the receiving PHA has a Mainstream voucher available, and the Mainstream voucher at the initial PHA will be freed up to lease to another Mainstream-eligible family.
- If the receiving PHA does not have a Mainstream voucher available, the participant may receive a regular voucher.

PROJECT-BASING MAINSTREAM VOUCHERS [FY19 Mainstream Voucher NOFA Q&A]

The PHA may project-base Mainstream vouchers in accordance with all applicable PBV regulations and PHA policies in Chapter 17. PHAs are responsible for ensuring that, in addition to complying with project-based voucher program requirements, the project complies with all applicable federal nondiscrimination and civil rights statutes and requirements. This includes, but is not limited to, Section 504 of the Rehabilitation Act (Section 504), Titles II or III of the Americans with Disabilities (ADA), and the Fair Housing Act and their implementing regulations at 24 CFR Part 8; 28 CFR Parts 35 and 36; and 24 CFR Part 100. Mainstream vouchers are subject to the PBV program percentage limitation discussed in Section 17-I.A.

E. NON-ELDERLY DISABLED (NED) VOUCHERS

PROGRAM OVERVIEW [Notice PIH 2013-19]

NED vouchers help non-elderly disabled families lease suitable, accessible, and affordable housing in the private market. Aside from separate funding appropriations and serving a specific population, NED vouchers follow the same program requirements as standard vouchers. The

PHA does not have special authority to treat families that receive a NED voucher differently from other applicants and participants.

Some NED vouchers are awarded to PHAs through competitive NOFAs. The NOFA for FY2009 Rental Assistance for NED made incremental funding available for two categories of NED families:

- **Category 1** vouchers enable non-elderly persons or families with disabilities to access affordable housing on the private market.
- **Category 2** vouchers enable non-elderly persons with disabilities currently residing in nursing homes or other healthcare institutions to transition into the community. PHAs with NED Category 2 vouchers were required to partner with a state Medicaid or health agency or the state Money Follows the Person (MFP) Demonstration agency.

Since 1997, HCVs for NED families have been also awarded under various special purpose HCV programs: Rental Assistance for Non-Elderly Persons with Disabilities in Support of Designated Housing Plans (Designated Housing), Rental Assistance for Non-Elderly Persons with Disabilities Related to Certain Types of Section 8 Project-Based Developments (Certain Developments), One-Year Mainstream Housing Opportunities for Persons with Disabilities, and the Project Access Pilot Program (formerly Access Housing 2000).

- **Designated Housing** vouchers enable non-elderly disabled families, who would have been eligible for a public housing unit if occupancy of the unit or entire project had not been restricted to elderly families only through an approved Designated Housing Plan, to receive rental assistance. These vouchers may also assist non-elderly disabled families living in a designated unit/project/building to move from that project if they so choose. The family does not have to be listed on the PHA's voucher waiting list. Instead, they may be admitted to the program as a special admission. Once the impacted families have been served, the PHA may begin issuing these vouchers to non-elderly disabled families from their HCV waiting list. Upon turnover, these vouchers must be issued to non-elderly disabled families from the PHA's HCV waiting list.
- **Certain Developments** vouchers enable non-elderly families having a person with disabilities, who do not currently receive housing assistance in certain developments where owners establish preferences for, or restrict occupancy to, elderly families, to obtain affordable housing. These non-elderly families with a disabled person do not need to be listed on the PHA's HCV waiting list in order to be offered and receive housing choice voucher rental assistance. It is sufficient that these families' names are on the waiting list for a covered development at the time their names are provided to the PHA by the owner. Once the impacted families have been served, the PHA may begin issuing these vouchers to non-elderly disabled families from their HCV waiting list. Upon turnover, these vouchers must be issued to non-elderly disabled families from the PHA's HCV waiting list.
- **One-Year Mainstream Housing Opportunities for Persons with Disabilities (One-Year Mainstream)** vouchers enable non-elderly disabled families on the PHA's waiting list to receive a voucher. After initial leasing, turnover vouchers must be issued to non-elderly disabled families from the PHA's voucher waiting list.

ELIGIBLE POPULATION

General Requirements [Notice PIH 2013-19]

Only eligible families whose head of household, spouse, or cohead is non-elderly (under age 62) and disabled may receive a NED voucher. Families with only a minor child with a disability are not eligible.

In cases where the qualifying household member now qualifies as elderly due to the passage of time since the family received the NED voucher, existing NED participant families do not “age out,” as the family was eligible on the day it was first assisted under a housing assistance payments (HAP) contract.

The definition of a person with disabilities for purposes of NED vouchers is the statutory definition under Section 3(b)(3)(E) of the 1937 Act, which is the same as is used for allowances and deductions in the HCV program and is provided in Exhibit 3-1 of this policy.

The PHA may not implement eligibility screening criteria for NED vouchers that is different from that of the regular HCV program.

NED Category 2 [Notice PIH 2013-19 and NED Category 2 FAQs]

In addition to being eligible for the PHA’s regular HCV program and a non-elderly person with a disability, in order to receive a Category 2 voucher, the family’s head, spouse, cohead, or sole member must be transitioning from a nursing home or other healthcare institution and provided services needed to live independently in the community.

Nursing homes or other healthcare institutions may include intermediate care facilities and specialized institutions that care for those with intellectual disabilities, developmentally disabled, or mentally ill, but do not include board and care facilities (e.g., adult homes, adult day care, adult congregate living).

The PHA cannot limit who can apply to just those persons referred or approved by a Money Follows the Person (MFP) Demonstration agency or state health agency. Other individuals could be placed on the waiting list if they can show, with confirmation by an independent agency or organization that routinely provides such services (this can be the MFP or partnering agency, but need not be), that the transitioning individual will be provided with all necessary services, including care or case management.

For each Category 2 family, there must be documentation (e.g., a copy of a referral letter from the partnering or referring agency) in the tenant file identifying the institution where the family lived at the time of voucher issuance.

WAITING LIST

General Requirements [Notice PIH 2013-19]

Families must be selected for NED vouchers from the PHA’s waiting list in accordance with all applicable regulations and PHA policies in Chapter 4.

Regardless of the number of NED families the PHA is required to serve, the next family on the waiting list must be served. Further, the PHA may not skip over NED-eligible families on the waiting list because the PHA is serving the required number of NED families.

NED Category 2 Referrals [NED Category 2 FAQs]

For NED Category 2 families, the partnering agency may make referrals of eligible families to the PHA for placement on the waiting list. The PHA will then select these families from the waiting list for voucher issuance. Because language in the NOFA established that vouchers awarded under the NOFA must only serve non-elderly disabled families transitioning from institutions, the PHA does not need to establish a preference in order to serve these families ahead of other families on the PHA's waiting list.

PHAs must accept applications from people living outside their jurisdictions or from people being referred from other Medicaid or MFP service agencies in their state.

If the PHA's waiting list is closed, the PHA must reopen its waiting list to accept referrals from its partnering agency. When opening the waiting list, PHAs must advertise in accordance with 24 CFR 982.206 and PHA policies in Section 4-II.C. In addition, the PHA must ensure that individuals living in eligible institutions are aware when the PHA opens its waiting list by reaching out to social service agencies, nursing homes, intermediate care facilities and specialized institutions in the local service area.

Reissuance of Turnover Vouchers [Notice PIH 2013-19]

All NED turnover vouchers must be reissued to the next NED family on the PHA's waiting list with the following exception: A Category 2 voucher must be issued to another Category 2 family upon turnover if a Category 2 family is on the PHA's waiting list. If there are no Category 2 families on the PHA's waiting list, the PHA must contact its partnering agency as well as conduct outreach through appropriate social service agencies and qualifying institutions to identify potentially eligible individuals. Only after all means of outreach have been taken to reach Category 2 families can the PHA reissue the voucher to another Category 2 NED family on the PHA's waiting list. Any subsequent turnover of that voucher must again be used for a Category 2 family on the PHA's waiting list, and the PHA is under the same obligation to conduct outreach to Category 2 families if no such families are on the PHA's waiting list.

For PHAs that received both Category 1 and Category 2 vouchers, if at any time the PHA is serving fewer Category 2 families than the number of Category 2 HCVs awarded under the NOFA, when a Category 2 family applies to the waiting list and is found eligible, the PHA must issue the next NED voucher to that family. HUD monitors the initial leasing and reissuance of Category 2 HCVs. These vouchers may be recaptured and reassigned if not leased properly and in a timely manner.

All NED vouchers should be affirmatively marketed to a diverse population of NED-eligible families to attract protected classes least likely to apply. If at any time following the turnover of a NED HCV a PHA believes it is not practicable to assist NED families, the PHA must contact HUD.

LEASE UP [Notice PIH 2013-19]

Briefings

In addition to providing families with a disabled person a list of accessible units known to the PHA, HUD encourages, but does not require, PHAs to provide additional resources to NED families as part of the briefing.

Jacksonville Housing Policy

In addition to providing families with a disabled person a list of accessible units known to the PHA, the PHA will provide a list of local supportive service and disability organizations that may provide such assistance as counseling services and funding for moving expenses or security deposits in the briefing packet. These organizations include state protection and advocacy agencies, Centers for Independent Living, state Medicaid agencies, and disability advocacy groups that represent individuals with a variety of disabilities.

Further, if other governmental or non-governmental agencies provide available resources such as housing search counseling, moving expenses, security deposits, and utility deposits, Jacksonville Housing will include this information in the briefing packet.

Jacksonville Housing will also offer specialized housing search assistance to families with a disabled person to locate accessible units if requested. Trained Jacksonville Housing staff or a local supportive service or disability organization may be able to provide this service.

Voucher Term

While the PHA is not required to establish different policies for the initial term of the voucher for NED vouchers, HUD has encouraged PHAs with NED vouchers to be generous in establishing reasonable initial search terms and subsequent extensions for families with a disabled person.

Jacksonville Housing Policy

- All NED vouchers will have an initial term of 120 calendar days.
- The family must submit a Request for Tenancy Approval and proposed lease within the 120-day period unless the PHA grants an extension.
- All other Jacksonville Housing policies on extensions and suspension of vouchers in Chapter 5 will apply.

Special Housing Types [Notice PIH 2013-19 and NED Category 2 FAQs]

In general, a PHA is not required to permit families to use any of the special housing types and may limit the number of families using such housing. However, the PHA must permit the use of a special housing type if doing so provides a reasonable accommodation so that the program is readily accessible to and usable by a person with disabilities.

Such special housing types include single-room occupancy housing, congregate housing, group homes, shared housing, cooperative housing, and manufactured homes when the family owns the home and leases the manufactured home space.

Persons with disabilities transitioning out of institutional settings may choose housing in the community that is in a group or shared environment or where some additional assistance for daily living is provided for them on-site. Under HUD regulations, group homes and shared housing are considered special housing types and are not excluded as an eligible housing type in the HCV program. Assisted living facilities are also considered eligible housing under the normal HCV program rules, as long as the costs for meals and other supportive services are not

included in the housing assistance payments (HAP) made by the PHA to the owner, and as long as the person does not need continual medical or nursing care.

PORTABILITY [NED Category 2 FAQs]

NED voucher participants are eligible for portability under standard portability rules and all PHA policies regarding portability in Chapter 10, Part II apply to NED families. However, the PHA may, but is not required to, allow applicant NED families to move under portability, even if the family did not have legal residency in the initial PHA's jurisdiction when they applied.

Jacksonville Housing Policy

If neither the head of household nor the spouse or cohead of a NED applicant family had a domicile (legal residence) in the Jacksonville Housing's jurisdiction at the time that the family's initial application for assistance was submitted, the family must lease a unit within the initial Jacksonville Housing's jurisdiction for at least 12 months before requesting portability.

Jacksonville Housing will consider exceptions to this policy for purposes of reasonable accommodation (see Chapter 2) or reasons related to domestic violence, dating violence, sexual assault, or stalking.

F. EMERGENCY HOUSING VOUCHERS (EHV) Notice PIH 2021-15 (HA)

On March 11, 2021, President Biden signed the American Rescue Plan Act of 2021 (P.L. 117-2, hereafter referred to "the ARP") to address the continued impact of the -COVID-19 pandemic on the economy, public health, State and local governments, individuals, and businesses. The ARP appropriated the cost for new EHV. the renewal of EHV's, and fees for the cost of administering the EHV's and other eligible expenses defined by notice to prevent, prepare, and respond to coronavirus to facilitate the leasing of the emergency vouchers, such as security deposit assistance and other costs related to retention and support of participating owners.

Individual and Family Eligibility under the Qualifying Categories

In order to be eligible for an EHV, an individual or family must meet one of four eligibility categories:

a. Individuals and families who are homeless

The meaning of "homeless" is as such term is defined in section 103(a) of the McKinney- Vento Homeless Assistance Act (42 U.S.C. 11302(a)), which is codified in HUD's Continuum of Care Program regulations at 24 CFR 578.3 and reads as follows:

Homeless means:

- (1) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - (i) 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;

- (ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or
- (iii) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

(2) An individual or family who will imminently lose their primary nighttime residence, provided that:

- (i) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (ii) No subsequent residence has been identified; and
- (iii) The individual or family lacks the resources or support networks, *e.g.*, family, friends, faith-based or other social networks, needed to obtain other permanent housing.

(3) Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (i) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
- (ii) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
- (iii) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and

- (iv) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

b. Individuals or families who are at-risk of homelessness

The meaning of “at-risk of homelessness” is as such term is defined in section 401(1) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11360(1)), which is codified in HUD’s Continuum of Care Program regulations at 24 CFR 578.3 and reads as follows:

At risk of homelessness.

An individual or family who:

- (i) Has an annual income below 30 percent of median family income for the area, as determined by HUD;
- (ii) Does not have sufficient resources or support networks, *e.g.*, family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph of the “Homeless” definition above; and
- (iii) Meets one of the following conditions:
 - (A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
 - (B) Is living in the home of another because of economic hardship;
 - (C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance;
 - (D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, State, or local government programs for low-income individuals;
 - (E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons, or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau;

(F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or

(G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan.

(2) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or

(3) A child or youth who does not qualify as “homeless” under this section, but qualifies as “homeless” under section 725(2) of the McKinney-Vento Homeless Assistance Act (42

U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.

c. Individuals or families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking

This category is composed of any individual or family who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or human trafficking.

This includes cases where a HUD-assisted tenant reasonably believes that there is a threat of imminent harm from further violence if they remain within the same dwelling unit, or in the case of sexual assault, the HUD-assisted tenant reasonably believes there is a threat of imminent harm from further violence if they remain within the same dwelling unit that they are currently occupying, or the sexual assault occurred on the premise during the 90- day period preceding the date of the request for transfer.

Domestic violence includes felony or misdemeanor crimes of violence committed by:

- a. a current or former spouse or intimate partner of the victim (the term “spouse or intimate partner of the victim” includes a person who is or has been in a social relationship of a romantic or intimate nature with the victim, as determined by the length of the relationship, the type of the relationship, and the frequency of interaction between the persons involved in the relationship),
- b. a person with whom the victim shares a child in common,

- c. a person who is cohabitating with or has cohabitated with the victim as a spouse or intimate partner,
- d. a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or
- e. 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.

Dating violence means violence committed by a person:

- a. Who is or has been in a social relationship of a romantic or intimate nature with the victim; and
- b. Where the existence of such a relationship shall be determined based on a consideration of the following factors:
 - 1. The length of the relationship;
 - 2. The type of relationship; and
 - 3. The frequency of interaction between the persons involved in the relationship.

Sexual assault means any nonconsensual sexual act proscribed by Federal, Tribal, or State law, including when the victim lacks the capacity to consent.

Stalking means engaging in a course of conduct directed at a specific person that would cause a reasonable person to:

- (1) Fear for the person's individual safety or the safety of others; or
- (2) Suffer substantial emotional distress.

Human trafficking includes both sex and labor trafficking, as outlined in the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. § 7102). These are defined as:

Sex trafficking means the recruitment, harboring, transportation, provision, obtaining, patronizing, or soliciting of a person for the purpose of a commercial sex act, in which the commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; (and)

Labor trafficking means the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery

d. Individuals or families who are recently homeless

This category is composed of individuals and families determined by the CoC or its designee to meet the following definition.

Recently homeless is defined as individuals and families who have previously been classified by a member agency of the CoC as homeless but are not currently homeless as a result of homeless assistance (financial assistance or services), temporary rental assistance or some type of other assistance, and where the CoC or its designee determines that the loss of such assistance would result in a return to homelessness or the family having a high risk of housing instability. Examples of households that may be defined as recently homeless by the CoC include, but are not limited to, participants in rapid rehousing, and permanent supportive housing.

Individuals and families classified as recently homeless must be referred by the CoC or its designee.

LEASE UP [Notice PIH 2013-19]

- (1) The PHA must apply the standards it established under § 982.553(a)(1)(ii)(C) that prohibit admission if any household member has ever been convicted of drug-related criminal activity for manufacture or production of methamphetamine on the premises of federally assisted housing to EHV applicants.
- (2) The PHA must apply the standards it established under § 982.553(a)(2)(i) that prohibit admission to the program if any member of the household is subject to a lifetime registration requirement under a State sex offender registration program to EHV applicants.

GLOSSARY

A. ACRONYMS USED IN THE HOUSING CHOICE VOUCHER (HCV) PROGRAM

AAF	Annual adjustment factor (published by HUD in the <i>Federal Register</i> and used to compute annual rent adjustments)
ACC	Annual contributions contract
ADA	Americans with Disabilities Act of 1990
AIDS	Acquired immune deficiency syndrome
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 (HUD Office of Housing)
FHEO	Fair Housing and Equal Opportunity (HUD Office of)
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
HA	Housing authority or housing agency
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
IVT	Income Validation Tool
JTPA	Job Training Partnership Act
LBP	Lead-based paint
LEP	Limited English proficiency
MRB	Maximum rent burden
MSA	Metropolitan statistical area (established by the U.S. Census Bureau)
MTCS	Multi-family Tenant Characteristics System (now the Form HUD-50058 submodule of the PIC system)
MTW	Moving to Work
NOFA	Notice of funding availability
OGC	HUD's Office of General Counsel
OIG	HUD's Office of Inspector General
OMB	Office of Management and Budget
PASS	Plan to Achieve Self-Support
PHA	Public Housing Agency
PIC	PIH Information Center
PIH	(HUD Office of) Public and Indian Housing
PS	Payment standard
QC	Quality control
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
SWICA	State wage information collection agency

TANF	Temporary assistance for needy families
TPV	Tenant protection vouchers
TR	Tenant rent
TTP	Total tenant payment
UA	Utility allowance
UFAS	Uniform Federal Accessibility Standards
UIV	Upfront income verification
URP	Utility reimbursement payment
VAWA	Violence Against Women Reauthorization Act of 2013
VMS	Voucher Management System

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.

Affiliated individual. With respect to an individual, a spouse, parent, brother, sister, or child of that individual, or an individual to whom that individual stands in loco parentis (in the place of a parent), or any individual, tenant, or lawful occupant living in the household of that individual

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. Happening once a year.

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.

Biennial. Happening every two years.

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 their 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.

Cohead. An individual in the household who is equally responsible for the lease with the head of household. A family may have a cohead or spouse but not both. A cohead never qualifies as a dependent. The cohead 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, cohead, 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. 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.

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, cohead, 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 A family that is income eligible and meets the other requirements of the 1937 Act and Part 5 of 24 CFR. See also *family*.

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 the federal poverty level or 30 percent of the median income for the area, whichever number is higher. Area median income is 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, regardless of actual or perceived sexual orientation, gender identity, or marital status, 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 the family composition and family size)
- An elderly family or a near-elderly family
- A displaced family
- The remaining member of a tenant's 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 the owner is paid by the family.

Family self-sufficiency program (FSS program). The program was established by a PHA within its jurisdiction to promote self-sufficiency among participating families, including the coordination of supportive services to these families (24 CFR 984.103).

Family share. The portion of rent and utilities is paid by the family. For the 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.

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.

Gender identity. Actual or perceived gender-related characteristics.

Good cause. is defined as an unavoidable conflict which seriously affects the health, safety or welfare of the family.

Good standing. In compliance with the regulations regarding participation in the relevant rental assistance program and has either satisfied or are current on any debts owed the PHA or owner; and is in compliance with the regulations regarding participation in the relevant rental assistance program, including rent payments.

Gross rent. The sum of the rent to owner plus any utility allowance.

Group home. A dwelling unit that is licensed by the 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 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 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 the 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.

Imputed asset. An asset disposed of for less than the fair market value during the two years preceding examination or reexamination.

Imputed asset income. The PHA-established passbook rate is 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.

Individuals with handicaps. See a *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 the 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 their representative, or the managing agent or their 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.

Living/sleeping room. A living room may be used as a sleeping (bedroom) space, but no more than two persons may occupy the space. A bedroom or living/sleeping room must have at least one window and two electrical outlets in proper operating condition. See HCV GB p. 10-6 and 24 CFR 982.401.

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.

Overcrowded. A unit that does not meet the following HQS space standards: (1) Provide adequate space and security for the family; and (2) Have at least one bedroom or living/sleeping room for each two persons.

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 *reexamination*. 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 voucher 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.

Sexual assault. Any nonconsensual sexual act proscribed by federal, tribal, or state law, including when the victim lacks capacity to consent (42 U.S.C. 13925(a)).

Sexual orientation. Homosexuality, heterosexuality or bisexuality.

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.)

Small rural public housing agency (PHA). Section 38 defines the term “small public housing agency” as a public housing agency “for which the sum of the number of public housing dwelling units administered by the agency and the number of vouchers under section 8(o) administered by the agency is 550 or fewer” and “that predominantly operates in a rural area, as described in section 1026.35(b)(2)(iv)(A) of title 12, Code of Federal Regulations.” After consideration of the public comments discussed above, HUD is interpreting “predominantly operates in a rural area” to mean a small PHA that:

- (1) Has a primary administrative building with a physical address in a rural area as described in 12 CFR 1026.35(b)(2)(iv)(A); or
- (2) more than 50 percent of its combined public housing units and voucher units under section 8(o) are in rural areas as described in 12 CFR 1026.35(b)(2)(iv)(A). HUD also clarifies that voucher units under section 8(o) include those in the tenant-based Housing Choice Voucher (HCV) program and the Project-Based Voucher (PBV) program.

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 benefit 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. The term on the family's voucher stops from the date the family submits a request for PHA approval of the tenancy, until the date the PHA notifies the family in writing whether the request has been approved or denied. 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.

Utilities. Water, electricity, gas, other heating, refrigeration, cooking fuels, trash collection, and sewage services. Telephone service is not included.

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.

Veteran. A person who has served in the active military or naval service of the United States at any time and who shall have been discharged or released therefrom under conditions other than dishonorable.

Violence Against Women Reauthorization Act (VAWA) of 2013. Prohibits denying admission to the program to an otherwise qualified applicant or terminating assistance on the basis that the applicant or program participant is or has been a victim of domestic violence, dating violence, sexual assault, or stalking.

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. A list of families organized according to HUD regulations and PHA policy who are waiting for a unit to become available.

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 (24 CFR 984.103), *welfare assistance* includes only cash maintenance payments designed to meet a family's ongoing basic needs. Does not include nonrecurring short term benefits designed to address individual crisis situations, work subsidies, supportive services such as child care and transportation provided to families who are employed, refundable earned income tax credits, contributions to and distributions from Individual Development Accounts under TANF, services such as counseling, case management, peer support, child care information and referral, financial empowerment, transitional services, job retention, job advancement, and other employment-related services that do not provide basic income support, amounts solely directed to meeting housing expenses, amounts for health care, Supplemental Nutrition Assistance Program (SNAP) and emergency rental and utilities assistance, SSI, SSDI, or social security, and child-only or non-needy TANF grants made to or on behalf of a dependent child solely on the basis of the child's need and not the need of the child's current non-parental caretaker.

ADDENDUM

THE HOUSING OPPORTUNITY THROUGH MODERNIZATION ACT

The Housing Opportunity Through Modernization Act of 2016 (HOTMA) was enacted on July 29, 2016. Title I of HOTMA contains 14 sections that affect the public housing and Section 8 rental assistance programs. This page serves as a clearinghouse for resources related to the implementation of Housing Opportunity Through Modernization Act of 2016 (HOTMA) provisions that affect programs administered by PIH.

The rule was officially published in the Federal Register on February 14, 2023. PHAs have until January 1, 2024, to implement the broader income and asset changes in Sections 102 and 104. For PHAs that administer the Public Housing program, the rule includes new Public Housing over-income provisions in Section 103 that become effective March 16, 2023. If implementation of these provisions requires a significant amendment, PHAs are required to complete all relevant PHA Plan changes. PHAs have until June 14, 2023 to implement fully all over-income requirements in the rule.

Highlights of Final Rule Implementing Sections 102, 103, 104 of HOTMA

The Final Rule implementing Sections 102, 103, and 104 of the Housing Opportunity Through Modernization Act of 2016 (HOTMA) delivers important benefits to tenants and reduces administrative burdens for public housing agencies (PHAs), multifamily housing owners (MFH owners), and participating jurisdictions. The highlights of the Final Rule are outlined below.

Section 102: Income Reviews

- **Fewer Interim Reexaminations:** HOTMA creates a 10% adjusted income increase/decrease threshold for conducting Interim Reexaminations, and in most cases requires that increases in earned income are not processed until the next Annual Reexamination, allowing families to keep more of their earnings before receiving a rent increase. The new requirements should lead to fewer Interim Reexaminations overall, alleviating burden for both participants and PHAs.
- **Streamlined Verifications:** Several provisions will streamline the verification process for housing providers.
 - o **Adults Only Need to Sign Consent Form Once:** HOTMA revises the required consent form that all adult household members sign, allowing them to sign the form only once instead of annually.
 - o **Use of Income Determinations from Other Programs:** HOTMA allows PHAs to use income determinations made under other federal benefits programs for reexaminations.

- o Review of EIV Not Required at Interim Reexamination: HOTMA eliminates the requirement for PHAs to use EIV to verify tenant employment and income information during an interim reexamination, significantly reducing administrative burden.
- Increased Standard Deduction for Elderly/Disabled Households: HOTMA increases standard deductions for families with a head, co-head, or spouse who is elderly or a person with a disability.
- Additional Income Exclusions: The rule codifies additional income and asset exclusions, including:
 - o Amounts received from Medicaid or other state/local programs meant to keep a family member with a disability living at home
 - o Veterans' aide and attendant care
 - o Distributions of principal from non-revocable trusts, including Special Needs Trusts.
- Threshold for Claiming Medical/Disability Expenses Increased: HOTMA increases the allowance for unreimbursed health and medical care expenses from 3% of annual income to 10%, phased-in over two years.
- Higher Threshold for Imputing Asset Income: HOTMA raises the imputed asset threshold from \$5,000 to \$50,000, incentivizing families to build wealth without imputing income on those assets.
- Hardship Relief: HOTMA provides hardship relief for expense deductions, lessening the impact of the increased threshold for medical expenses. HOTMA permits PHAs to grant hardship relief to families unable to pay rent because of unanticipated medical/disability expenses and families who are no longer eligible for the childcare expense deduction.

Section 103: Public Housing Income Limit

- Public Housing Income Limitation: HOTMA imposes continued program participation limits for families exceeding the statutory income limitation in the Public Housing program, also known as the “over-income” provision.

Section 104: Asset Limits

- Asset Limitation: HOTMA imposes a \$100,000 asset limit for eligibility and continued assistance. Families are also ineligible for assistance if they own real property suitable for occupancy. PHAs have the option of delaying enforcement/termination for up to six months if the family is over the asset threshold at the time of annual reexamination.
- Exclusion of Retirement and Educational Savings Accounts: Retirement accounts and educational savings accounts will not be considered a net family asset. This is a major benefit to families, incentivizing savings for important life milestones and opportunities. This will also provide significant administrative relief to PHAs by allowing them to stop verifying and calculating these assets altogether.

- Self-Certification of Assets under \$50,000: HOTMA allows self-certification of net assets if estimated to be at or below \$50,000. This will be a time-savings for families and lower administrative burden for PHAs recertifying income.

Cross-Cutting

- Adjustments for Inflation: Deductions and the asset limitation will be adjusted for inflation annually, ensuring that deductions do not lose value over time and that families are able to build more wealth without losing program assistance. The current deduction amounts have never been adjusted.

Jacksonville Housing Policy

Jacksonville Housing will implement changes in accordance with The Housing Opportunity Through Modernization Act of 2016 (HOTMA) effective January 1, 2024.

**Section 8
Utility Allowance Effective 10/01/22 thru 09/30/23**

Detached

Bedrooms	SRO	0BR	1BR	2BR	3BR	4BR	5BR	6BR	7BR
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JA Pro for Section 8 - Blended Rates Effective October 1, 2022		MONTHLY DOLLAR ALLOWANCE (Detached) - <u>detached</u>							
Bedroom Size		0BR	1BR	2BR	3BR	4BR	5BR	6BR	7BR
Heating									
a.	Oil	60	71	76	82	87	93	98	104
b.	Natural Gas	25	32	32	34	40	42	45	43
c.	Bottle Gas	84	99	107	114	122	130	138	145
d.	Electric	20	24	26	29	31	34	36	39
Cooking									
a.	Natural Gas	5	6	9	11	13	17	20	22
b.	Bottle Gas	16	19	27	35	44	52	60	69
c.	Electric	7	8	11	15	19	22	26	29
Other Electric									
	Other Electric -Household	37	44	61	79	96	113	131	148
	Air-conditioning	15	18	40	63	85	108	130	153
Water Heating									
a.	Natural Gas	12	16	21	30	34	44	47	53
b.	Bottle Gas	41	49	70	92	113	135	156	178
c.	Electric	19	22	28	34	40	46	52	58
Misc Utilities									
	Water	26	27	38	55	84	117	132	155
	Sewer	41	44	64	96	112	122	149	169
	Trash Collection	18	18	18	18	18	18	18	18
Tenant Provided Appliances									
	Range	21	21	21	21	21	21	21	21
	Refrigerator	25	25	25	25	25	25	25	25
Misc Natural Gas Charge									
	Other (Natural Gas Monthly Fee)	20	20	20	20	20	20	20	20

Actual Family Allowances- Complete below for the actual unit rented.	Utilities Service	Per month cost
	Name of Family	Heating
Cooking		
Other Electric		
Address of Unit	Air Conditioning	
	Water Heating	
	Water	
	Sewer	
	Trash Collection	
Number of Bedrooms	Range	
	Refrigerator	
	Other	
	Total	\$

**Section 8
Utility Allowance Effective 10/01/22 thru 09/30/23**

Duplexes, Row House, Townhouse

Bedrooms	SRO	0BR	1BR	2BR	3BR	4BR	5BR	6BR
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UA Pro for Section 8 - Blended Rates Effective October 1, 2022		MONTHLY DOLLAR ALLOWANCE (Duplexes, Row House, Townhouse) - <u>attached</u>						
Bedroom Size		0BR	1BR	2BR	3BR	4BR	5BR	6BR
Heating								
a.	Oil	60	70	75	79	84	88	93
b.	Natural Gas	25	32	31	38	40	42	44
c.	Bottle Gas	84	98	105	111	117	124	130
d.	Electric	16	19	22	25	27	30	33
Cooking								
a.	Natural Gas	5	6	9	11	13	17	20
b.	Bottle Gas	16	19	27	35	44	52	60
c.	Electric	7	8	11	15	19	22	26
Other Electric								
	Other Electric -Household	32	38	53	68	82	97	112
	Air-conditioning	20	23	39	56	72	88	105
Water Heating								
a.	Natural Gas	12	16	21	30	34	44	47
b.	Bottle Gas	41	49	70	92	113	135	156
c.	Electric	19	22	28	34	40	46	52
Misc Utilities								
	Water	26	27	38	55	84	117	132
	Sewer	41	44	64	96	112	122	149
	Trash Collection	18	18	18	18	18	18	18
Tenant Provided Appliances								
	Range	21	21	21	21	21	21	21
	Refrigerator	25	25	25	25	25	25	25
Misc Natural Gas Charge								
	Other (Natural Gas Monthly Fee)	20	20	20	20	20	20	20

Actual Family Allowances- Complete below for the actual unit rented.	Utilities Service	Per month cost
	Name of Family	Heating
Cooking		
Other Electric		
Air Conditioning		
Address of Unit	Water Heating	
	Water	
	Sewer	
	Trash Collection	
	Range	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$

**Section 8
Utility Allowance Effective 10/01/22 thru 09/30/23**

Manufactured Homes

Bedrooms	SRO	0BR	1BR	2BR	3BR	4BR	5BR	6BR
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UA Pro for Section 8 - Blended Rates Effective October 1, 2022		MONTHLY DOLLAR ALLOWANCE (Manufactured Homes) - <u>manufact</u>						
Bedroom Size		0BR	1BR	2BR	3BR	4BR	5BR	6BR
Heating								
a.	Oil	51	60	65	69	74	79	84
b.	Natural Gas	21	25	27	32	31	33	39
c.	Bottle Gas	71	84	91	97	104	110	117
d.	Electric	11	13	15	17	19	21	23
Cooking								
a.	Natural Gas	5	6	9	11	13	17	20
b.	Bottle Gas	16	19	27	35	44	52	60
c.	Electric	7	8	11	15	19	22	26
Other Electric								
Other Electric -Household		37	44	61	79	96	113	131
Air-conditioning		19	22	38	53	69	84	100
Water Heating								
a.	Natural Gas	12	16	21	30	34	44	47
b.	Bottle Gas	41	49	70	92	113	135	156
c.	Electric	19	22	28	34	40	46	52
Misc Utilities								
Water		26	27	38	55	84	117	132
Sewer		41	44	64	96	112	122	149
Trash Collection		18	18	18	18	18	18	18
Tenant Provided Appliances								
Range		21	21	21	21	21	21	21
Refrigerator		25	25	25	25	25	25	25
Misc Natural Gas Charge								
Other (Natural Gas Monthly Fee)		20	20	20	20	20	20	20

Actual Family Allowances- Complete below for the actual unit rented.	Utilities Service	Per month cost
	Name of Family	Heating
Cooking		
Other Electric		
Air Conditioning		
Address of Unit	Water Heating	
	Water	
	Sewer	
	Trash Collection	
	Range	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$

**Section 8
Utility Allowance Effective 10/01/22 thru 09/30/23**

Multi-Family 2-4 Units

Bedrooms	SRO	OBR	1BR	2BR	3BR	4BR	5BR	6BR
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UA Pro for Section 8 - Blended Rates Effective October 1, 2022		MONTHLY DOLLAR ALLOWANCE (Multi-Family 2-4 Units) - <u>multi2-4</u>						
Bedroom Size		OBR	1BR	2BR	3BR	4BR	5BR	6BR
Heating								
a.	Oil	52	62	65	68	71	74	77
b.	Natural Gas	22	26	27	31	32	31	32
c.	Bottle Gas	73	86	91	95	99	103	107
d.	Electric	12	14	16	18	20	22	24

Cooking								
a.	Natural Gas	5	6	9	11	13	17	20
b.	Bottle Gas	16	19	27	35	44	52	60
c.	Electric	7	8	11	15	19	22	26
Other Electric								
Other Electric -Household		31	37	51	65	79	94	108
Air-conditioning		22	26	36	46	57	67	77
Water Heating								
a.	Natural Gas	12	16	21	3	34	44	47
b.	Bottle Gas	41	49	70	92	113	135	156
c.	Electric	19	22	28	34	40	46	52
Misc Utilities								
Water		26	27	38	55	84	117	132
Sewer		41	44	64	96	112	122	149
Trash Collection		18	18	18	18	18	18	18
Tenant Provided Appliances								
Range		21	21	21	21	21	21	21
Refrigerator		25	25	25	25	25	25	25
Misc Natural Gas Charge								
Other (Natural Gas Monthly Fee)		20	20	20	20	20	20	20

Actual Family Allowances- Complete below for the actual unit rented.	Utilities Service	Per month cost
	Name of Family	Heating
Address of Unit	Cooking	
	Other Electric	
	Air Conditioning	
	Water Heating	
Number of Bedrooms	Water	
	Sewer	
	Trash Collection	
	Range	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$

**Section 8
Utility Allowance Effective 10/01/22 thru 09/30/23**

Multi-Family 5+ Units

Bedrooms	SRO	0BR	1BR	2BR	3BR	4BR	5BR	6BR
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UA Pro for Section 8 - Blended Rates Effective October 1, 2022		MONTHLY DOLLAR ALLOWANCE (Multi-Family 5+ Units) - <u>multifam</u>						
Bedroom Size		0BR	1BR	2BR	3BR	4BR	5BR	6BR
Heating								
a.	Oil	42	49	53	57	61	65	69
b.	Natural Gas	19	21	22	24	28	30	32
c.	Bottle Gas	59	69	75	80	85	91	96
d.	Electric	9	11	13	14	16	17	19
Cooking								
a.	Natural Gas	5	6	9	11	13	17	20
b.	Bottle Gas	16	19	27	35	44	52	60
c.	Electric	7	8	11	15	19	22	26
Other Electric								
Other Electric -Household		25	30	42	53	65	77	89
Air-conditioning		20	23	32	41	50	59	68
Water Heating								
a.	Natural Gas	11	12	17	22	30	32	41
b.	Bottle Gas	33	39	56	73	92	108	125
c.	Electric	15	18	23	27	32	37	42
Misc Utilities								
Water		26	27	38	55	84	117	132
Sewer		41	44	64	96	112	122	149
Trash Collection		18	18	18	18	18	18	18
Tenant Provided Appliances								
Range		21	21	21	21	21	21	21
Refrigerator		25	25	25	25	25	25	25
Misc Natural Gas Charge								
Other (Natural Gas Monthly Fee)		20	20	20	20	20	20	20

Actual Family Allowances- Complete below for the actual unit rented.	Utilities Service	Per month cost
	Name of Family	Heating
Cooking		
Other Electric		
Air Conditioning		
Address of Unit	Water Heating	
	Water	
	Sewer	
	Trash Collection	
	Range	
Number of Bedrooms	Refrigerator	
	Other	
	Total	\$