


PUBLIC HOUSING AGENCY:  VIRGIN ISLANDS HOUSING AUTHORITY	<h2 style="text-align: center;">RESTATED 5-YEAR 2010-2014 AND FY 2010 ANNUAL PLAN</h2> <p style="text-align: center; font-size: small;">U.S. Department of Housing and Urban Development Office of Public and Indian Housing</p>	OCTOBER 8, 2009 CORRECTED DECEMBER 8, 2009 VQ901 AND FINAL MARCH 24, 2010 <small>OMB No. 2577-0226 Expires 4/30/2011</small>
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1.0	PHA Information PHA Name: Virgin Islands Housing Authority PHA Code: VQ 901 PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> High Performing <input type="checkbox"/> Standard <input type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: January 2010				
2.0	Inventory (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: 3282 Number of HCV units: 1358				
3.0	Submission Type <input checked="" type="checkbox"/> 5-Year and Annual Plan <input type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only				
4.0	PHA Consortia <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)				
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program
	PHA 1:				PH HCV
	PHA 2:				
	PHA 3:				
5.0	5-Year Plan. Complete items 5.1 and 5.2 only at 5-Year Plan update. VIHA’s new 5 Year Plan begins January 2010 to December 2014.				
5.1	Mission. State the PHA’s Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA’s jurisdiction for the next five years: “To provide decent, safe and sanitary housing through quality maintenance, management and modernization services in a strategically planned and cost effective manner that will distinguish the agency and provide a better quality of living”.				

5.2

Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

5 Year Strategic Quantifiable Goals and Objectives:

VIHA Strategic Goal No. 1: Increase and sustain management and operational efficiency and adherence to commitments made to HUD including the Memorandum of Agreement (MOA), Strategic Operations Work (SOW) Plan, organizational realignment of responsibility and accountability for VIHA staff members.

Goal No. 1 Overview.

VIHA will make progress toward its ultimate goal of becoming a high performing public housing authority by satisfying, and in some cases, exceeding the commitments, responsibilities and obligations identified in the Memorandum of Agreement [MOA] signed by Board and Executive Director in July 2009 by HUD and VIHA. In seeking aggressively to meet these commitments, responsibilities and obligations, VIHA will rely heavily on HUD's approval and technical Assistance, a motivated, organized and focused staff and contractors to execute VIHA's activities with excellence, professionalism, and a commitment to customer service.

Goal No. 1 Objectives.

- A. Implement Memorandum of Agreement (MOA) signed July 2009. Implement, manage and document timely reporting on MOA Targets and Strategies to accomplish all performance requirements.
- B. Implement Management Recommendations. Implement applicable recommendations for the improvement of service delivery and operations flowing from various HUD reviews, audits and assessments of VIHA's operations and programs.
- C. Realignment of Key VIHA Staff. VIHA seeks to sustain and enhance its operational and organizational activities by using an efficient Asset Management staffing model that realigns responsibilities, titles and accountability for VIHA staff members to ensure that VIHA can meet its commitments and responsibilities to residents, participants, HUD and the broader community. VIHA realignment and reorganization may include new senior management positions and a repositioning of existing senior and mid-level management positions. VIHA will also begin aligning its staff to meet the asset management and project-centric requirements of HUD. VIHA will review its organization annually making appropriate changes as recommended through the review process and recommended by the Executive Director and approved by the Recovery Administrator and in the future by VIHA's Board of Commissioners
- D. Section 504 / ADA Compliance: VIHA will comply with the recent MOA Short term, Midterm and Long term targets and strategies and meet all performance completion timelines, appointing a Section 504 Coordinator who will implement inspections and preventative plans to ensure future monitoring compliance.
- E. Sustain Improvement of Housing Choice Program. VIHA will work to ensure that the Housing Choice Voucher Program designs processes and policies that will serve to continuously improve performance, promote self-sufficiency, improve reporting rates, increase customer satisfaction and achieve high performing status in Annual SEMAP Certification.
- F. Continue Staff Training. VIHA will request Technical Assistance based on the MOA for HUD to provide increased technical assistance and important tasks that are not in the MOA to be incorporated into a Strategic Action Plan. VIHA will take advantage of training opportunities offered by HUD, HUD's contractors, national or regional professional trade organizations and the in-house expertise of its senior management. VIHA will also ensure that staff members benefit from on-going training opportunities, including periodic training sessions related to accessibility requirements, customer service, safety, asset management, human resources and other maintenance policy and other requirements. New measurement tools to ensure skill transfer will be implemented.

G. Information Technology Improvements. VIHA will purchase, install, train and manage the successful migration to VIHA's new PHA software. Concurrently, will continue assessing its current and anticipated information technology and telecommunications needs and enhance its technology infrastructure to meet those needs. VIHA will seek to resolve stabilization problems with Infrastructure. Implement critical recommendations from IT infrastructure assessment and recommendations report. Upgrade Network Security Infrastructure. Enterprise Checkpoint and Demarc Intrusions Detection System to protection new Voice Over Internet Protocol (VOIP) investment.

H. Energy Savings Initiative. VIHA will continue its Energy Savings Initiative through the implementation of the Energy Performance Contracting Program in which VIHA (subject to financing considerations) institutes energy conservation measures that may include, but not be limited to: individual metering of the water distribution system in various VIHA communities; development of water consumption standards/parameters; education of residents on water use practices; billing to residents for excess use of water and other energy; installation of other energy savings devices in VIHA apartments; and upgrading the infrastructures of various energy delivery systems.

VIHA Strategic Goal No. 2: Fully implement Asset Management to ensure HUD's compliance and benefits through project base budgeting and accounting, Property Management Services, effective COCC Services, Energy Conservation, Site Base Waiting List, and Project-Based Procurement

Goal No. 2 Overview: VIHA will fully implement all components of Asset Management tailored to fit and styled to create an efficiently operating system. The VIHA will implement Asset Management Model by adopting best practices of project-base budgeting and assignment of balance sheet, effective arrangement of property services, fee for services and cost allocations distinctions, properly charge and verify Central Office Cost Centers operations, maximize energy conservation and resources while employing project base procurement policies and procedures.

Goal No. 2 Objectives:

- A. Project Base Budgeting: Implement project based budgeting by developing a comprehensive processes that determines income and expenses, financial benchmarks for reasonableness of income and expense projections, actual to budget performance, monitoring and controls.
- B. Implement Property Services Allocation/Prorating Staff:
- C. Establish and comply with the requirements of Project Base Balance Sheet:
- D. Create a Value Added Central Office Cost Center that maximizes on quality:
- E. Create Site Base Waiting List:
- F. Create Energy Conservation Policies, Procedures and Processes for Greater Energy Conservation:
- G. Create and implement an efficient tailored Site Base Procurement:

VIHA Strategic Goal No. 3: Create a roadmap to High Performance that incorporates the new PHAS with its new scoring methodology. Educate and coach staff to ensure full understanding, application of scoring tools, problem solving models that diagnose and improve performance.

Goal No. 3 Overview: Increase VIHA current PHAS scores to High Performance through a model that systematically grows comprehensive application of knowledge and PHAS talent for success. Concentrate resources to resolve problems

Goal No. 3 Objectives:

- A. Training and Development with Skill Transfer Measurement and Application:

- B. Implement and maximize on the Benefits on how we Improve and Sustain Improved PHAS Scores:
- C. Understanding and Applying the PHAS Scoring Tool:
- D. Develop tools to monitor performance:

VIHA Strategic Goal No. 4 : Development additional Affordable Housing by means of Investigating, designing, partnering and implementing redevelopment initiatives.

Goal No. 4 Overview: VIHA will design and implement a “road map” that will focus on the development of additional housing resources and the gradual financial independence of VIHA. Subject to funding identification and availability, VIHA’s redevelopment activities primarily will consist of a five-prong approach focusing on: (1) demolition of dilapidated and obsolete public housing, (2) modernization of remaining public housing, (3) redevelopment of affordable housing (4) acquisition or additional housing and (5) public/private partnerships culminating in new mixed income mixed finance communities.

Goal No. 4 Objectives:

Subject to funding identification and funding availability, VIHA will undertake the following objectives:

- A. Demolition of Dilapidated and Obsolete Public Housing. Relocate existing residents either to other public housing or via replacement housing choice vouchers. Demolish the obsolete public housing communities identified in VIHA’s Annual Plans. Systematically identify any additional communities or units that should be demolished due to their dilapidated and obsolete condition assessed through the recommendations made by the most current Physical Needs Assessment/Viability Study.
- B. Modernization of Existing Apartments. VIHA will rehabilitate viable units in one or more of the existing VIHA communities. Such modernization will include, but not be limited to, exterior masonry and structural concrete repairs, electrical and plumbing codes upgrades and energy-efficient improvement.
- C. Redevelopment of Affordable Housing Resources. VIHA will redevelop one or more communities on vacant land it currently owns, vacant land through demolition activities, vacant land received from a governmental or charitable entity, or other land secured by VIHA. VIHA contemplates redevelopment using a mixed-income mixed-finance model.
- D. Acquire Existing Property(ies). VIHA will redevelop additional affordable housing through the acquisition of one or more existing multi-family property (ies).
- E. Acquire New Affordable Housing Resources. VIHA may acquire and newly construct marketable quality affordable housing.
- F. Develop Additional Elderly Housing. VIHA may seek to develop additional elderly housing for low income families to meet the rising need for elderly housing resources in the Virgin Islands. The VIHA will partner with other service providers.
- G. Development through Public/Private Partnerships. VIHA may partner with the territory government, city, community development organizations, real estate companies, foundations, financial organizations and/or developers to create additional affordable housing resources and/or identify financial resources for affordable housing use.
- H. Creation of a Redevelopment Subsidiary of VIHA. VIHA will create a redevelopment subsidiary or redevelopment entity through which it will engage in one or more of its redevelopment initiatives.
- I. Interaction with other Redevelopment Entities. VIHA will continue to interact (directly or through a newly created redevelopment subsidiary) with territory and city entities with the same or similar redevelopment goals, focusing on the creation or maintenance of affordable housing resources in the

Virgin Islands.

- J. Develop and Expand Project Based Affordable Housing. Expand Project-Based Housing Choice Voucher (HCV) assistance by increasing the availability of affordable housing units through increased participation of private landlords and owners. We will solicit proposals from landlords to utilize project based vouchers in the development and financing in the construction of new units for the Housing Choice Program. Selection of accepted tenants will be from VIHA's existing HCV waiting list.

VIHA Strategic Goal No 5: Develop a viable homeownership strategy and program for low income families in the Virgin Islands.

Goal No. 5 Overview: VIHA seeks to design, market and implement a comprehensive homeownership strategy that will encourage and assist qualified residents to achieve homeownership. VIHA will also implement a post-purchase program and educational strategies designed to assist families remain homeowners.

Goal No. 5 Objectives:

- A. Develop Homeownership Program. VIHA will develop a homeownership program that assists low income families to move from renting status to homeowners. The Program will include, at a minimum, pre-purchase counseling, escrow requirements, and family self-sufficiency requirements, mandatory homeownership related courses, post-purchase counseling, and a tracking component.
- B. Implement Homeownership Program. VIHA will implement the homeownership program and identify an appropriate number of families to assist annually.
- C. Develop Community Partnerships. VIHA will develop appropriate partnerships with financial institutions, governmental entities, realtors, home inspectors, developers and other real estate professionals to assist VIHA to help low income families achieve homeownership.
- D. Develop Marketing Strategy. VIHA will work with the Virgin Islands Housing Finance Authority to develop and implement a marketing strategy for its homeownership program designed to inform low income families about the benefits of participating in the program.

VIHA Strategic Goal No. 6: Enhance the quality of life for assisted families by providing opportunities to participate in an economic Self-sufficiency Program and by coordinating with community partners and faith-based providers.

Goal No. 6 Overview.

VIHA will encourage more families to participate in VIHA's economic Self-sufficiency Program and thereby achieve economic and life-style independence. VIHA will enhance its coordination with community and faith-based providers in an effort to make additional resources available to VIHA's residents. In addition, VIHA seeks to improve its monitoring and tracking systems to ensure optimal baseline needs, develop core programs with target outcomes.

Goal No. 6 Objectives.

- A. Enhance Resident Initiatives. VIHA will enhance its resident initiatives programming providing opportunities for the residents to participate in computer labs, practical life skills, job readiness and employment skills, enhance educational opportunities, obtain GED and prepare for SAT exams leading to higher education.
- B. Enhance Resident Programs targeted to Youth. VIHA will seek to provide valuable resident initiatives programs targeted to youth and the challenges youth encounter.
- C. Enhance Marketing and Publishing Activities. VIHA will enhance its publication capacity and develop print material, newsletters and other communication vehicles that will inform VIHA's residents, participants, and the broader community about significant activities involving VIHA.

- D. Develop Partnerships and Raise Funding. VIHA will continue to develop and pursue income sources and sponsorships for specific programs promoting VIHA’s mission through partnerships, solicitation of community support, and sponsoring community-based functions.
- E. Execute Memoranda of Understandings. VIHA will negotiate and execute a minimum of three (3) Memoranda of Understandings with community, faith-based or service providers to provide valuable economic, social, and/or life-style services to VIHA’s residents. VIHA will also strengthen partnerships with organizations already providing social or other services to VIHA communities including the Virgin Islands faith-based organizations.
- F. Provide Community/Service Provider Listing. VIHA will develop a comprehensive listing of community and service providers along with a description of the services each provides and make the list available to VIHA’s residents.
- G. Develop Small Resident Businesses Models. VIHA will develop partnerships to establish business Plans for residents owned small businesses that would utilize Section 3 Residents.

VIHA Strategic Goal No. 7: Enhance the attractiveness and marketability of the housing stock and neighborhoods in order to attract more working families.

Goal No. 7 Overview.

VIHA will develop strategies and activities designed to improve the curb appeal, preventive maintenance, resident responsibility and vibrancy of the communities. This will include consistent, swift and aggressive lease enforcement. As a result, VIHA expects residents will become more involved in, and accountable for, the neighborhoods in which they reside, and residents will begin to “take ownership” of their communities.

Goal No. 7 Objectives.

- A. Lease Enforcement. VIHA will ensure that the Public Housing Lease is swiftly and strictly enforced, including but not limited to, the collection of rent in a timely manner; additional charges for delinquent rent, unacceptable housekeeping, and trash in the yards; and swift enforcement against those residents engaging in criminal activity or otherwise harming the peaceful enjoyment of the community by other residents.
- B. Curb Appeal and Maintenance. VIHA will continue to encourage that the curb appeal of each community is maintained at an acceptable marketable level and that routine maintenance is performed within acceptable times. VIHA will establish quality control procedures for preventative maintenance.
- C. Economic Independence Pathway. VIHA will implement, and if necessary initiate additional, local and ranking preferences designed to attract more working families to VIHA’s communities. VIHA will also institute a voluntary program that will allow motivated working families a clear and progressive pathway through VIHA’s various programs toward the ultimate goal of homeownership and economic independence.
- D. Neighborhood Improvement Plans. VIHA will continue its active consultation with Resident Councils and neighborhood representatives, to draft, update and promote neighborhood improvement plans for each community, thereby establishing the role of residents in achieving maximum neighborhood appeal.
- E. Marketing Plan. VIHA will implement a comprehensive marketing plan and strategy that promotes VIHA’s communities, programs, resources and services.

(5.2 continued) Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. Below includes major accomplishments.

Executive Summary Status Statements Major Goals Accomplishments Annual Plan

HUD Strategic Goal: Improve community quality of life and economic vitality

- Received Funding for the Weed and Seed Strategy in the amount of \$180,000 for a variety of programs.
- The VI Department of Human Services has granted funding for the After School Tutorial Programs in both Districts in the amount of \$92,300.
- An additional five (5) grant applications were approved for a total of \$5,225 to support programs including Financial Literacy, Community Beautification, Nutrition and a Summer Arts Program.

5 Year Plan - VIHA Strategic Goal No. 3: Enhance the quality of life for assisted families by providing opportunities to participate in an economic Self-sufficiency Program and by coordinating with community and faith-based providers.

Enhance Resident Initiatives.

- Over 170 families were assisted through the Volunteer Income Tax Assistance Program, GED and Computer Literacy classes.
- Implemented the Section 3 Policy Statement and Operating Procedures to enhance agency coordination for resident entrepreneurial opportunities and training.
- VIHA partnered with Catholic Charities of the VI to offer a financial education course over a seven (7) week timeframe entitled “Paths to Prosperity”. A total of eight (8) residents participated.
- A total of \$90,000 was awarded from Department of Human Services and \$180,000 from the VI Legislature for resident programs.
- Additional Programs implemented include: After-School Tutorial, Summer Enrichment Program activities, Drug Education for Youth, Scuba Dive Program, Youth Leadership Academy, and the Youth Steel Orchestra.

Enhance Resident Programs Targeted to Youth.

- Twenty-six (26) youth from seven (7) communities participated in earning income during the summer and contributing to the beautification of their communities through organized community clean-up.

5 Year Plan -VIHA Strategic Goal No. 5: Increase and sustain management and operational efficiency and adherence to commitments made to HUD; including the realignment of responsibility and accountability for VIHA staff members.

Implement Management Recommendations.

- VIHA has successfully reduced its audit findings from eight (8) in fiscal 2006 to four (4) findings in FY 2007.
- Individual properties are now provided a monthly report on revenues, expenditures and related variances report in support of management decisions in the best interest of the properties.

Realignment of Key VIHA Staff:

- In July 2009 submit a new Stop Loss Package to HUD and substantiate the implementation of HUD’s Asset Management Model. Earlier in 2009 VIHA eliminated six (6) departments and directors positions.
- Created a new organization chart and continues to reassess implement key staff realignments.

Continue Staff Training:

- Asset Management Courses provided by consultant and in-house staff – New Standard Operating Procedures using Desk Guides, New Revision to the PHAS Guidelines; Asset Management Quality Control and Assessment Responsibilities; Webinar –EIV; In-house Enterprise Income Verification Training; Patterson & Associates - 2009 Asset Budget Management Training; Understanding the Asset Management Requirements of the Capital Fund Program; Hope Six Green Building and Energy Efficient

Development Conference; Managing & Stretching Your Money / Resident Rights & Responsibilities Workshops

- Legal – Housing & Development Law Institute 2009 Annual General Counsel Conference and Meeting
- Executive Office: Resident Advisory Board – FY 2009 Roles and responsibilities; Training of Steelworkers Union Officials- VIHA's FY 2009 Budget Deficit
- Public Relations & Resident Services – 2009 Weed and Seed Conference; 2009 Children, Youth and Families at Risk National Conference; Substance Abuse and Mental Health Services Administration 2009 Data Infrastructure Conference and Meeting

LIMITED ACCOMPLISHMENTS IN NEW EXECUTIVE DIRECTOR'S TRANSITION YEAR (2008)

- a. Established permanent executive leadership for progressive vision
- b. Identify PHA resource to assist VIHA to implement a strategic planning process, vision and new mission for agency
- c. Utilized funding from Territory to reoccupy long-term vacant units
- d. Returned thirty-five acres of land to Territory control
- e. Removed functionally obsolete public housing from inventory
- f. Initiated HUD-required Asset-based budgeting, accounting, and management
- g. Improved communication between elected officials and resident leaders

FY 2009 – In the 1st quarter of 2009 HUD Appointed a new Chairman to the Board of Commissioners – Ms. Mirza Nagon Morales, Recovery Administrator

Management Operations

- A. Monitor Impact of Reorganization:
 - Monthly meeting, pre-Board meeting, Radar Screens, Key Performance Indicators and adoption of high performing PHA's best practices has been adopted.
- B. Revised Management Documents.
 - Amended Admission and Continued Occupancy Plan in 2009.
 - The Housing Choice Voucher program Administrative Plan was amended.
- C. Strict Lease Enforcement.
 - An Asset Management Quality System was implemented in late 2008.
- D. Revised Standard Operating Procedures.
 - New Housing Managers Procedural Manual distributed and implemented. Training is ongoing.
- E. Enterprise Income Verification (EIV) Protocols.
 - Staff training is completed and additional targets established in the MOA.

Summary of some Asset Management Accomplishments

1. Increased occupancy to 80%
2. Implemented Project Based Budget.
3. Reduced Turnaround time for vacant units

Summary Of some Accomplishments for the Procurement Division

1. Contract for IFB #2008-019-Exterior Painting & Structural Concrete Repairs at Lucinda Millin Home for the Elderly awarded to Mack Construction in the amount of \$564,317.45 to be completed in one hundred twenty (120) calendar days.
2. Contract for RFQ #2008-031 – Employee Assistance and Work/Life Program (EAP) awarded to CIGNA Behavioral Health, Inc.
3. Contract for IFB #2008-034-Tutu Demolition of Buildings 1, 2, 3 and 9 awarded to Grade-All Heavy Equipment in the amount of \$1,911,351.00 to be completed in one hundred eighty (180) calendar days.
4. Contract for IFB #2008-037 – Emergency Rehabilitation of D. Hamilton Jackson and J.F. Kennedy awarded to Apple Construction in the amount of \$409,577 to be completed in sixty (60) calendar days.-Package No. 1
5. Contract for IFB #2008-041 – Emergency Rehabilitation of Wilfred Pedro Home for the Elderly awarded to Apple Construction in the amount of \$167,570.00 to be completed in sixty (60) calendar days - Package No. 5

6. Contract for RFQ #2009-001 – Janitorial Services at Lucinda Millin Home for the Elderly awarded to Marilyn’s Cleaning Service in the amount of \$24,000 for twelve (12) months.
7. Contract for RFQ #2009-003 – Grounds Maintenance/Landscaping at Estate Tutu Community awarded to Badeau Landscaping & Trucking Service in the amount of \$38,220 to be completed in ninety (90) calendar days.
8. Contract for RFQ #2009-004 – Grounds Maintenance/Landscaping at Estate Bovoni awarded to Badeau Landscaping & Trucking Service in the amount of \$38,220 to be completed in ninety (90) calendar days.
9. Contract for RFQ #2009-009 Trash Removal Services at VIHA Central Office Complex-St. Thomas awarded to Patrick Charles Enterprises in the amount of \$4,800 for twelve (12) months.
10. Contract for IFB #2009-010 – Concrete Bridge Removal & Replacement Building 15-Estate Tutu Apartments awarded to Bryan Chick Construction Services in the amount of \$101,907.14 to be completed in seventy-five (75) calendar days.
11. Contract for IFB #2009-011 – Exterior Painting & Structural Concrete Repairs to Dwelling Unit Buildings & Community Center Building at Contant Knolls awarded to GEC, LLC in the amount of \$743,850.00 to be completed in two hundred thirty-five (235) calendar days.
12. Contracts awarded to ten (10) vendors for RFP #2009-013 – Indefinite Delivery Indefinite Quantity (IDIQ) Contracts with one (1) or more Qualified Contractors to Rehabilitate Vacant Units in the St. Thomas and St. Croix Districts. Awaiting full execution of Contracts.
13. Due Diligence was conducted and Carlisle Development was picked for RFQ #2009-018 – Developer Partner for the Louis E. Brown Revitalization Project on St. Croix, U.S. Virgin Islands. MOA is being worked on.
14. Contract pending for Buck Consultants, LLC for RFQ #2009-019 – Consulting Service to Provide an Actuarial Valuation for GASB 45 Compliance in the amount of \$12,000 to be completed in one (1) year.
15. Contract for IFB #2009-021 – Center Roof and Gutter Resurfacing at Lucinda A. Millin Home for the Elderly awarded to JUB King & Associates in the amount of \$36,148.46 to be completed in twenty one (21) calendar days.
16. Due Diligence was conducted and HAB, Inc. was picked for RFP #2009-022 – Integrated Software Solution and Service in the amount of \$309,485.00. Contract Pending.
17. Prepared and submitted Capital Fund Stimulus Grant Procurement Policy for Board Approval.
18. Processed and submitted to CFO, nine hundred-seventy (970) Purchase Orders for St. Thomas and nine hundred-one (901) Purchase Orders for St. Croix.
19. Launched Bid Solicitations on VIHA’s Contracts and Bids Website
20. Over seventy Percent of the ARRA- Stimulus funding has been awarded. Balance to be obligated before 2010 deadline.

Modernization /Redevelopment Activities

Physical Needs Assessment.

- The 2009 Physical Needs Assessment and Viability Study (PNA & VS) has been completed and the recommendations presented to HUD.
- Major efforts have been strategized to reduce the number of Deferred Maintenance Vacant Units. All Vacant Units within 10 developments (5 on St. Thomas and 5 on St. Croix) under Maintenance and Modernization are scheduled to be at 100% occupancy by November 30, 2009. The use of Force Account and ID/IQ contractors are simultaneously assisting in achieving this goal.

A. Energy Performance Contracting.

- Under the HUD-Approved Energy Performance Contract (EPC) to implement energy savings and conservation initiatives at 9 of the 23 VIHA communities, Ameresco, Inc. has had several delays in the construction phase of the project putting the project approximately 1 year behind the originally scheduled completion date. The construction phase is approximately 96% completed.
- These energy savings and conservations initiatives include, but are not limited to: replacement of underground piping infrastructure, individual metering of the water distribution system in various VIHA communities; installation of the leak detection equipment; development of water consumption standards/parameters; education of residents on water use practices; education of VIHA Maintenance staff on product installation and maintenance; billing to residents for excess use of water and other energy; installation of other water energy savings devices in VIHA apartments;

- and the replacement of lighting fixtures and bulbs.
- VIHA has negotiated for the energy savings initiatives will be projected for a period of twelve (12) years.
- Funding of \$6,800,320.00 for the Phase I energy savings initiatives comes from the debt financing of a commercial lending institution, DeLage Landen Public Finance, LLC (DLL).
- Ameresco, Inc. has projected that the \$6.8 million dollars in financing will yield a savings projection of \$1.1 - \$1.2 million dollars annually to VIHA beginning in FY2008. However, to date, due to the delay in the construction period, the projected savings stream has not been validated by Ameresco, Inc. Ameresco, Inc. has committed to honor the guarantee of the contract and resolve any outstanding issues that may hinder the realization of the savings.
- The Measurement and Verification Phase is expected to begin November 2009.

Summary of Accomplishments Information Technology (IT)

Microsoft Office 2007 Suite upgrade:

Upgraded all end users to Microsoft Office 2007 is 100% completed.

Email Platform Migration:

Upgraded email system to a new hardware/ software platform.

ADP Time Clock Implementation:

Deployed ADP clocks to all AMP zones and main office to allow for the clocking in and out of VIHA employees.

Phase 1 Swipe Card Door Access:

Implemented a swipe card door access system to allow for documented entrance and exit of all VIHA employees.

Track-IT system upgrades/ System Add-On:

Upgraded ticket tracking (work order) system, Track-IT with the latest upgrade release.

VIHA Webmail Account Setup:

IT has recently created webmail accounts for all VIHA employees.

Summary of Accomplishment Human Resources Division (HR)

Implementation of ADP's Self Service System

A web based service that gives employees direct access to their personal and agency information Implementation and staff trainings complete.

Employee Assistance Program (EAP) Implementation

Implemented July 1, 2009

Fair Labor Standards Act Personnel Policy Update

Corrective action based on the Fair Labor Standards Act. Audit finding. Implementation Resolution 3213 to VIHA's Personnel Policy, Chapter XII, Employee Benefits Program, F.2. Recording Work Hours." Staff Training completed.

GERS Data Recovery Project

The Government Employees' Retirement System (GERS) required VIHA upgrade report electronically on the service and salary history for all active members. Project Completed for 218 active employees

Family Medical Leave Act and Donated Leave Training

VIHA staff trained on the Family Medical Leave Act (FMLA) and Donated Leave Program.

Job Vacancy Hotline

Implemented July 16, 2009 VIHA's website, bulletin boards hotline with job vacancy posting is being advertised.

CIGNA Negotiations

VIHA fiercely and successfully negotiated our group medical, dental, vision and pharmacy insurance with CIGNA for one additional year with no increases. Completed Benefit Meetings with all employees by March 5, 2009.

Implementation of HRIS

Successfully implemented Human Resource Information System (HRIS) that is integrated with Payroll.

Violence in the Workplace Training

All VIHA staff s trained on avoiding and deal with violence in the workplace.

Salary Increases for Calendar Years 2006, 2007, and 2008

HR staff successfully created, entered, and completed retroactive increases for all employees.

Sexual Harassment Training

VIHA staff trained on sexual harassment, what it is, how to report it, and on VIHA’s policies and procedures. Completed August 14, 2008.

Certified Occupancy Specialist Training and Testing

VIHA staff was trained on occupancy rules and HUD regulations and tested on the knowledge transfer of same. Completed July 2008.

Health Initiatives

VIHA educated employees on how to lower health care costs, A series of events aimed at educating staff and lowering health care costs on health challenge health fair, distribution of CIGNA Newsletters.

6.0
Key Staff
listing

PHA Plan Update: All HCVP updates are available at the HCVP Office in the lobby for public reading.

- (a) **Identify all PHA’s Plan elements that have been revised by the PHA since its last Annual Plan submission:** HCVP current Administrative Plan as amended effective 9-17-08.
- (b) **The 5 – Year Plan and Annual Plan** is available at both the Central office and HCVP-VIHA Central Office Annex –STT, all AMP and in 2010 HUD approved Plans will be on VIHA’s updated website

- 1. **Eligibility, Selection and Admissions Policies, including Deconcentration and Wait List Procedures.** No changes were made to our existing amended 9-17-08 HCVP Administrative Plan.. We have attached the HCVP Administrative Plan to provide all detail information. Deconcentration data below was updated (9/30/09) based on present occupancy demographics as shown below:

The Virgin Islands Housing Authority performed a review of all of its Family developments to determine if there are any that would be covered by the Deconcentration Rule. The Deconcentration Rule provides that the average income for all covered communities should fall between 85% and 115% of the Authority-wide average income (“Established Income Range” or “EIR”). VIHA performed the required analysis and found that the average annual income increased for all of VIHA’s covered communities on St. Thomas was increased to \$19,105.08 per household. VIHA found that the average annual income for all of VIHA’s covered communities on St. Croix increased to \$10,732.15. This amount was only 56.17% of the St. Thomas average household income. This led to a combined authority-wide average income for all of the covered developments of \$16,011.56. The table below shows that seven (7) of the St. Thomas developments were outside of the upper range of the EIR (115%) and nine (9) of the St. Croix covered developments were outside the lower range of the EIR (85%).

AMP Number	Development Name	Average Income (as of 09/30/09)	Family Communities Average Income	Percentage relative to EIR	Action Plan Required
St. Thomas				Outside upper range	
11	Oswald Harris Court	\$18,716.23	\$16,011.56	116.89%	Yes
12	Estate Tutu Apartments	\$23,384.62	\$16,011.56	146.05%	Yes
12	Anna’s Retreat Heights	\$35,851.00	\$16,011.56	223.91%	Yes
14	Paul M. Pearson Garden	\$18,906.77	\$16,011.56	118.08%	Yes
14	Addition to Bergs Home	\$19,988.13	\$16,011.56	124.84%	Yes
15	Michael J. Kirwan Terrace	\$20,726.39	\$16,011.56	129.45%	Yes

15	The Knolls at Contant	\$22,256.12	\$16,011.56	139.00%	Yes
St. Croix				Outside lower range	
21	D. Hamilton Jackson Terrace	\$10,175.05	\$16,011.56	63.55%	Yes
21	Ralph deChabert Place	\$7,899.41	\$16,011.56	49.34%	Yes
22	John F. Kennedy Terrace	\$10,828.70	\$16,011.56	67.63%	Yes
23	Aureo Diaz Heights	\$8,721.27	\$16,011.56	54.47%	Yes
23	Candido R. Guadalupe Terrace	\$9,559.10	\$16,011.56	59.70%	Yes
24	Addition to Marley Homes	\$9,870.38	\$16,011.56	61.65%	Yes
24	Ludvig E. Harrigan Court	\$12,675.74	\$16,011.56	79.17%	Yes
24	Marley Homes	\$11,826.50	\$16,011.56	73.86%	Yes
24	Walter I. M. Hodge Pavilion	\$10,157.73	\$16,011.56	63.44%	Yes

2. Financial Resources

Financial Resources: Planned Sources and Uses		
Sources	Planned \$	Planned Uses
1. Federal Grants (FY 2008 grants)		
a) Public Housing Operating Fund	\$18,397,142	Public Housing Operations
b) Public Housing Capital Fund (2008)	\$6,541,574	Public Housing Modernization
c) HOPE VI Revitalization	\$0	
d) HOPE VI Demolition	\$1,704,000	
e) Annual Contributions for Section 8 Tenant-Based Assistance	\$4,318,801	Housing Choice Voucher HAP and Admin Operations
f) Resident Opportunity and Self-Sufficiency Grants	\$0	
g) Community Development Block Grant	\$0	
h) HOME	\$0	
Other Federal Grants (list below)		
Single Room Occupancy (SRO) Vouchers	\$42,664	Housing Choice Voucher - Rehabilitation Program HAP and Admin Operations
Shelter Care (SC) Vouchers	\$43,596	Housing Choice Voucher – Shelter Care HAP And Admin Operations
Weed and Seed	\$150,000	Affordable Housing/ Supportive Services
2. Prior Year Federal Grants (unobligated funds only) (list below)		
Youth Build	\$525,000	Affordable Housing/ Supportive Services
CFP 2007	\$2,674,731	Public Housing Modernization
CFP 2006	\$49,703	Public Housing Modernization
CFP 2005	\$207,422	Public Housing Modernization
CFP 2004	\$0	Public Housing Modernization
CFP 2003	\$0	Public Housing Modernization
Capital Fund Replacement 2000	\$0	Public Housing Replacement Housing
Capital Fund Replacement 2002	\$0	Public Housing Replacement Housing
Capital Fund Replacement 2003	\$0	Public Housing Replacement Housing

Capital Fund Replacement 2004	\$0	Public Housing Replacement Housing
Capital Fund Replacement 2005	\$0	Public Housing Replacement Housing
Capital Fund Replacement 2006	\$9,606	Public Housing Replacement Housing
3. Public Housing Dwelling Rental Income	\$5,376,675	Public Housing Operations
4. Other income (list below)		
Bad Debt Collection	\$0	Public Housing Operations
Interest	\$59,245	Public Housing Operations
5. Non-federal sources (list below)		
Local Government Funding (See CFO for Details)	\$242,567	Affordable Housing/ Supportive Services
6. HUD's ARRA Federal Source	\$9,415,808	Exterior Bldg Sys. & Structural Repairs
Total resources	\$49,758,534.00	

- 3. Rent Determination – No change made to Housing Choice Voucher Program (HCVP) Administrative Plan (Admin. Plan).** We have attached the current HCVP-Admin. Plan.
- 4. Operation and Management:** Major changes have occurred through the implementation of HUD's Asset Management Model. VIHA has refined its organization structure to reflect operational maintenance and management decentralization. Current Policies are scheduled for revisions in 2010 based on the actual need and study that will lead to the change. Concurrently, VIHA has now developed a Housing Managers Procedural Manual (HMPM). This resource is intended to assist VIHA in transitioning to project based management. The manual main purpose is to:
- Provide each property manager and other site personnel with the routine operation instructions and general expectations for the day-to-day operations of his /her development.
 - Designed as a simple reference guide consists of sample procedures for centralization, project based structure, job descriptions and (17) seventeen chapters.
 - The implementation of the new Manuals also includes ongoing staff training and new quality controls.
- As document are fined tuned the need for future policy changes may / will become evident and such will be made..
- 5. Grievance Procedures –** We have attached our current HCVP-Admin. Plan. Chapter 18 Complaints and Appeals.
- 6. Designated Housing for the Elderly and Disable Families**
VIHA is applying and plan to apply for approval to designate public housings for occupancy only by the elderly families or only by families with disabilities, or by elderly families and families with disabilities or will apply for designation for occupancy by only elderly families or only families with disabilities, or by elderly families and families with disabilities as provided by section 7 of the U.S. Housing Act of 1937 (42 U.S.C.1437e) in the upcoming fiscal year. The communities are:

Designation of Public Housing Activity Description
1a. Development name: Oswald Harris Court – AMP 11
1b. Development (project) number: VQ001005
2. Designation type: Occupancy by only elderly families and families with disabilities <input checked="" type="checkbox"/>
3. Application status (select one) Planned application <input checked="" type="checkbox"/>

4. Date this designation approved, submitted, or planned for submission: <u>(July 30, 2010)</u>
5. If approved, will this designation constitute a (select one) <input checked="" type="checkbox"/> New Designation Plan
6. Number of units affected: 16

Designation of Public Housing Activity Description
1a. Development name: Lucinda Millin Homes for the Elderly – AMP 14
1b. Development (project) number: VQ001011
2. Designation type: Occupancy by only elderly families and families with disabilities <input checked="" type="checkbox"/>
3. Application status (select one) Planned application <input checked="" type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission: <u>(July 30, 2010)</u>
5. If approved, will this designation constitute a (select one) <input checked="" type="checkbox"/> New Designation Plan
6. Number of units affected: 85

Designation of Public Housing Activity Description
1a. Development name: Wilford Pedro Homes for the Elderly (f/k/a Whim Gardens for the Elderly)-AMP 25
1b. Development (project) number: VQ001021
2. Designation type: Occupancy by only elderly families and families with disabilities <input checked="" type="checkbox"/>
3. Application status (select one) Planned application <input checked="" type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission: <u>(July 30, 2010)</u>
5. If approved, will this designation constitute a (select one) <input checked="" type="checkbox"/> New Designation Plan
6. Number of units affected: 98

Designation of Public Housing Activity Description
1a. Development name: Joseph E. James Terrace – AMP 22
1b. Development (project) number: VQ001033
2. Designation type: Occupancy by only elderly families and families with disabilities <input checked="" type="checkbox"/>
3. Application status (select one) Planned application <input checked="" type="checkbox"/>
4. Date this designation approved, submitted, or planned for submission: <u>(July 30, 2010)</u>
5. If approved, will this designation constitute a (select one) <input checked="" type="checkbox"/> New Designation Plan
6. Number of units affected: 34

7. **Community Service and Self-Sufficiency.** Information in the attached ACOP on Family Self-sufficiency is found in Chapter 13.

(1) Resident Services Program Descriptions
GED Preparation Program: The GED Preparation program primarily targets public housing residents who have not earned their high school diploma or equivalent but is also available to residents in the areas surrounding public housing communities. Instruction is provided in Math, Science, Social Studies, English, Reading and the development of writing skills for the purpose of passing the GED exam and to practically improve basic academic skills to increase job-readiness. The classes are conducted during the evening hours on Mondays through Thursdays at 3 communities in both the St. Thomas and the St. Croix Districts.
Computer Literacy Program: The Computer Literacy Program is designed for residents to increase job readiness skills and gain an overall understanding of the computer. The program is intended to prepare residents without prior knowledge and skills to understand and function within a computerized environment. The course exposes residents to the terminology of computer systems, keyboarding, how to effectively use software applications, and provides the background necessary to become a comfortable, confident computer user. Ultimately, this program assists residents to be better prepared for today’s increasingly technological work

environment.

After School Tutorial Program: The After School Tutorial Program is targeted to at-risk public housing children ages 6-13. The program encompasses homework assistance and one-on-one tutoring in all academic concepts by certified professional educators while providing a safe environment for learning and positive social growth. The program goals are to build academic sufficiency and to provide the necessary support to enhance reading capabilities, self-esteem, social and emotional development.

YouthBuild Program: The YouthBuild U.S. Virgin Islands program is a federally funded multi-faceted program geared towards out of school young adults between the ages of 16-24. The program targets very-low income individuals residing within public housing and other surrounding low income communities. Participants in the program are offered academic remedial courses, leadership development, career development skills, and construction skills through classroom and on-site training. The program offers young adults in our community an opportunity to earn their high school diploma, as well as develop job readiness skills by exploring concept-based curriculum in small classroom settings with individualized teaching and attention.

Section 3 Program: The Section 3 program is a HUD mandated provision which requires that recipients of certain HUD financial assistance, to the greatest extent feasible, provide job training, employment and contracting opportunities for low- or very-low income residents, resident owned businesses and Section 3 business concern in connection with projects and activities in their neighborhoods.

(2) Policies

Resident Initiative Policy- It is the policy of the Virgin Islands Housing Authority to respond to residents needs and interests by providing opportunities to build capacity of individuals and families to enable them to become self sufficient, participate in the management and operations of VIHA through democratically elected and recognized Resident Councils and establish safe havens where children and youth can build resilience and assets to enable them to reach their highest level of self worth and productivity.

Policy - Section 3 - The Housing and Urban Development Act of 1968 (12 U.S.C. 1701u) (Section 3) ensures that employment and other economic opportunities generated by certain HUD financial assistance shall, to the greatest extent feasible, and consistent with existing Federal, State and local laws and regulations, be directed to low and very low-income persons, particularly those who are recipients of government assistance for housing, and to business concerns which provide economic opportunities to low-and very low-income persons; and such employment, training and contracting opportunities flow from certain types of contracts paid for by various forms of HUD operating, development and/or modernization funds assistance; and under HUD regulations, these efforts apply to all contracts and subcontracts (without a dollar threshold) involving the purchase of services or having a significant service component, but not to the purchase of goods and equipment . The Public Housing Reform Act of 1988 (the “Act”) requires VIHA to make its best efforts to facilitate assistance in verifying resident compliance with the requirements of the Public Housing Reform Act and to establish resources targeting the needs of assisted housing families for self-sufficiency. VIHA’s Department of Public Relations/Resident Services will carry out a compliance tracking program to educate VIHA personnel, contractors, and subcontractors of their respective Section 3 responsibilities; and in conjunction with all VIHA Departments, will track performance of and investigate efforts to carry out the Section 3 mandate; and VIHA has determined when employing Section 3 Eligible Residents directly to work on projects, including temporary, contractual, and seasonal employment, VIHA will absorb the cost of liability insurance by adding Section 3 employees to VIHA’s Workmen’s Compensation Insurance.

(3) VIHA compliance requirements:

Community Service Self-Sufficiency Requirement: The Department of Housing and Urban Development (HUD) intends to monitor Public Housing Agencies (PHAs) both remotely and on-site for compliance with the community service and self-sufficiency requirement (CSSR), as required by section 12 of the US Housing Act of 1937 and 24 CFR 960 Subpart F.

Purpose: Authorized under Section 12 of the United States Housing Act of 1937, as amended, (the Act), the Community Service Self-Sufficiency Requirement is intended to assist adult public housing residents in improving their own economic and social well-being and give these residents a greater stake in their communities. This requirement allows residents an opportunity to “give something back” to their communities and facilities upward mobility.

Section12(c) of the Act enacted on October 12, 1998 as section 512 of the Quality Housing and Work Responsibility Act of 1998, contained a community service and self-sufficiency requirement that *every adult resident of public housing contribute eight hours of community service each month, or participate in an economic self-sufficiency program for eight hours each month.*

Applicability: The community service and self-sufficiency requirement applies to all adult residents in public housing except for those exempted under Section12 (c) of the Act. This requirement does not apply to Section 8

tenants.

Exempt: The public housing tenants exempt from the community service and self-sufficiency requirement are those:

- Age 62 years or older.
- Blind or disabled (as defined under 216(i)(1) or 1614 of the Social Security Act (42 U.S.C. 416(i)(1); 1382c) and who certify that because of this disability they are unable to comply with the service provisions; or primary caretakers of such individuals.
- Engaged in work activities as defined in section 407(d) of the Social Security Act (42 U.S.C. 607(d)), specified below:
 1. Unsubsidized employment;
 2. Subsidized private-sector employment;
 3. Subsidized public-sector employment;
 4. Work experience (including work associated with the refurbishing of publicly assisted housing) if sufficient private sector employment is not available;
 5. On-the-job training;
 6. Job-search and job-readiness assistance;
 7. Community service programs;
 8. Vocational educational training (not to exceed 12 months with respect to any individual);
 9. Job-skills training directly related to employment;
 10. 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;
 11. 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; and
 12. The provision of childcare services to an individual who is participating in a community service program.

8. Safety and Crime Prevention

PHA Safety and Crime Prevention Measures

1. VIHA Physical Needs Assessment (PNA) and Viability Study (s) along with our annual Management Assessment Sub-System (MASS) provide data and information on need for Security Systems and Drug and Crime Preventions. We have the written PNA 2007 report and the PNA 2009 report now pending. To ensure the safety and security of public housing residents VIHA needs to have ongoing measures on;

- High incidence of violent and/or drug-related crime in some or all of the PHA's developments
- High incidence of violent and/or drug-related crime in the areas surrounding or adjacent to the PHA's developments
- Residents fearful for their safety and/or the safety of their children
- Observed lower-level crime, vandalism and/or graffiti
- People on waiting list unwilling to move into one or more developments due to perceived and/or actual levels of violent and/or drug-related crime

2. Information or data VIHA uses to determine the need for PHA actions to improve safety of residents

- Safety and security survey of residents
- Analysis of crime statistics over time for crimes committed "in and around" public housing authority
- Analysis of cost trends over time for repair of vandalism and removal of graffiti
- Resident reports
- PHA employee reports
- Police reports
- Demonstrable, quantifiable success with previous or ongoing anticrime/anti drug programs
- Health Related Issues, Domestic Violence, Conflict Management, information contained in individual resident files

3. Crime and Drug Prevention activities the PHA has undertaken or plans to undertake in the next PHA fiscal year

- Contracting with outside and/or resident organizations for the provision of crime- and/or drug-prevention activities
- Crime Prevention through Environmental Design
- Activities targeted to at-risk youth, adults, or seniors
- Request for Volunteer Resident Patrol/Block Watchers Program or Virgin Islands Police department institute
- Community Policing program (COPS)
- Crime Stoppers Program
- Hot-line for the anonymous reporting of criminal activity
- Tip Box for the anonymous reporting of criminal activity
- Newsletter to residents highlighting some crime awareness and crime prevention techniques
- Develop Standard Specifications and contract out for the purchase and installation of Surveillance Cameras in all VIHA's community
- Implement based on funding availability.

4. Coordination between VIHA and the police for carrying out crime prevention measures and activities:

- Police involvement in development, implementation, and/or ongoing evaluation of drug-elimination plan
- Police provide crime data to housing authority staff for analysis and action
- Police have established a physical presence on housing authority property (e.g., community policing office, officer in residence)
- Police regularly testify in and otherwise support eviction cases
- Police regularly meet with the PHA management and residents
- Agreement between PHA and local law enforcement agency for provision of above-baseline law enforcement services
- Police are monitoring surveillance cameras at selected VIHA Communities.

5. New MOA Operational Area 5: Security will afford VIHA the opportunity to meet goals that will lead to the further reduction of crime and improve the quality of life of our residents.

9. Pets

VIHA has met the requirements as stated in 24 C.F.R. Part 903.7(n). VIHA's Pet Policy is contained in its Comprehensive Admissions and Continued Occupancy Policy Supplement and is available as a supporting document to this FY2006 Annual Plan.

In general, the current Pet Policy allows all qualified residents and in particular, elderly and disabled residents, living in elderly communities or designated elderly areas who so desire to own a pet on VIHA property. VIHA defines a *pet* as a domesticated animal, such as a dog, cat, bird, rodent (including a rabbit), fish, or turtle, which is traditionally kept in the home for pleasure rather than for commercial purposes. Common household pet does not include reptiles (except turtles). Title 19, Section 2615c of the V.I. Code specifically prohibits any occupant or resident in public housing from owning, breeding or housing any dangerous dog or pet, except Seeing Eye dogs, within such community. Owning a dangerous dog or pet (i.e. pit bull, Rottweiler, snakes, etc.) is strictly prohibited and is a violation of section 12(w) of the Dwelling Lease. If a warm-blooded animal, the pet can not exceed 25 pounds in weight or 12 inches shoulder height at mature growth. All pets shall be licensed and wear a collar which displays an identification tag. Pets shall be neutered or spayed prior to being allowed on the premises.

A security deposit shall be required of all residents wishing to have a pet residing on the premises. Residents requiring the services or benefit of a Seeing Eye or hearing pet or other animal that is considered as auxiliary aid are exempted from paying the required \$50.00 pet deposit. The security deposit is to cover potential damage by the Pet and will be returned in part or in full depending on the cost of damages incurred as a direct result of Pet, as assessed by management at time resident vacates the premises.

10. Civil Rights Certification

The Virgin Islands Housing Authority will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the American with Disabilities Act of 1990, and will affirmatively further fair housing. Civil Rights form HUD 50077-CR completed and signed see certification on page 43.

11. Continues on next page.

Fiscal Year Audit ending December 31, 2008 and 2007.

FALLON & LARSEN LLP

Certified Public Accountants

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Hazlet, New Jersey 07730-1716
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INDEPENDENT AUDITOR'S REPORT

Virgin Islands Housing Authority
St. Thomas, U.S. Virgin Islands

We have audited the accompanying financial statements of the Virgin Islands Housing Authority ("the Authority") as of and for the years ended December 31, 2008 and 2007, as listed in the table of contents. These financial statements are the responsibility of the Authority's management. Our responsibility is to express opinions on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and the significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinions.

In our opinion, the financial statements referred to above present fairly, in all material respects, the respective financial position of the Virgin Islands Housing Authority, as of December 31, 2008 and 2007, and the respective changes in financial position, and cash flows, where applicable, thereof for the years then ended in conformity with accounting principles generally accepted in the United States of America.

In accordance with *Government Auditing Standards*, we have also issued our report dated September 26, 2009 on our consideration of the Virgin Islands Housing Authority's internal control over financial reporting and our tests on its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and important for assessing the results of our audit.

INDEPENDENT AUDITOR'S REPORT (continued)

The Management's Discussion and Analysis on pages 3 through 11, is not a required part of the basic financial statements but is supplementary information required by accounting principles generally accepted in the United States of America. We have applied certain limited procedures, which consisted principally of inquiries of management regarding the methods of measurement and presentation of the required supplementary information. However, we did not audit the information and express no opinion on it.

Our audit was conducted for the purpose of forming an opinion on the basic financial statements of the Virgin Islands Housing Authority taken as a whole. The accompanying Schedule of Expenditures of Federal Awards is presented for purposes of additional analysis as required by the U.S. Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*, and is not a required part of the financial statements. The accompanying Schedule of Capital Fund Program Costs and Advances is also not a required part of the basic financial statements and is presented for the purposes of additional analysis as required by the U.S. Department of Housing and Urban Development. Such information has been subjected to the auditing procedures applied in the audit of the financial statements and, in our opinion, is fairly stated, in all material respects, in relation to the financial statements taken as a whole.

Hazlet, New Jersey
September 26, 2009

Fallon & Larsen LLP

No 12. Asset Management Statement

Project-Based Management: The VIHA has made the transition to Asset Management in all respects: Project-Based Management, Project-Based Accounting, and Project-Based Budgeting. The organizational structure has been refined to fully support Asset Management and continue our efforts to arrange services in the best interest of the AMP and properties. Towards the goal of each property being self sufficient, every project has a property manager that is responsible for day-to-day operations of that development.

Central Office Cost Center: With technical assistance from HUD, the VIHA has aligned its COCC revenues and expenses to produce a projected positive cash flow for fiscal year 2009.

Centralized Services: The Authority has categorized its centralized services in accordance with Stop-Loss criteria.

Management: Centralized Leasing staff reports to the Deputies in each District. Waiting List is maintained by the Leasing Supervisor that manages quality control, process of applications; determine eligibility and coordination of files going to site manager. Managing the waiting list from the Centralize Office, allows the agency to control and balance the large number of vacant units on average. The agency will decentralize the waiting list when current vacant units are completed and the Amps have new software installed.

Rent Collection: Function is centralized in the Finance Department. Finance generates the billing. Rent is processed through lock box operations at Banco Popular and uploaded through an automated process, into the Emphasys Flex tenant accounting financials module, and applied to individual tenant ledgers.

Resident Services: Function is centralized to coordinate resident self sufficiency programs, manage residents compliance with the Community Service and Self-Sufficiency Requirement. Secure grant funding, coordinate, monitor, manage, implement programs and report on grant compliance.

Inventory: Function is centralized and reports to Asset Management for control, security, warehouse management, and lack of adequate space at property level. Agency will transition to site based storage as funds become available to construct or secure storage areas.

Motor Pool: Function is centralized and reports to Asset Management; manages fleet operations, maintains vehicles, large equipment, and mechanical tools. This unit is scheduled for phase out.

No. 13. Violence Against Women Act (VAWA). The Authority has developed its VAWA Policy and has amended the current Housing Choice Voucher Program Administrative Plan by Board Resolution 3273, March 24, 2010. Like all policies training, communication and education of staff, landlords, applicants and program participants is mandatory.

Chapter 23 (Taken from HCVP-Administration Plan)

VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2005 (VAWA)

INTRODUCTION

This Chapter discusses administrative policies and practices that are relevant to the Violence Against Women Reauthorization Act of 2005 (VAWA). The policy of the PHA is to ensure that all applicants, participants, owners and managers are aware and informed of their rights and obligations under the VAWA.

A. PROHIBITION AGAINST DENIAL OF ASSISTANCE TO VICTIMS OF DOMESTIC VIOLENCE, DATING VIOLENCE, AND STALKING [Pub.L. 109-162]

The Violence against Women Reauthorization Act of 2005 (VAWA) prohibits denial of admission to an otherwise qualified applicant on the basis that the applicant is or has been a victim of domestic violence, dating violence, or stalking. Specifically, Section 606(4)(A) of VAWA adds the following provision to Section 8 of the U.S. Housing Act of 1937, which lists contract provisions and requirements for the housing choice voucher program:

- That an applicant or participant is or has been a victim of domestic violence, dating violence, or stalking is not an appropriate reason for denial of program assistance or for denial of admission, if the applicant

otherwise qualifies for assistance or admission.

Definitions

As used in VAWA:

- The term *domestic violence* includes felony or misdemeanor crimes of violence committed by a current or former spouse of the victim, by a person with whom the victim shares a child in common, by a person who is cohabitating with or has cohabitated with the victim as a spouse, by a person similarly situated to a spouse of the victim under the domestic or family violence laws of the jurisdiction receiving grant monies, or by any other person against an adult or youth victim who is protected from that person's acts under the domestic or family violence laws of the jurisdiction.
- The term *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 *stalking* means:
 - To follow, pursue, or repeatedly commit acts with the intent to kill, injure, harass, or intimidate; or
 - To place under surveillance with the intent to kill, injure, harass, or intimidate another person; and
 - In the course of, or as a result of, such following, pursuit, surveillance, or repeatedly committed acts, to place a person in reasonable fear of the death of, or serious bodily injury to, or to cause substantial emotional harm to (1) that person, (2) a member of the immediate family of that person, or (3) the spouse or intimate partner of that person.
- The term *immediate family member* means, with respect to a person:
 - A spouse, parent, brother or sister, or child of that person, or an individual to whom that person stands in the position or place of a parent; or
 - Any other person living in the household of that person and related to that person by blood and marriage.

Notification

PHA Policy

The PHA acknowledges that a victim of domestic violence, dating violence, or stalking may have an unfavorable history (e.g., a poor credit history, a record of previous damage to an apartment, a prior arrest record) that would warrant denial under the PHA's policies. Therefore, if the PHA makes a determination to deny admission to an applicant family, the PHA will include in its notice of denial:

- A statement of the protection against denial provided by VAWA
- A description of PHA confidentiality requirements
- A request that an applicant wishing to claim this protection submit to the PHA documentation meeting the specifications below with her or his request for an informal review (see chapter 18)

Documentation

Victim Documentation

PHA Policy

An applicant claiming that the cause of an unfavorable history is that a member of the applicant family is or has been a victim of domestic violence, dating violence, or stalking must provide documentation (1) demonstrating the connection between the abuse and the unfavorable history and (2) naming the perpetrator of the abuse. The documentation may consist of any of the following:

- A statement signed by the victim certifying that the information provided is true and correct and that it describes bona fide incident(s) of actual or threatened domestic violence, dating violence, or stalking
- A police or court record documenting the domestic violence, dating violence,

or stalking

- Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; or a medical or other knowledgeable 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.

Perpetrator Documentation

PHA Policy

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

- A signed statement (1) requesting that the perpetrator be removed from the application and (2) certifying that the perpetrator will not be permitted to visit or to stay as a guest in the assisted 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.

Time Frame for Submitting Documentation

PHA Policy

The applicant must submit the required documentation with her or his request for an informal review (see chapter 18) or must request an extension in writing at that time. If the applicant so requests, the PHA will grant an extension of 10 business days, and will postpone scheduling the applicant's informal review until after it has received the documentation or the extension period has elapsed. If after reviewing the documentation provided by the applicant the PHA determines that the family is eligible for assistance, no informal review will be scheduled and the PHA will proceed with admission of the applicant family.

PHA Confidentiality Requirements

All information provided to the PHA regarding domestic violence, dating violence, or stalking, including the fact that an individual is a victim of such violence or stalking, must be retained in confidence and may neither be entered into any shared database nor provided to any related entity, except to the extent that the disclosure (a) is requested or consented to by the individual in writing, (b) is required for use in an eviction proceeding, or (c) is otherwise required by applicable law.

PHA Policy

If disclosure is required for use in an eviction proceeding or is otherwise required by applicable law, the PHA will inform the victim before disclosure occurs so that safety risks can be identified and addressed.

B. TERMINATING THE ASSISTANCE OF DOMESTIC VIOLENCE, DATING VIOLENCE, OR STALKING VICTIMS AND PERPETRATORS [Pub.L. 109-162, Pub.L. 109-271]

The Violence Against Women Reauthorization Act of 2005 (VAWA) provides that "criminal activity directly relating to domestic violence, dating violence, or stalking, engaged in by a member of a participant's household or any guest or other person under the participant's control shall not be a cause for termination of assistance, tenancy, or occupancy rights if the participant or an immediate member of the participant's family is the victim or threatened victim of that domestic violence, dating violence, or stalking."

VAWA also gives PHAs the authority to "terminate assistance to any individual who is a participant or lawful occupant and who engages in criminal acts of physical violence against family members or others, without evicting, removing, terminating assistance to, or otherwise penalizing the victim of such violence who is also a participant or lawful occupant."

VAWA does not limit the authority of the PHA to terminate the assistance of any participant if the PHA “can demonstrate an actual and imminent threat to other participants or those employed at or providing service to the property if that participant is not evicted or terminated from assistance.” However, situations where this might be relevant are extremely rare.

PHA Policy

In determining whether a participant who is a victim of domestic violence, dating violence, or stalking is an actual and imminent threat to other tenants or those employed at or providing service to a property, the PHA will consider the following, and any other relevant, factors:

Whether the threat is toward an employee or tenant other than the victim of domestic violence, dating violence, or stalking

Whether the threat is a physical danger beyond a speculative threat

Whether the threat is likely to happen within a short period of time

Whether the threat to other tenants or employees can be eliminated in some other way, such as by helping the victim relocate to a confidential location

If the participant wishes to contest the PHA’s determination that he or she is an actual and imminent threat to other tenants or employees, the tenant may do so as part of the informal hearing.

Victim Documentation

PHA Policy

When a participant family is facing assistance termination because of the actions of a participant, household member, guest, or other person under the participant’s control and a participant or immediate family member of the participant’s family claims that she or he is the victim of such actions and that the actions are related to domestic violence, dating violence, or stalking, the PHA will request in writing that the individual submit documentation affirming that claim. The written request will include explicit instructions on where, when, and to whom the documentation must be submitted. It will also state the consequences for failure to submit the documentation by the deadline.

The documentation will consist of a completed and signed form HUD-50066, Certification of Domestic Violence, Dating Violence, or Stalking. In lieu of the certification form, the PHA will accept either of the following forms of documentation:

- A police or court record documenting the actual or threatened abuse
- Documentation signed by a person who has assisted the victim in addressing domestic violence, dating violence, or stalking, or the effects of such abuse. This person may be an employee, agent, or volunteer of a victim service provider; an attorney; or a medical or other knowledgeable 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 reserves the right to waive the documentation requirement if it determines that a statement or other corroborating evidence from the individual will suffice.

The individual claiming victim status must submit the requested documentation within 14 business days after receipt of the PHA’s written request or must request an extension within that time frame. The PHA may, at its discretion, extend the deadline for 10 business days.

If the individual provides the requested documentation within 14 business days, or any PHA-approved extension, the PHA will reconsider its termination decision in light of the documentation.

If the individual does not provide the requested documentation within 14 business days, or any PHA-approved extension, the PHA will proceed with termination of the family’s assistance in accordance with applicable law, program regulations, and the policies in this plan.

C. PORTABILITY IN THE HOUSING CHOICE VOUCHER PROGRAM

When the PHA is contemplating the termination of a family who is the victim of domestic violence participation in the Housing Choice Voucher Program, an exception to the prohibition against a family moving under the portability provisions in violation of the lease must be taken into consideration. The family may receive a voucher and move in violation of the lease under the portability procedures if the family has complied with all other obligations of the voucher program and has moved out of the assisted dwelling unit in order to protect the health or safety of an individual who is or has been the victim of domestic violence, dating violence, or stalking and who reasonably believed he or she was imminently threatened by harm from further violence if he or she remained in the assisted dwelling unit.

If the circumstances described above exist, the PHA may allow a family to move under portability procedures if

the only basis for the denial is that the family is violating the lease agreement. The PHA will request that the family provide the HUD-approved certification form (form HUD-50066), or other acceptable documentation in order to verify the family's claim that the request to move is prompted by incidences of abuse in the unit.

D. TERMINATION NOTICE [HCV GB, p. 15-7]

If a family's assistance is to be terminated, whether voluntarily or involuntarily, the PHA must give the family and the owner written notice that specifies:

- The reasons for which assistance has been terminated
- The effective date of the termination
- The family's right to an informal hearing as described in Chapter 18

If a criminal record is the basis of the termination, a copy of the record must accompany the notice. A copy of the criminal record also must be provided to the subject of the record [24 CFR 982.553(d)].

PHA Policy

When termination is initiated by the PHA, the notice to terminate will be sent to the family and the owner at least 30 calendar days prior to the effective date of the termination. However, if a family vacates the unit without informing the PHA, 30 days notice will not be given. In these cases, the notice to terminate will be sent at the time the PHA learns the family has vacated the unit.

When a family requests to be terminated from the program they must do so in writing to the PHA (see section 12-I.C.). The PHA will then send a confirmation notice to the family and the owner within 10 business days of the family's request, but no later than the termination effective date (as requested by the family).

E. NOTIFICATION REGARDING APPLICABLE PROVISIONS OF THE VIOLENCE AGAINST WOMEN REAUTHORIZATION ACT OF 2005 (VAWA)

The Violence against Women Reauthorization Act of 2005 (VAWA) requires PHAs to inform assisted Housing Choice Voucher Program participants of their rights under this law, including their right to confidentiality and the limits thereof. Since VAWA provides protections for applicants as well as participants, PHAs may elect to provide the same information to applicants. VAWA also requires PHAs to inform owners and managers of their obligations under this law.

This chapter describes the steps that the Virgin Islands Housing Authority (VIHA) will take to ensure that all actual and potential beneficiaries of its housing choice voucher program are notified about their rights and that owners and managers are notified of their obligations under VAWA.

PHA Policy

The PHA will post the following information regarding VAWA in its offices and/or on its Web site. It will also make the information readily available to anyone who requests it.

A summary of the rights and protections provided by VAWA to housing choice voucher program applicants and participants who are or have been victims of domestic violence, dating violence, or stalking (see sample notices in Exhibits 16-1 and 16-2)

The definitions of *domestic violence*, *dating violence*, and *stalking* provided in VAWA (included in Exhibits 16-1 and 16-2)

An explanation of the documentation that the PHA may require from an individual who claims the protections provided by VAWA (included in Exhibits 16-1 and 16-2)

A copy of form HUD-50066, Certification of Domestic Violence, Dating Violence, or Stalking

A statement of the PHA's obligation to keep confidential any information that it receives from a victim unless (a) the PHA has the victim's written permission to release the information, (b) it needs to use the information in an eviction proceeding, or (c) it is compelled by law to release the information (included in Exhibits 16-1 and 16-2)

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 Participants Pub.L. 109-162]

VAWA requires PHAs to notify HCV program participants of their rights under this law, including their right to confidentiality and the limits thereof.

PHA Policy

The PHA will provide all participants with notification of their protections and rights under VAWA at the time of admission and at annual reexamination.

The notice will explain the protections afforded under the law, inform the participant of PHA confidentiality requirements, and provide contact information for local victim advocacy groups or service providers.

The PHA will also include in all assistance termination notices a statement explaining assistance termination protection provided by VAWA (see chapter 23-E).

Notification to Applicants

PHA Policy

The PHA will provide all applicants with notification of their protections and rights under VAWA at the time they request an application for housing assistance.

The notice will explain the protections afforded under the law, inform each applicant of PHA confidentiality requirements, and provide contact information for local victim advocacy groups or service providers.

The PHA will also include in all notices of denial a statement explaining the protection against denial provided by VAWA (see chapter 23-D).

Notification to Owners and Managers [Pub.L. 109-162]

VAWA requires PHAs to notify owners and managers of their rights and responsibilities under this law.

PHA Policy

Inform property owners and managers of their screening and termination responsibilities related to VAWA. The PHA may utilize any or all of the following means to notify owners of their VAWA responsibilities:

As appropriate in day to day interactions with owners and managers.

Inserts in HAP payments, 1099s, owner workshops, classes, orientations, and/or newsletters.

Signs in the PHA lobby and/or mass mailings which include model VAWA certification forms

(VAWA) Requirements: VIHA description of our 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.

VAWA POLICY REQUIREMENTS:

VIHA has established partnership with the United States Virgin Islands Domestic Violence and Sexual Assault Council (DVSAC) which has a proven track record in meeting the prevention and responsive needs of our citizenry.

Primary Partnership:

The Virgin Islands Housing Authority has now adopted the United States Virgin Islands Domestic Violence and Sexual Assault Council (DVSAC) mandates which meets the requirement needs of our VAWA Policy. VIHA now benefits from this partnership with DVSAC since we are linked to its fourteen (14) participating agencies

which consist of local law enforcement, human services, prosecution, court probation, hospital staff, clergy, victim service providers, and other government and non-governmental agencies. VIHA is proud of this collaboration and intends to foster and nurture the growth and benefits for our employees and residents.

DVSAC's Mission is:

To coordinate education, prevention and response efforts in order to reduce the incidence of domestic violence, sexual assault, stalking and dating violence and to make these crimes socially and culturally unacceptable.

GOALS:

To accomplish this mission, DVSAC promotes programs and activities whose purposes are to:

- Support the reduction and eventual elimination of domestic violence and sexual assault, stalking and dating violence in the Territory;
- Support and promote quality programs which empower victims and which hold all perpetrators accountable for their behavior;
- Conduct educational efforts which heighten awareness about the extent and character of domestic violence and sexual assault, stalking and dating violence in the territory; and
- Improve the response of the legal system, service providers and the media to these issues.

Activities:

DVSAC provides training for professionals on domestic violence, sexual assault, and stalking throughout the Territory. It partners with different agencies to increase public awareness and to educate the community-at-large. DVSAC also serves as a resource for materials on issues relating to domestic violence, dating violence, sexual assault and stalking. It also partners with and provides technical assistance to victim service providers:

- Advocacy
- Monthly Newsletter
- Quarterly Committee Meetings
- Annual Media Campaign
- Annual Council Meeting
- DVSAC Annual Conference

Training Subjects: Free Workshops Offered

The Virgin Islands Domestic Violence Sexual Assault Council (DVSAC) is very concerned about the effects of violence on our children. We believe that by educating them about issues, such as domestic violence, child abuse, and all aspects of sexual assault, we will raise their level of awareness and help them to end the cycle of violence that affects many families in the Territory.

DVSAC conducts age appropriate sessions for students from pre-kindergarten through the university. Workshops currently being offered:

- Domestic Violence
- Respect and Self-Esteem
- Comfortable Touch/Uncomfortable Touch
- Incest
- Child Abuse
- Sexual Assault
- Date Rape
- Teen Dating Violence
- Violence Prevention

- Sexual Harassment
- Conflict Resolution

Others Special Activities:

1. People’s Court Watch
2. Coordinated Community response
3. Specific Committees – Firearms Task Force; Criminal Justice; Media, Faith Base Outreach
4. Annual Calendar of Activities

Promote how to get help in case of emergency:

Educate staff on how to serve those in need through financial assistance, temporary / permanent housing, education, promoting justice and peace in the community.

The Virgin Islands Housing Authority will actively participate and engage in the above by documenting, sponsoring programs and activities that increase the educational value that brings benefits to our employees and the residents we serve. End of 6.0 (a) 13.

(b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions.

VIHA’S RESTATED NEW 5-YEAR (2010–2014) AND FY 2010 ANNUAL PLANS

The Agency Plans are available for the publics review beginning **July 20, 2009 through September 4, 2009 from 8:00 a. m. to 5:00 p. m. (45 days)** at the following locations:

St. Thomas-VIHA Central Office
 # 402 Estate Anna’s Retreat
 Charlotte Amalie
 St. Thomas, U.S. Virgin Islands 00802
 (340) 777- 8442
 Also available in all Property Offices

St. Croix-VIHA Central Office
 Kingshill # 5
 Estate Bethlehem
 St. Croix, U.S. Virgin Islands 00851
 (340) 778- 8442
 Available in all Property Offices:

VI Libraries: Public Display
 St. Thomas - Enid M. Baa
 St. John – Elaine Sprave
 St. Croix– Althalie Mcfarlane
 Petersen, Florence Williams
 Available when open

7.0

Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers. *Include statements related to these programs as applicable.*

(a) Hope VI or Mixed Finance Modernization or Development.

The VIHA intends to apply for HOPE VI Revitalization Grant and engage in mixed-finance development plans and activities for public housing. The HOPE VI/Mixed-Finance Project is presently being recommended in our 2009 Redevelopment Plan to engage the St. Croix sites of Ralph deChabert and John F. Kennedy Terrace developments.

After completion of the Demolition of the remaining buildings at the Louis E. Brown Villas site on St. Croix in May 2009, VIHA has aggressively embarked on developing a Mixed-Finance Development at the Louis E. Brown site. VIHA will utilize a combination of RHF, CFP, PH Development Grant and LIHTC to construct approximately 200 affordable housing units.

(b) Demolition and /or Disposition

Demolition/Disposition Activity Description
1a. Development name: Oswald Harris Court - AMP 11
1b. Development (project) number: VQ001005
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input checked="" type="checkbox"/> Submitted, pending approval <input type="checkbox"/>

Planned application <input type="checkbox"/>
4. Date application approved , submitted, or planned for submission: <u>(16/04/07)</u>
5. Number of units affected: No units. Land strip for highway widening.
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: January 2007 b. Projected end date of activity: September 2009

Demolition/Disposition Activity Description
1a. Development name: Ralph deChabert Place - AMP 21
1b. Development (project) number: VQ001006
2. Activity type: Demolition <input checked="" type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(30/09/09)</u>
5. Number of units affected: 264
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: September 2011 b. Projected end date of activity: December 2013

Demolition/Disposition Activity Description
1a. Development name: Michael J. Kirwan Terrace – AMP 15
1b. Development (project) number: VQ001007
2. Activity type: Demolition <input checked="" type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(30/09/09)</u>
5. Number of units affected: 12
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: October 2010 b. Projected end date of activity: June 2011

Demolition/Disposition Activity Description
1a. Development name: Lucinda Millin Homes – AMP 14
1b. Development (project) number: VQ001011
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input checked="" type="checkbox"/>

Submitted, pending approval <input type="checkbox"/>
Planned application <input type="checkbox"/>
4. Date application approved , submitted, or planned for submission: <u>(02/11/07)</u>
5. Number of units affected: No units. Land Parcel 1-A-1.
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: January 2007 b. Projected end date of activity: September 2009

Demolition/Disposition Activity Description
1a. Development name: Wilhelm "Willie" George – AMP 12
1b. Development (project) number: VQ001013
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(30/11/07)</u>
5. Number of units affected: No units affected. Community Center only.
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: January 2008 b. Projected end date of activity: December 2009

Demolition/Disposition Activity Description
1a. Development name: Estate Mon Bijou – AMP 23
1b. Development (project) number: VQ001014
2. Activity type: Demolition <input checked="" type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(30/12/09)</u>
5. Number of units affected: 3
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: June 2010 b. Projected end date of activity: December 2010

Demolition/Disposition Activity Description	
1a. Development name: Estate Mon Bijou – AMP 23	
1b. Development (project) number: VQ001014	
2. Activity type: Demolition <input type="checkbox"/>	Disposition <input checked="" type="checkbox"/>
3. Application status (select one)	
Approved <input type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input checked="" type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(30/12/09)</u>	
5. Number of units affected: No units. Community Center only.	
6. Coverage of action (select one)	
<input checked="" type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity: March 2010	
b. Projected end date of activity: September 2010	
Demolition/Disposition Activity Description	
1a. Development name: Estate Williams Delight – AMP 25	
1b. Development (project) number: VQ001015	
2. Activity type: Demolition <input checked="" type="checkbox"/>	Disposition <input type="checkbox"/>
3. Application status (select one)	
Approved <input checked="" type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date application approved, submitted , or planned for submission: <u>(05/01/05)</u>	
5. Number of units affected: 3 (2 units approved (5/12/05), 1 awaiting approval)	
6. Coverage of action (select one)	
<input checked="" type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity: December 2005	
b. Projected end date of activity: December 2006	
Demolition/Disposition Activity Description	
1a. Development name: Estate Williams Delight – AMP 25	
1b. Development (project) number: VQ001015	
2. Activity type: Demolition <input checked="" type="checkbox"/>	Disposition <input checked="" type="checkbox"/>
3. Application status (select one)	
Approved <input type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input checked="" type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(30/01/10)</u>	
5. Number of units affected: 284	
6. Coverage of action (select one)	
<input checked="" type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity: December 2010	
b. Projected end date of activity: December 2011	
Demolition/Disposition Activity Description	
1a. Development name: Tutu Hi-Rise – AMP 12	
1b. Development (project) number: VQ001016	
2. Activity type: Demolition <input checked="" type="checkbox"/>	Disposition <input type="checkbox"/>

3. Application status (select one) Approved <input checked="" type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input type="checkbox"/>
4. Date application approved , submitted, or planned for submission: <u>(28/05/09)</u>
5. Number of units affected: 72 units.
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: August 2009 b. Projected end date of activity: June 2010

Demolition/Disposition Activity Description	
1a. Development name: Estate Donoe Site – AMP – n/a - no building or units listed	
1b. Development (project) number: VQ001017	
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>	
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(30/09/10)</u>	
5. Number of units affected: No units affected.	
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development	
7. Timeline for activity: a. Actual or projected start date of activity: February 2011 b. Projected end date of activity: December 2012	

Demolition/Disposition Activity Description	
1a. Development name: Louis E. Brown – AMP 23	
1b. Development (project) number: VQ001018/VQ001023	
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>	
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(30/12/09)</u>	
5. Number of units affected: Land Only	
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development	
7. Timeline for activity: a. Actual or projected start date of activity: January 2010 b. Projected end date of activity: December 2012	

Demolition/Disposition Activity Description	
1a. Development name: Louis E. Brown – AMP 23	
1b. Development (project) number: VQ001018	
2. Activity type: Demolition <input checked="" type="checkbox"/> Disposition <input type="checkbox"/>	
3. Application status (select one) Approved <input checked="" type="checkbox"/>	

Submitted, pending approval
 Planned application

4. Date application **approved**, submitted, or planned for submission: (04/08/04)

5. Number of units affected: 244

6. Coverage of action (select one)
 Part of the development
 Total development

7. Timeline for activity:
 a. Actual or projected start date of activity: January 2007
 b. Projected end date of activity: May 2009

Demolition/Disposition Activity Description

1a. Development name: Louis E. Brown – AMP 23
 1b. Development (project) number: VQ001023

2. Activity type: Demolition
 Disposition

3. Application status (select one)
 Approved
 Submitted, pending approval
 Planned application

4. Date application **approved**, submitted, or planned for submission: (17/05/99)

5. Number of units affected: 48

6. Coverage of action (select one)
 Part of the development
 Total development

7. Timeline for activity:
 a. Actual or projected start date of activity: January 2007
 b. Projected end date of activity: May 2009

Demolition/Disposition Activity Description

1a. Development name: Nicasio Nico Apartments – AMP 22
 1b. Development (project) number: VQ001024A

2. Activity type: Demolition
 Disposition

3. Application status (select one)
 Approved
 Submitted, pending approval
 Planned application

4. Date application approved, submitted, or **planned** for submission: (30/06/10)

5. Number of units affected: 60

6. Coverage of action (select one)
 Part of the development
 Total development

7. Timeline for activity:
 a. Actual or projected start date of activity: December 2011
 b. Projected end date of activity: December 2013

Demolition/Disposition Activity Description

1a. Development name: Estate Anna's Retreat - AMP 12
 1b. Development (project) number: VQ001025

2. Activity type: Demolition
 Disposition

3. Application status (select one)
 Approved
 Submitted, pending approval

Planned application <input type="checkbox"/>
4. Date application approved, submitted , or planned for submission: <u>(04/11/04)</u>
5. Number of units affected: No units. Community Center only.
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: March 2010 b. Projected end date of activity: December 2010

Demolition/Disposition Activity Description
1a. Development name: Pollyberg Gardens – AMP 14 1b. Development (project) number: VQ001031
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(30/06/10)</u>
5. Number of units affected: No units. ¼ acre parcel of land adjacent to Unit #2-27
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: December 2010 b. Projected end date of activity: December 2011

Demolition/Disposition Activity Description
1a. Development name: George Simmons Terrace – AMP 13 1b. Development (project) number: VQ001034
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted, or planned for submission: <u>(30/08/10)</u>
5. Number of units affected: No units. Community Center Only.
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: March 2011 b. Projected end date of activity: December 2012

Demolition/Disposition Activity Description
1a. Development name: Pollyberg Gardens –AMP 14 1b. Development (project) number: VQ001031
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/>

Planned application <input checked="" type="checkbox"/>
4. Date application approved, submitted , or planned for submission: <u>(30/07/10)</u>
5. Number of units affected: Community Center
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: December 2010 b. Projected end date of activity: December 2011

Demolition/Disposition Activity Description
1a. Development name: Warren E. Brown Site – AMP – n/a – no buildings or units listed
1b. Development (project) number: VQ001026A/VQ001027/VQ001028
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input checked="" type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input type="checkbox"/>
4. Date application approved , submitted, or planned for submission: <u>(27/06/08)</u>
5. Number of units affected: No units. Land only. 2.0 Acres
6. Coverage of action (select one) <input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: June 2008 b. Projected end date of activity: June 2009

Demolition/Disposition Activity Description
1a. Development name: Warren E. Brown Site– AMP – n/a – no buildings or units listed
1b. Development (project) number: VQ001026A/VQ001027/VQ001028
2. Activity type: Demolition <input type="checkbox"/> Disposition <input checked="" type="checkbox"/>
3. Application status (select one) Approved <input type="checkbox"/> Submitted, pending approval <input type="checkbox"/> Planned application <input checked="" type="checkbox"/>
4. Date application approved , submitted, or planned for submission: <u>(30/12/09)</u>
5. Number of units affected: No units. Land only. 9.9 Acres
6. Coverage of action (select one) <input checked="" type="checkbox"/> Part of the development <input type="checkbox"/> Total development
7. Timeline for activity: a. Actual or projected start date of activity: June 2010 b. Projected end date of activity: September 2010

(c) Conversion of Public Housing - None at this time.

(d) Homeownership.

Public Housing Homeownership Activity Description (Complete one for each development affected)	
1a. Development name:	Williams Delight Villas –AMP 25
1b. Development (project) number:	VQ001015
2. Federal Program authority:	<input type="checkbox"/> HOPE I <input checked="" type="checkbox"/> 5(h) – (Approved on September 8, 1995) <input type="checkbox"/> Turnkey III <input checked="" type="checkbox"/> Section 32 of the USHA of 1937 (effective 10/1/99)
3. Application status: (select one)	<input checked="" type="checkbox"/> Approved 5(h) Plan; included in the PHA’s Homeownership Plan/Program <input type="checkbox"/> Submitted, pending approval <input checked="" type="checkbox"/> Planned application for Section 32
4. Date Homeownership Plan/Program approved, (5H) submitted, or planned (Section 32) for submission:	(Approved 5(h) Plan - 08/09/1995) (Planned Section 32 Application - 30/9/2006)
5. Number of units affected: 5(h) Plan approval included 300 units. Since the 5(h) approval 14 units have been sold according to the 5(h) Plan. The planned Section 32 Application will include the remaining 286 units.	
6. Coverage of action: (select one)	<input type="checkbox"/> Part of the development <input checked="" type="checkbox"/> Total development

(e) Project-based Vouchers.

The Virgin Islands Housing Authority Housing Choice Voucher Program administers 42 Project Based units in the St. Thomas District and 80 Project Based units in the St. Croix District. The 42 Project Based units in the St. Thomas District are located at the Patriot Manor Community. The 80 Project Based units in St. Croix are located at the Croixville community. The VIHA intends to increase the number of Project Based units associated with the Housing Choice Voucher Program. *(Not: Amended language to the Administrative Plan 2008 – Resolution 3283)*

8.0	Capital Improvements. Please complete Parts 8.1 through 8.3, as applicable. Required to be sign, scanned attached and transmitted electronically with the Plan. Below are the reference to each request.	
8.1	Capital Fund Program Annual Statement/Performance and Evaluation Report. As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> , form HUD-50075.1, for each current and open CFP grant and CFFP financing. Document is scanned with signatures provided as a PDF file.– attached.	
8.2	Capital Fund Program Five-Year Action Plan. As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i> , form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. Document is scanned and attached as a PDF file.	
8.3	Capital Fund Financing Program (CFFP). n/a <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.	
9.0	Housing Needs: Public Housing <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">Combined Housing Needs of Families on the Waiting List (as of June 30, 2008)</td> </tr> </table>	Combined Housing Needs of Families on the Waiting List (as of June 30, 2008)
Combined Housing Needs of Families on the Waiting List (as of June 30, 2008)		

Data showing waiting list needs of the citizens who apply for Public Housing on St. Croix			
	# of families	% of total families	Annual Turnover
Waiting list total	550		32
Extremely low income <=30% AMI	498	90.71	
Very low income (>30% but <=50% AMI)	38	6.92	
Low income (>50% but <80% AMI)	13	2.37	
Families with children			
Elderly families	40	7.29	
Families with Disabilities	67	12.18	
Race/ethnicity	3	.55	
Race/ethnicity	547	99.45	
Race/ethnicity	0	0	
Race/ethnicity			
Characteristics by Bedroom Size (Public Housing Only)			
1BR	287	52.19	11
2 BR	165	30.00	17
3 BR	91	16.55	4
4 BR	22	.04	010
5 BR	5	.91	00
5+ BR	0		

Housing Needs of Families on the Waiting List (as of June 30, 2009)			
Data showing waiting list needs of the citizens who apply for Public Housing on St. Thomas			
	# of families	% of total families	Annual Turnover
Waiting list total	418		
Extremely low income <=30% AMI	357	85.41%	
Very low income (>30% but <=50% AMI)	46	11.00%	
Low income (>50% but <80% AMI)	15	3.59%	
Families with children	243	58.13%	
Elderly families	25	5.98%	
Families with Disabilities	37	8.85%	
Race/ethnicity	3	.72%	
Race/ethnicity	415	99.28%	
Race/ethnicity	0	0.00%	
Race/ethnicity	0	0.00%	
Characteristics by Bedroom Size (Public Housing Only)			
1BR	175	41.87%	
2 BR	130	31.10%	
3 BR	90	21.53%	
4 BR	22	5.26%	
5 BR	1	0.24%	
5+ BR	0	0.00%	

Total Public Housing for VIHA:

Waiting list Public Housing	550 + 418 = 968		
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**Housing Needs of Families on the Waiting List –Housing Choice Voucher Program
(as of July 10, 2009)**

<input checked="" type="checkbox"/> Section 8 tenant-based assistance			
	# of families	% of total families	Annual Turnover
Waiting list total	2,700		120
Extremely low income <=30% AMI	2,596	96.14%	
Very low income (>30% but <=50% AMI)	81	3.00%	
Low income (>50% but <80% AMI)	20	.74%	
Families with children	2240	82.96%	
Elderly families	299	11.08%	
Families with Disabilities	45	1.66%	
Race/ethnicity-White	18	.66%	
Race/ethnicity-Black	2671	98.92%	
Race/ethnicity-Indian	8	0.29%	
Race/ethnicity-Asian	3	0.11%	
	Units or Families Served at Years Beginning	Expected Turnover	
Section 8 Vouchers	1348	120	

In the most recent up to date Consolidated Plan Action Plan Years 2008-2009, the Government of the US Virgin Islands – a Virgin Islands Housing Finance Authority (VIHFA)document, page 10 and 23; and UVI’s Eastern Caribbean Center - Virgin Islands Community Survey 2004 were consulted to support the below needs.

Based upon the information contained in the Consolidated Plan/s applicable to the PHA a statement of the housing needs in this jurisdiction is shown in the following table. In the “Overall” Needs Column, the estimated number of renter families that have housing needs. The impact is rated by numerical factors on the housing needs for each family type, from 1 to 5, with 1 being “no impact” and 5 being “severe impact.”

Housing Needs of Families in the Jurisdiction by Family Type							
Family Type	Overall	Afford-ability	Supply	Quality	Accessibility	Size	Location
Income <= 30% of AMI	3,127	5	5	5	5	5	5
Income >30% but <=50% of AMI	2,385	4	4	4	4	4	4
Income >50% but <80% of AMI	5,122	3	3	3	3	3	3
Elderly	16,429	3	3	3	3	3	3
Families with Disabilities	12,334	3	3	3	3	3	3
Race/Ethnicity (B)	85,284	2	2	2	2	2	2
Race/Ethnicity (W)	10, 742	1	1	1	1	1	1
Race/Ethnicity (H)	22,274	2	2	2	2	2	2
Race/Ethnicity (Other)	3,127	5	5	5	5	5	5

9.1	<p>Strategy for Addressing Housing Needs.</p> <ol style="list-style-type: none"> 1. Eliminate and or reduce outstanding territorial vacancy 2. Increase availability of rental units. 3. Prepare comprehensive redevelopment plan for inventory 4. Collaborate with Governor and Senators on Progressive Housing Vision 5. Implement PNA/Viability 6. Build up to 200 new housing units in the territory. 7. Reduce vacant unit turn around time 8. Create subsidy for development partnerships 9. Review Homeownership penetration goals and update plan 10. Develop public-private, mixed-income communities 11. Increase funding for elderly, disable & mixed – use housing
10.0	<p>Additional Information. Describe the following, as well as any additional information HUD has requested.</p> <p>(a) Progress in Meeting Mission and Goals. Provide a brief statement of the PHA’s progress in meeting the mission and goals described in the 5- Year Plan. (See Accomplishment in Section 5.2)</p> <p>Over the last twenty years, residents of public housing have suffered natural disasters, poor management, and inconsistent leadership at the housing authority. In 2008 a new era of executive leadership has been ushered in at the housing authority. With the hiring of an experienced Executive Director the authority has taken a major step in stabilizing a critical housing and service provider in the Territory.</p> <p>The Executive Director is committed to rebuilding the troubled housing authority through partnership and planning with Government House, the legislature and HUD. Accordingly, 2008 is a transitional year for comprehensive planning, vacancy reduction and improved curb appeal for older communities. Our new administration will have an active leadership that will engage in design innovation, organizational effectiveness, and strategic purpose. Our primary mission is the rebuilding of an organization that all Virgin Islanders can be proud to support.</p> <p>Our new leadership will cultivate a culture of innovation and purpose to rebuild the depleted public housing inventory. We have established a vision to build housing that is affordable, energy efficient, and marketable. Our unprecedented partnership with the Territory, the Virgin Island Housing Finance Authority, and HUD will provide funding to house 5,000 Virgin Islands families by building new housing and expanding the Housing Choice Voucher Program. This summary below highlights limited areas of accomplishments, challenges and organizational goals for 2009.</p> <p>II. LIMITED ACCOMPLISHMENTS IN TRANSITION YEAR (2008-09)</p> <ol style="list-style-type: none"> a. Established permanent executive leadership for progressive vision b. Implemented a strategic planning process and mission for agency c. Utilized funding from Territory to reoccupy long-term vacant units d. Returned thirty-five acres of land to Territory control e. Removed functionally obsolete public housing from inventory f. Initiated HUD-required Asset-based budgeting, accounting, and management g. Improved communication between elected officials and resident leaders h. Local government provides funding of over 1million dollars to help VIHA reduce vacancies. i. VIHA obligated over 73% of ARRA stimulus funding by September 2009. <p>(b) Significant Amendment and Substantial Deviation/Modification. Provide the PHA’s definition of “significant amendment” and “substantial deviation/modification”</p> <p>DEFINITION OF “SUBSTANTIAL DEVIATION” AND “SIGNIFICANT AMENDMENT OR MODIFICATIONS”</p> <p><u>VIHA FY 2010 – 2014 Five-Year Plan.</u></p> <p>A “substantial deviation” or “significant amendment or modification” to VIHA’s FY2010 – 2014 Five-Year Plan or Restated Five-Year Plan (collectively referred to as the “Five-Year Plan”) is defined as any substantial change, modification, or amendment to the Five-Year Plan that materially and significantly modifies VIHA’s goals listed in any section of the Five-Year Plan. A change in VIHA’s objectives or strategies in reaching those goals will not be considered a “substantial deviation” or “significant amendment</p>

or modification.” Other than for “substantial deviation” or “significant amendment or modifications,” as defined above, VIHA may make changes to its Five-Year Plan without the necessity of re-submitting the entire Five-Year Plan document, conducting a public hearing, or otherwise engaging in Five-Year Plan Resident Advisory Board consultation or other resident consultation.

VIHA FY2010 Annual Plan.

A “substantial deviation” or “significant amendment or modification” to VIHA’s FY2010 Annual Plan (“Annual Plan”) is defined as any substantial change, modification, or amendment to the Annual Plan that materially and significantly modifies VIHA’s goals listed in any section of the Five-Year Plan or materially and significantly modifies the strategies outlined in the Annual Plan as described in the related sections to the Annual Plan. A “substantial deviation” or “significant amendment or modification” may also include:

- Changes to rent or admission policies that expand the rights of residents and are not otherwise included in the Lease, Admissions and Continued Occupancy Policy or the Administrative Plan;
- Additions of non-emergency work items (not included in the current Annual Statement or Five-Year Action Plan or);
- Use of replacement reserve funds under the Capital Fund (not included in the current Annual Statement or Five-Year Action Plan);
- Demolition, disposition, designation of housing, homeownership programs or conversion activities not otherwise referenced in the Annual Plan

Notwithstanding the foregoing, VIHA may, from time to time, make changes in the Annual Plan and any attachments thereto, in order to maximize the flexibility provided for in the regulations of the programs administered by VIHA and included in the FY2010 Annual Plan and such changes shall not be considered a “substantial deviation” or a “significant amendment or modification.” Specifically, VIHA anticipates that it may need to make changes to its Physical Needs Assessment / Viability Plan and/or Management Needs Assessment and/or Capital Fund plans and expenditures from time to time, (including, but not limited to, a change in use of funds under the Capital Fund) and such changes shall not be deemed to be a “substantial deviation or a “significant amendment or modification” to the FY2010 Annual Plan.

(c) Applicable memorandum of Agreement with HUD.

On July 29, 2009 The Virgin Islands Housing Authority by means Ms. Mirza Negron Morales, Recovery Administrator and Mr. Robert Graham, CPM, Executive Director signed the first Memorandum of Agreement since the original Receivership action in August 2003. This MOA will be for one year and will end July 29, 2010. MOA signed by the Puerto Rico HUD Office September 9, 2009.

Below, the next 3 pages is Part A of the MOA with signatures.

**Memorandum of Agreement (MOA)
Part A**

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

OMB Approval No. 2577-0237
Expires 2/28/2011

Public reporting burden for the collection of information required for Parts A and B of the Memorandum of Agreement is estimated to average 13.74 hours depending on size of Public Housing Agency (PHA). This includes the time for collecting, reviewing, and reporting the data. The information will be used for monitoring PHA progress in bringing performance up to standard levels. Response to this request for information is required in order to receive the benefits to be derived, including eligibility to apply for funding. This agency may not collect this information, and you are not required to complete this form unless it displays a currently valid OMB control number.

MEMORANDUM OF AGREEMENT

This Agreement is made this 29th day of July 2009 by and between the Housing Authority of the Virgin Island, State of the U.S. Virgin Island (PHA), and the Secretary of the United States Department of Housing and Urban Development (HUD) acting by and through the Director of the San Juan Field Office pursuant to the requirements of Section 6 (j)(2)(C) of the United States Housing Act of 1937, 42 U.S.C. 1437 ("the Act"), as implemented in the Public Housing Assessment System (PHAS), 24 CFR Part 902, et seq.).

The PHA entered into a Low Rent Public Housing Annual Contribution Contract ("ACC") Number PR-37 pursuant to the authority of the Act on May 26, 1959 as subsequently amended, with HUD. As a result, HUD provides funding to the PHA to operate and maintain affordable and decent, safe, and sanitary public housing to its low-income residents.

Under the authority of 6(j) of the Act, the PHA was evaluated in accordance with the provisions of PHAS and was designated as "troubled" as defined at 24 CFR Section 902.67(c).

Under the requirements of the Act and 24 CFR Section 902.75, those housing authorities which are designated as troubled must enter into a binding contractual agreement designated as a Memorandum of Agreement (MOA) with HUD. The primary purpose of this MOA is to "substantially improve" the Authority's PHAS score as that term is defined at 24 CFR Section 902.75 (g)(2). However, this MOA is not intended to reflect every performance defect that the PHA may have.

Accordingly the parties agree to the following:

1. The parties agree that this MOA is a binding contractual agreement between the PHA and HUD.
2. This MOA shall consist of:
 - a. This Part A, Terms and Conditions;
 - b. Part B, Performance Targets and Strategies, which sets out the:
 - 1) Baseline Data
 - 2) Strategies to be used by the PHA in achieving the performance targets within the time period of the MOA;

- 3) Target dates for completion of strategies; and,
- 4) Technical assistance to the PHA provided or facilitated by HUD; The description of the involvement of local public and private entities, including PHA resident leaders in carrying out the agreement and rectifying the PHA's problem in accordance with the requirements of 24 CFR Section 902.75(b)(8).

3. The PHA agrees that the performance targets, strategies, and time frames specified in this MOA are reasonable and that it will take all actions within its control to complete them as set out in this Agreement.

4. HUD agrees to provide technical assistance as stated in Part B to the Authority and, based upon the compliance with the MOA, give the PHA appropriate consideration for discretionary or competitive funding resources, as those resources are available to HUD.

5. The Executive Director of the PHA shall provide to the HUD staff (as designated in Part B), a written progress report based upon that reporting period's scheduled targets and strategies as set out in Part B. This report shall be furnished no later than the 15th of the succeeding month following the end of a scheduled reporting period and shall identify the accomplishment and/or failure of each task/goal to be completed that period. The Executive Director shall also complete quarterly and annual reports as required by Part B.

6. Subsequently, the designated HUD staff shall provide a response, no later than the 1st of the succeeding month after receipt of the written progress report provided, to the Executive Director of the PHA that identifies the current accomplishments/shortfalls for the period. The HUD response will be based upon that period's PHA progress report and supporting documents. The Executive Director shall include the report on the agenda for discussion or action for the immediately upcoming monthly PHA Board Meeting.

7. A substantial default of this agreement will occur if HUD determines that the PHA has failed to meet any of the terms of, or to make reasonable progress to meet any requirements included in this MOA. Such failure specifically includes but is not limited to, the failure to provide the written progress reports required under paragraph 5.

8. Failure by the PHA to achieve any of the performance targets or any of the terms of this MOA may result in HUD's imposition of sanctions, such as the imposition of management budget controls by HUD, declaration of substantial default, and subsequent actions, including but not limited to the appointment of a receiver, or other actions deemed appropriate by HUD.

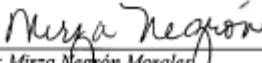
9. This MOA does not supersede, modify or amend the ACC or in any way excuse the PHA from complying fully with its obligations under the ACC or the Act and its implementing regulations. HUD does not waive its rights under the ACC, the Act, or its implementing regulations. The PHA continues to be obligated to comply with all applicable requirements contained in the ACC, the Act, and its implementing regulations. The PHA's satisfaction of, or failure to meet, the goals set forth in this MOA does not limit, modify or preclude HUD's right to take any remedial action allowed by the ACC or any provision of the Act or its implementing regulations. If HUD determines that the PHA is in substantial default of the ACC, the Act, or its implementing regulations, this MOA shall terminate without further notice.

10. This MOA creates no third party benefits or right in any person or entity not a party to this Agreement.

11. The PHA affirmatively states that it has complied with all State and Local requirements precedent to entering into this MOA.

12. This agreement shall be in full force and effect, binding the parties from July 29, 2009 to July 28, 2010. This document may be amended by a document signed by all parties to this original agreement.

Virgin Islands Housing Authority

 7/29/09
By: Mirza Negrón Morales Date
Chairperson

 7/29/09
By: Robert Graham Date
Executive Director

U.S. Department of Housing and Urban Development

 9/04/09
By: Olga I. Saez Date
Director, San Juan Field Office

By: (Insert name) Date
Deputy Director, Field Office Name

11.0 Required Submission for HUD Field Office Review. In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. **Note:** Faxed copies of these documents will not be accepted by the Field Office.

- (a) Form HUD-50077, *PHA Certifications of Compliance with the PHA Plans and Related Regulations* (which includes all certifications relating to Civil Rights) – See on next 5 pages.

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

**U.S. Department of Housing and Urban Development
Office of Public and Indian
Expires 4/30/2011**

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

I, John P. deJongh, Jr., the Governor of the U.S. Virgin Islands certify that the Five Year and Annual PHA Plan of the Virgin Islands
Housing Authority is consistent with the Consolidated Plan of
United States Virgin Islands prepared pursuant to 24 CFR Part 91.

 11/16/09
Signed / Dated by Appropriate State or Local Official

**PHA Certifications of Compliance
with PHA Plans and Related
Regulations**

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Expires 4/30/2011

**PHA Certifications of Compliance with the PHA Plans and Related Regulations:
Board Resolution to Accompany the PHA 5-Year and Annual PHA Plan**

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the X 5-Year and/or X Annual PHA Plan for the PHA fiscal year beginning 2010, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
3. The PHA certifies that there has been no change, significant or otherwise, to the Capital Fund Program (and Capital Fund Program/Replacement Housing Factor) Annual Statement(s), since submission of its last approved Annual Plan. The Capital Fund Program Annual Statement/Annual Statement/Performance and Evaluation Report must be submitted annually even if there is no change.
4. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Board or Boards in developing the Plan, and considered the recommendations of the Board or Boards (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.
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 Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
7. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identify any impediments to fair housing choice within those programs, address those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and maintain records reflecting these analyses and actions.
8. For PHA Plan that includes a policy for site based waiting lists:
 - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2006-24);
 - 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 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 waiting list is consistent with affirmatively furthering fair housing;
 - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(c)(1).
9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
10. 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.
11. 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.

Civil Rights Certification

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
Expires 4/30/2011

Civil Rights Certification

Annual Certification and Board Resolution

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioner, I approve the submission of the Plan for the PHA of which this document is a part and make the following certification and agreement with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:


The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing.

Virgin Islands Housing Authority

VQ001 and VQ901

PHA Name

PHA Number/HA Code

<small>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)</small>			
Name of Authorized Official	Robert Graham, CPM	Title	Executive Director
Signature		Date	9/18/09

form HUD-50077-CR (1/2009)
OMB Approval No. 2577-0226

**Certification for
a Drug-Free Workplace**

U.S. Department of Housing
and Urban Development

Applicant Name

Virgin Islands Housing Authority

Program/Activity Receiving Federal Grant Funding

LOW INCOME PUBLIC HOUSING / HOUSING CHOICE VOUCHERS SECTION (B) PROGRAM

Acting on behalf of the above named Applicant as its Authorized Official, I make the following certifications and agreements to the Department of Housing and Urban Development (HUD) regarding the sites listed below:

I certify that the above named Applicant will or will continue to provide a drug-free workplace by:

a. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the Applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition.

b. Establishing an on-going drug-free awareness program to inform employees ---

(1) The dangers of drug abuse in the workplace;

(2) The Applicant's policy of maintaining a drug-free workplace;

(3) Any available drug counseling, rehabilitation, and employee assistance programs; and

(4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.

c. Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph a.;

d. Notifying the employee in the statement required by paragraph a. that, as a condition of employment under the grant, the employee will ---

(1) Abide by the terms of the statement; and

(2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;

e. Notifying the agency in writing, within ten calendar days after receiving notice under subparagraph d.(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title, to every grant officer or other designee on whose grant activity the convicted employee was working, unless the Federal agency has designated a central point for the receipt of such notices. Notice shall include the identification number(s) of each affected grant;

f. Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph d.(2), with respect to any employee who is so convicted ---

(1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or

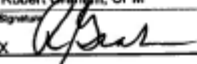
(2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;

g. Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs a. thru f.

2. Sites for Work Performance. The Applicant shall list (on separate pages) the site(s) for the performance of work done in connection with the HUD funding of the program/activity shown above: Place of Performance shall include the street address, city, county, State, and zip code. Identify each sheet with the Applicant name and address and the program/activity receiving grant funding.)

Check here if there are workplaces on file that are not identified on the attached sheets.

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 Robert Graham, CPM	Title Executive Director
Signature 	Date 9/18/09

form HUD-50070 (3/98)
ref. Handbooks 7417.1, 7475.13, 7485.1 & 3

OMB Approval No. 2577-0157 (Exp. 3/31/2010)

**Certification of Payments
to Influence Federal Transactions**

U.S. Department of Housing
and Urban Development
Office of Public and Indian Housing

Applicant Name

Virgin Islands Housing Authority

Program/Activity Receiving Federal Grant Funding

LOW INCOME PUBLIC HOUSING / HOUSING CHOICE VOUCHER (SECTION 8) PROGRAM

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying, in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

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

Robert Graham, CPM

Title

Executive Director

Signature

Date (mm/dd/yyyy)

9/18/09

Previous edition is obsolete


Form HUD 50071 (3/99)
ref. Handbooks 7417.1, 7475.13, 7485.1, & 7485.3

DISCLOSURE OF LOBBYING ACTIVITIES

Approved by OMB
0348-0046

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

(See reverse for public burden disclosure.)

1. Type of Federal Action: <input checked="" type="checkbox"/> a. contract <input type="checkbox"/> b. grant <input type="checkbox"/> c. cooperative agreement <input type="checkbox"/> d. loan <input type="checkbox"/> e. loan guarantee <input type="checkbox"/> f. loan insurance	2. Status of Federal Action: <input checked="" type="checkbox"/> a. bid/offer/application <input type="checkbox"/> b. initial award <input type="checkbox"/> c. post-award	3. Report Type: <input checked="" type="checkbox"/> a. initial filing <input type="checkbox"/> b. material change For Material Change Only: year _____ quarter _____ date of last report _____
4. Name and Address of Reporting Entity: <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Subawardee Tier _____, if known: Congressional District, if known: 4c	5. If Reporting Entity in No. 4 is a Subawardee, Enter Name and Address of Prime: n/a Congressional District, if known:	
6. Federal Department/Agency: Department of Housing and Urban Development	7. Federal Program Name/Description: Low Income Public Housing/Housing Choice Voucher (Section 8) CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Registrant (if individual, last name, first name, MI): n/a	b. Individuals Performing Services (including address if different from No. 10a) (last name, first name, MI):	
11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a truthful representation of fact upon which reliance was placed by the law above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be available for public inspection. Any person who fails to file the required disclosures shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.	Signature:  Print Name: Robert Graham, CPM Title: Executive Director Telephone No.: (340) 777-8442 Ext 7326 Date: 9/18/09	
Federal Use Only:	Authorized for Local Reproduction Standard Form LLL (Rev. 7-97)	

(e) Form SF-LLL-A, *Disclosure of Lobbying Activities Continuation Sheet* (PHAs receiving CFP grants only)

See above this page (d)

(f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations. Board Members asked / recommended affect:

1. VIHA needs Customer Service Training to improve service to all residents, when will it be implemented?

Response: VIHA has implemented a first step approach by implementing a program called *Laying the Foundation to Deliver Great Customer Service*". This program was done on St. Croix on August 18-19, 2009 with Asset Management Supervisors and HCVP personnel on St. Croix. Customer Service Training is also listed as a goal in our MOA.

Narrative Analysis: VIHA is in compliance with request. No change required in the Five Year or Annual Plan were required based on the question. No change required in Five Year or Annual Plan were required from question.

2. What community has the Computer Literacy Program (CLP) on St. Croix?

Response: (See program description item 7 under *Community Service Self-Sufficiency*). On St. Croix CLP will be held at the Aureo Diaz Heights, John F. Kennedy Terrace, and Marley Homes. On St. Thomas, the CLP sites now are Oswald Harris Court (currently being held), Estate Tutu Apartments and Michael J. Kirin Terrace.

Narrative Analysis: VIHA in compliance with request. No change required in Five Year or Annual Plan were required from question.

3. Is Nicasio Nico Apartments still schedule for demolition?

Response: A demolition /disposition request was requested and included in this Plan. A final decision is pending.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

4. Why does the Annual Plan have a \$5,656,516.00 budget for Nicasio Nico rehabilitation if schedule for demolition?

Response: VIHA is keeping all option open so that when final decision is made such action will be cited in this Plan.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

5. Will Joseph James Terrace ever receive a new fence or repaired fencing? When will the residents there receive their screen doors?

Response: VIHA has included plans to repair, replace or install fencing based on its PNA report and is in process of completing a solicitation to procure a contractor.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

6. The Elderly communities on St. Thomas has generators. Are generators budgeted for Wifredo Pedro or Joseph James terrace. Elderly communities on St. Croix? RAB Strongly suggest budgeting and installing new generators at both communities.

Response: We wish to thank the RAB members for this observation. VIHA will now include this request in the FY 2010 Annual Plan and document the need for generators at both communities in the 2010 Capital Fund Budget.

Narrative Analysis: A valid change request will be made in the Five Year and or Annual Plan based on this question.

7. How can residents apply for employment on St. Croix for the newly awarded ARRA contracts?

Response: VIHA informed residents of employment opportunities and requested resident to complete job applications and be prepared for employment interviews arranged by VIHA.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

8. Please explain the mandatory community Service work required by unemployed residents?

Response: VIHA informed the Public and RAB members present by reviewing 6.0 PHA Plan Update, section 7 Community Service and Self Sufficiency, item number 3.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

9. I have noticed programs that they have to help those on the program for five years help obtain home ownership and I was wondering why is the program not here in the VI?

Response: The program is here in the Virgin Islands. The Family Self-Sufficiency (FSS) Program is mandated by HUD. The program's aim is to help families receiving HCVP rental assistance improve their economic situation and reduce their dependency on government assistance. The Virgin Islands Housing Authority Housing Choice Voucher Program is mandated by HUD to have thirteen HCVP participants in our FSS program. There are currently 18 families actively participating in our program.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

10. I see how the rent calculations are done but at one point wasn't the rent calculation done after taxes?

Response: Families participating in the HCVP are responsible for reporting all household income to our program. Annual income is defined as the anticipated total income from all sources. Although some types of income are not counted, the family is responsible for reporting all sources of income for the household. VIHA is responsible for applying the HUD rules and deciding what need to be counted in the annual income calculation. After determining the total annual income for the household, VIHA makes any necessary adjustments to the annual income in accordance with HUD regulations. If the family qualifies, there are five (5) possible deductions and allowances (Dependants, Elderly Family, Allowable Medical Expenses, Allowable Handicapped Assistance Expenses & Allowable Childcare Expenses). HUD approved deductions and allowable expenses are subtracted from the Annual Income to get the family's Adjusted Annual Income. Taxes are not an approved HUD deduction.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

11. Is there programs for children that are part of the HCV programs?

Response: There are currently no programs being offered by the Virgin Islands Housing Authority Housing Choice Voucher Program for children who are residing in households that are receiving Housing Choice Voucher Program rental assistance.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

12. What type of services are being offered to help HCV participants of the program become home buyers?

Response: The Virgin Islands Housing Authority Housing Choice Voucher Program offers homeownership assistance to families receiving tenant based assistance to purchase existing housing. Under this program, VIHA will use voucher funding available under the ACC to help families meet monthly homeownership expenses. Families must meet the requirements of the HCVP homeownership option in order to receive homeownership assistance

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

13. One RAB member asked, “What are the plans for playground equipment and Basket Ball Court for the Kirwin Terrace Community”?

Response: VIHA will be installing playground equipment in all of our communities. Also repairing basketball courts.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

14. When will the community center at Bovoni be completed for afterschool activities.

Response: Renovations work has been placed in our 5 Year action Plan.. No set start date has been made. .

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

15. What is the meaning of Capital Fund - “Reprogramming?”

Response: That is a procedure allowed by HUD wherein VIHA can request that available approved dollars be shifted to another priority item.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

16. If money has been reprogrammed, will that community ever get that funding back to complete the task originally listed?

Response: Yes. Funding is reprogrammed from time to time based on the urgency to perform an improvement that may come up. However, as the Agency’s priority’s also tend to change, the intent is to keep the originally funded project budgeted in an upcoming grant year.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

17. The Toilets at Contant Knolls are not energy Efficient. What will VIHA do?

Response: Presently, reassessing the problem. Resident will be advised.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

18. One RAB member spoke of poor security lighting at her home at Contant Knolls Apartments. What is the plan to improve security lighting in our communities?

Response: Security Lighting continues to be an issue at several developments. The planned improvement of site security which includes the installation of security cameras in the 2009 CFP Budget for this site. As part of the installations, recommendations and assessments will be made to improve the site lighting and include installation of those lights.

Narrative Analysis: No change required in Five Year or Annual Plan based on this question

(g) Challenged Elements

None raised by RAB or citizens at Public Hearing or during RAB Meetings. The only change will be their suggestion in item number 6 above:

The Elderly communities Wilfredo Pedro and Joseph James Terrace on St. Croix be budgeted for new generators at both communities. VIHA will proceed with this recommendation.

(h) Form HUD-50075.1, Capital Fund Program Annual Statement/Performance and Evaluation Report (PHAs receiving CFP grants only)

See Attached 8.1

(i) Form HUD-50075.2, Capital Fund Program Five-Year Action Plan (PHAs receiving CFP grants only)

See attached 8.2

VIRGIN
ISLANDS



HOUSING
AUTHORITY



Housing Choice Voucher Program

ADMINISTRATIVE PLAN

(AMENDED)

Effective September 17th, 2008



VIRGIN ISLANDS HOUSING AUTHORITY
HOUSING CHOICE VOUCHER PROGRAM
ADMINISTRATIVE PLAN (AMENDED)

St. Thomas/St. John

P. O. Box 7668, VIHA Annex
Oswald Harris Court
St. Thomas, VI 00801
(340) 714-0174
(340) 714-0128 (Fax)
(340) 777-7725 (TDD)

St. Croix

P.O. Box 1349, Kingshill
#5 Estate Bethlehem
St. Croix, VI 00851
(340) 778-VIHA (8442)
(340) 773-3054 (Fax)
(340)778-5245(TDD)

TABLE OF CONTENTS

CHAPTER 1.....	8
STATEMENT OF POLICIES AND OBJECTIVES.....	8
A. Housing Authority Mission Statement.....	8
B. Purpose of the Plan.....	8
C. Administrative Fee Reserve [24 CFR 982.54(D)(22)].....	9
D. Rules and Regulations [24 CFR 982.52].....	9
E. Terminology.....	9
F. Fair Housing Policy [24 CFR 982.54(d)(6)].....	9
G. Records and Retention Policy.....	10
H. Reasonable Accommodations Policy [24 CFR 100.202].....	12
I. Management Assessment Objectives.....	18
J. Records for Monitoring PHA Performance.....	19
K. Privacy Rights[24 CFR 982.551 and 24 CFR 5.212].....	19
L. Family Outreach.....	20
M. Owner Outreach [24 CFR 982.54(d)(5)].....	20
CHAPTER 2.....	21
ELIGIBILITY FOR ADMISSION.....	21
A. Eligibility Factors [982.201(b)].....	21
B. Family Composition [24 CFR 982.201(c)].....	21
C. Income Limitations [24 CFR 982.201(b), 982.353].....	24
D. Mandatory Social Security Numbers [24 CFR 5.216, 5.218].....	24
E. Citizenship/Eligible Immigration Status [24 CFR Part 5, Subpart E].....	24
F. Other Criteria for Admissions [24 CFR 982.552(b)].....	25
G. Tenant Screening [24 CFR 982.307].....	25
H. Changes in Eligibility Prior to Effective Date of the Contract.....	26
I. Ineligible Families.....	26
J. Prohibited Admissions Criteria [982.202(b)].....	26
CHAPTER 3.....	27
APPLYING FOR ADMISSION.....	27
A. Overview of the Application Taking Process.....	27
B. Opening/Closing of the Application Process [24 CFR 982.206, 982.54(d)(1)].....	27
C. Wait List Procedures [24 CFR 982.204(b)].....	29
D. Applicant Status while on Waiting List [CFR 982.204].....	30
E. Time of Selection [24 CFR 982.204].....	30
F. Information Required for Admission.....	30
G. Verification [24 CFR 982.201(e)].....	31
H. Withdrawal for Drug Related Activity [24 CFR 982.207].....	31
I. Final Determination and Notification of Eligibility [24 CFR 982.201].....	31
CHAPTER 4.....	32
MAINTAINING THE WAITING LIST.....	32
A. Waiting List [24 CFR 982.204].....	32
B. Special Admissions [24 CFR 982.54(d)(e), 982.203].....	32
C. Income Targeting.....	33
D. Targeted Funding [24 CFR 982.203].....	33
E. Order of Selection [24 CFR 982.207(e)].....	34
F. Removal From Waiting List and Purging [24 CFR 982.204(c)].....	34
CHAPTER 5.....	35
SUBSIDY STANDARDS.....	35
A. Determining Family Unit (Voucher) Size [24 CFR 982.402].....	35

B.	Exceptions to Subsidy Standards [24 CFR 982.403(a) & (b)].....	36
C.	Unit Size Selected [24 CFR 982.402(c)].....	37
CHAPTER 6.....		38
FACTORS RELATED TO TOTAL TENANT PAYMENT AND FAMILY SHARE DETERMINATION.....		38
A.	Income and Allowances[24 CFR 5.609]	38
B.	Disallowance of Earned Income from Rent Determinations for Persons w/ Disabilities [24 CFR 5.617; 982.201(b)].....	39
C.	Minimum Rent [24 CFR 5.616]	41
D.	Definition of Temporarily/Permanently Absent [24 CFR 982.54(d)(10), 982.551]	41
E.	Averaging Income	44
F.	Minimum Income.....	44
G.	Income of Person Permanently Confined to Nursing Home [24 CFR 982.54(d)(10)].....	45
H.	Regular Contributions and Gifts [24 CFR 5.609]	45
I.	Alimony and Child Support [24 CFR 5.609]	45
J.	Lump-Sum Receipts [24 CFR 5.609].....	45
K.	Contributions to Retirement Funds-Assets [24 CFR 5.603(d)].....	46
L.	Assets disposed for Less than Fair Market Value [24 CFR 5.603(d)(3)]	46
M.	Child-Care Expenses [24 CFR 5.603].....	46
N.	Medical Expenses [24 CFR 5.609(a)(2), 5.603].....	47
O.	Proration of Assistance for "Mixed" Families [24 CFR 5.520]	47
P.	Income Changes Resulting From Welfare Program Requirements.....	47
Q.	Utility Allowance and Utility Reimbursement Payments [24 CFR 982.153, 982.517]	48
CHAPTER 7.....		49
VERIFICATION PROCEDURES.....		49
A.	Methods of Verification and Time Allowed[24 CFR 982.516].....	49
B.	Release of Information [24 CFR 5.230].....	50
C.	Items to be Verified [24 CFR 982.516].....	51
D.	Verification of Income [24 CFR 982.516]	51
E.	Income from Assets [24 CFR 982.516].....	54
F.	Verification of Assets	54
G.	Verification of Allowable Deductions from Income [24 CFR 982.516].....	55
H.	Verifying Non-Financial Factors [24 CFR 5.617(b)(2)].....	56
CHAPTER 8.....		61
VOUCHER ISSUANCE AND BRIEFINGS		61
A.	Issuance of Vouchers [24 CFR 982.204(d), 982.54(d)(2)]	61
B.	Briefing Types and Required Attendance [24 CFR 982.301].....	61
C.	Assistance to Families who Claim Discrimination	63
D.	Security Deposit Requirements [24 CFR 982.313].....	63
E.	Term of Voucher[24 CFR 982.303, 982.54(d)(11)].....	63
F.	Voucher Issuance Determination for Split Households [24 CFR 982.315].....	63
G.	Remaining Member of Tenant Family - Retention of Voucher [24 CFR 982.315]	64
CHAPTER 9.....		65
REQUEST FOR TENANCY APPROVAL AND CONTRACT EXECUTION.....		65
A.	Request for Tenancy Approval [24 CFR 982.302, 982.305(b)]	65
B.	Eligible Types of Housing [24 CFR 982.353].....	66
C.	Lease Review[24 CFR 982.308].....	66
D.	Separate Agreements	67
E.	Initial Inspections[24 CFR 982.305(a) & (b)]	67
F.	Rent Limitations [24 CFR 982.507].....	67
G.	Disapproval of Proposed Rent [24 CFR 982.502]	67

H.	Information to Owners [24 CFR 982.307(b), 982.54(d)(7)]	68
I.	Owner Disapproval [24 CFR 982.306]	68
J.	Change in Total Tenant Payment (TTP) Prior to HAP Effective Date.....	68
K.	Contract Execution Process [24 CFR 982.305(c)]	68
L.	Change in Ownership.....	69
CHAPTER 10.....		70
HOUSING QUALITY STANDARDS AND INSPECTIONS		70
A.	Guidelines/Types of Inspections [24 CFR 982.401(a), 982.405]	70
B.	Initial HQS Inspection [24 CFR 982.401(a), 982.305(b)(2)]	70
C.	Annual HQS Inspections [24 CFR 982.405(a)].....	71
D.	Exit/ Vacate.....	72
E.	Special/Complaint Inspections [24 CFR 982.405(c)].....	72
F.	Quality Control Inspections [24 CFR 982.405(b)]	72
G.	Acceptability Criteria and Exceptions to HQS [24 CFR 982.401 (a)].....	72
H.	Emergency Repair Items [24 CFR 982.404(a)].....	72
I.	Consequences if Owner is Responsible (Non-Emergency Items) [24 CFR 982.405, 982.453].....	73
J.	Determination of Responsibility [24 CFR 982.404, 982.54(d)(14)]	74
K.	Consequences if Family is Responsible [24 CFR 982.404(b)]	75
CHAPTER 11.....		76
OWNER RENTS, RENT REASONABLENESS, AND PAYMENT STANDARDS		76
A.	Rent to Owner in the Housing Choice Voucher Program.....	76
B.	Making Payments to Owners [24 CFR 982.451]	76
C.	Rent Reasonableness and Determinations [24 CFR 982.507]	77
D.	Payment Standards for the Voucher Program [24 CFR 982.503].....	78
E.	Adjustments to Payment Standards [24 CFR 982.503]	78
F.	Owner Payments in the Housing Choice Voucher Program(24CFR 982.308(g)]	79
CHAPTER 12.....		80
RECERTIFICATIONS		80
A.	Annual Activities [24 CFR 982.516, 982.405]	80
B.	Annual Recertification/Reexamination [24 CFR 982.516]	80
C.	Reporting Interim Changes [24 CFR 982.516].....	82
D.	Other Interim Reporting Issues.....	83
E.	Minimum Rent/Hardship Exemption Policy [24 CFR 982.516(c)].....	83
F.	Income Changes Resulting from Welfare Program Requirements [24 CFR 5.615]	86
G.	Notification of Results of Recertifications [HUD Notice PIH 98-6].....	87
H.	Changes in Voucher size as a Result of Family Composition Changes [24 CFR 982.516(c)]12-6	87
I.	Continuance of Assistance for "Mixed" Families [24 CFR 5.518]	87
J.	Misrepresentation of Family Circumstances.....	87
CHAPTER 13.....		88
MOVES WITH CONTINUED ASSISTANCE/PORTABILITY		88
A.	Allowable Moves	88
B.	Restrictions on Moves [24 CFR 982.314, 982.552(a)]	88
C.	Procedure for Moves [24 CFR 982.314].....	88
D.	Portability [24 CFR 982.353]	89
E.	Outgoing Portability [24 CFR 982.353, 982.355]	89
F.	Incoming Portability[24 CFR 982.354, 982.355]	90
G.	Portability Procedures Outgoing.....	91
H.	Receiving PHA Responsibilities.....	92
CHAPTER 14.....		94
CONTRACT TERMINATIONS.....		94
A.	Contract Termination [24 CFR 982.311].....	94
B.	Termination by the Family: Moves [24 CFR 982.314(c)(2)]	94

C.	Termination of Tenancy by the Owner: Evictions [24 CFR 982.310, 982.455].....	94
D.	Termination of the Contract by PHA [24 CFR 982.404(a), 982.453, 982.454, 982.552(a)(3)].....	96
	CHAPTER 15.....	97
	DENIAL OR TERMINATION OF ASSISTANCE.....	97
A.	Grounds for Denial /Termination [24 CFR 982.54, 982.552, 982.553].....	102
B.	Family Obligations [24 CFR 982.551].....	102
C.	Procedures for Non-Citizens [24 CFR 5.514, 5.516, 5.518].....	105
D.	Zero (\$0) Assistance Tenancies.....	105
E.	Option to Terminate for Misrepresentation [24 CFR 982.551, 982.552(c)].....	105
F.	Misrepresentation in Collision with Owner [24 CFR 982.551, 982.552 (c)].....	106
G.	Missed Appointments and Deadlines [24 CFR 982.551, 982.552 (c)].....	106
	CHAPTER 16.....	107
	OWNER DISAPPROVAL AND RESTRICTION.....	107
A.	Disapproval of Owner [24 CFR 982.306, 982.54(d)(8)].....	107
B.	Owner Restrictions and Penalties [24 CFR 982.453].....	108
C.	Leasing to Relatives [24 CFR 982.306(d), HCV GB P. 11-2].....	108
D.	Conflict of Interest [24CFR 982.161; HCV GB p. 8-19].....	108
E.	Change of Ownership.....	109
	CHAPTER 17.....	110
	OWNER OR FAMILY DEBTS TO THE PHA.....	110
A.	Payment Agreement for Families [24 CFR 982.552 (c)(v-vii)].....	110
B.	Debts Owed for Claims [24 CFR 792.103, 982.552 (c)(v-vii)].....	110
C.	Debts due to Misinterpretation/Non-Reporting of Information [24 CFR 982.163].....	111
D.	Guidelines for Payment Agreements [24 CFR 982.552(c)(v-vii)].....	111
E.	Owner Debts to the PHA [24 CFR 982.453(b)].....	112
F.	Writing Off Debts.....	112
	CHAPTER 18.....	113
	COMPLAINTS AND APPEALS.....	113
A.	Complaints to the PHA.....	113
B.	Informal Review Procedures for Applicants [24 CFR 982.54(d)(12), 982.554].....	113
C.	Informal Hearing Procedures [24 CFR 982.555(a-f), 982.54(d)(13)].....	114
D.	Hearing and Appeal Provisions for "Restrictions on Assistance to Non-Citizens" [24CFR Part 5, Subpart E].....	117
E.	Mitigating Circumstances for Applicants/Participants with Disabilities [24 CFR 982.204, 982.552(c)].....	118
	CHAPTER 19.....	119
	SPECIAL HOUSING TYPES.....	119
A.	Single Room Occupancy [24 CFR 982.602].....	119
B.	Manufactured Homes [24 CFR 982.620].....	119
	CHAPTER 20.....	122
	HOUSING CHOICE VOUCHER HOMEOWNERSHIP OPTION.....	122
A.	Eligibility Requirements.....	122
B.	Preference for Participation in FSS.....	122
C.	Homeownership Counseling Requirements [24 CFR 982.630].....	122
D.	Finding and Financing a Home [24CFR982.629].....	123
E.	Home Inspections [24 CFR 982.631].....	123
F.	Financing [24 CFR 982.632].....	124
G.	Down Payment.....	125
H.	Continued Assistance [24 CFR 982.633].....	125
I.	Maximum Term of Homeownership Assistance [24 CFR 982.634].....	126
J.	Homeownership Assistance Payments and Homeownership Expenses [24 CFR 982.635].....	126

K.	Moving with Continued Assistance [24 CFR 982.637]	127
L.	Denial or Termination of Assistance [24 CFR 982.638]	127
CHAPTER 21	129
FAMILY SELF-SUFFICIENCY PROGRAM	129
A.	Families Expected to Participate in the FSS Program	129
B.	Selection Procedures	129
C.	Preferences	129
D.	Method of Identification for Family Support Needs	130
E.	Outreach Activities	131
F.	FSS Activities and Supportive Services	131
G.	Escrow Account	131
H.	Partial Escrow Withdrawal	132
I.	Policy for Termination of Assistance	132
J.	FSS Portability.....	133
K.	Continuance in the Initial PHA Program	133
L.	Transfer to the Receiving HA FSS Program	134
M.	FSS Escrow Account	134
N.	Monitoring FSS Status	134
O.	FSS Program Termination	134
CHAPTER 22	136
PROJECT-BASED ASSISTANCE PROGRAM	136
CHAPTER 23	137
PHA CODE OF CONDUCT	137
GLOSSARY	138
A.	Acronyms used in Subsidized Housing	138
B.	Glossary Terms in Subsidized Housing	140
C.	Glossary of Terms used in the Non-Citizens Rule.....	149
PROGRAM INTEGRITY ADDENDUM	150
A.	Criteria for Investigation of Suspected Abuse and Fraud	150
B.	Steps the PHA will take to Prevent Program Abuse and Fraud.....	150
C.	Steps the PHA will take to Detect Program Abuse and Fraud	151
D.	The PHA'S Handling of Allegations of Possible Abuse and Fraud	152
E.	Over Payments to Owners.....	152
F.	How the PHA will Investigate Allegations of Abuse and Fraud	152
G.	Placement of Documents, Evidence and Statements Obtained by the PHA.....	153
H.	Conclusion of the PHA's Investigative Review.....	153
I.	Evaluation of the Findings	153
J.	Action Procedures for Violations which have been Documented	153

Chapter 1

STATEMENT OF POLICIES AND OBJECTIVES

INTRODUCTION

The Section 8 Program (HCVP) was enacted as part of the Housing and Community Development Act of 1974, which recodified the U.S. Housing Act of 1937. The Act has been amended from time to time, and its requirements, as they apply to the Section 8 (HCVP) Tenant-Based Assistance Program, are described in and implemented throughout this Administrative Plan. The Section 8 (HCVP) tenant-based assistance programs are federally funded and administered for the U. S. Virgin Islands by the **Virgin Islands Housing Authority** through its Housing Choice Voucher Program (HCVP) office.

Administration of the Section 8 Program (HCVP) and the functions and responsibilities of the Housing Authority (PHA) staff shall be in compliance with the PHA's Personnel Policy and the Department of Housing and Urban Development's (HUD) Section 8 (HCVP) Regulations as well as all Federal, State and local Fair Housing Laws and Regulations.

Jurisdiction

The jurisdiction of the PHA is the **US Virgin Islands**.

A. HOUSING AUTHORITY MISSION STATEMENT

To provide decent, safe and sanitary housing through quality maintenance, management and modernization services in a strategically planned and cost effective manner that will culminate in homeownership opportunities and a higher standard of living for Virgin Islands residents.

B. PURPOSE OF THE PLAN [24 CFR 982.54]

The purpose of the Administrative Plan is to establish policies for carrying out the programs in a manner consistent with HUD requirements and local goals and objectives contained in the Agency Plan. The Housing Choice Voucher Program was implemented on 10/1/99, and pre-merger Housing Voucher tenancies and Over Fair Market Rent tenancies converted automatically to Housing Choice Voucher tenancies on that date. However, all other existing contracts will remain in effect until the family's second reexamination after the merger date or when a new lease is executed, whichever comes first.

The PHA is responsible for complying with all changes in HUD regulations pertaining to these programs. If such changes conflict with this Plan, HUD regulations will have precedence. The PHA will revise this Administrative Plan as needed to comply with changes in HUD regulations. The original Plan and any changes must be approved by the Board of Commissioners of the agency, the pertinent sections included in the Agency Plan, and a copy provided to HUD.

This Administrative Plan is a supporting document to the PHA Agency Plan, and is available for public review as required by CFR 24 Part 903. Applicable regulations include:

- 24 CFR Part 5: General Program Requirements
- 24 CFR Part 8: Nondiscrimination
- 24 CFR Part 982: Section 8 Tenant-Based Assistance: Housing Choice Voucher Program
- 24 CFR Part 983 Section 8 (HCVP) Project-Based Voucher Program
- 24 CFR Part 984 Family Self-Sufficiency Program

Local rules that are made part of this Plan are intended to promote local housing objectives consistent with the intent of the Federal housing legislation.

C. ADMINISTRATIVE FEE RESERVE [24 CFR 982.54(D)(22)]

All expenditures from the administrative fee reserve will be approved by the PHA Board of Directors and made in accordance with the approved budget.

D. RULES AND REGULATIONS [24 CFR 982.52]

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 Housing Choice Voucher Program not addressed in this document are governed by such Federal regulations, HUD Memos, Notices and guidelines, or other applicable law. The policies in this Administrative Plan have been designed to ensure compliance with the consolidated ACC and all HUD-approved applications for program funding.

E. TERMINOLOGY

The Virgin Islands Housing Authority is referred to as "PHA" or "Housing Authority" throughout this document.

"Family" is used interchangeably with "Applicant" or "Participant" and can refer to a single person family.

"Tenant" is used to refer to participants in terms of their relation to landlords.

"Landlord" and "owner" are used interchangeably.

"Disability" is used where "handicap" was formerly used.

"Non-citizens Rule" refers to the regulation effective June 19, 1995 restricting assistance to U.S. citizens and eligible immigrants.

The Section 8 program (HCVP) is also known as the Regular Tenancy Certificate, Over-FMR Tenancy (OFTO) and Voucher Programs. The Housing Choice Voucher Program refers to the merged program effective as of 10/1/99.

"HQS" means the Housing Quality Standards required by regulations as enhanced by the PHA.

"Failure to Provide" refers to all requirements in the first Family Obligation. See "Denial or Termination of Assistance" chapter.

"Merger date" refers to October 1, 1999, which is the effective date of the merging of the Section 8 (HCVP) Certificate and Voucher programs into the Housing Choice Voucher Program.

See Glossary for other terminology.

F. FAIR HOUSING POLICY [24 CFR 982.54(d)(6)]

It is the policy of the Housing Authority 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.

The PHA shall not deny any family or individual the equal opportunity to apply for or receive assistance under the (HCVP) on the basis of race, color, sex, religion, creed, national or ethnic origin, age, familial status, handicap or disability. To further its commitment to full compliance with applicable Civil Rights laws, the PHA will provide Federal/State/local information to Voucher holders regarding unlawful discrimination and any recourse available to families who believe they are victims of a discriminatory act. Such information will be made available during the family briefing session, and all applicable Fair Housing Information and

Discrimination Complaint Forms will be made a part of the Voucher holder's briefing packet and available upon request at the front desk.

All Housing Authority staff will be required to attend fair housing training and informed of the importance of affirmatively furthering fair housing and providing equal opportunity to all families, including providing reasonable accommodations to persons with disabilities, as a part of the overall commitment to quality customer service. Fair Housing posters are posted throughout the Housing Authority offices, including in the lobby and interview rooms and the equal opportunity logo will be used on all outreach materials. Staff will attend local fair housing update training sponsored by HUD and other local organizations to keep current with new developments.

Except as otherwise provided in 24 CFR 8.21(c)(1), 8.24(a), 8.25, 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 the PHA's facilities are inaccessible to or unusable by persons with disabilities. Posters and housing information are displayed in locations throughout the PHA's office in such a manner as to be easily readable from a wheelchair.

The Virgin Islands Housing Authority's Central Office is accessible to persons with disabilities. Accessibility for the hearing impaired is provided.

G. RECORDS AND RETENTION POLICY

Applicant and Tenant Files

The VIHA's policies and procedures are designed to safeguard the privacy of applicants and program participants. All applicant and participant files will be stored in a secure location that is only accessible by authorized staff. All records shall be maintained in accordance with the Records Retention Policy.

Active Participant Files

"Active Participant" refers to Housing Choice Voucher families who are currently being assisted through the program or any participant who has not exceeded the 180- day period of receiving no subsidy due to their income ineligibility.

Active Participant File Storage

All active participant files will be stored in locked file cabinets in alphabetical order by last name in the designated file area.

In the event that a participant file becomes too large, a new file will be created by the Program Assistant and labeled "**Part II**". The following information will be transferred to Part II of the family's file:

- All initial eligibility documentation
- Photocopies of all Progress Reports
- Housing Assistance Payment Contract in effect
- Most recent Re-examination documentation
- Most recent Request for Tenancy Approval
- Most recent Housing Quality Standards Inspection booklet

Files will be labeled appropriately on the outside of the file folder. This process will continue if any other file folders are needed for each individual family.

Record Retention/Active Participant Files

All excess files of active participants will be kept for the length of the participant's tenancy with the Housing Choice Voucher Program. These excess files will be stored in a designated area in locked file cabinets in alphabetical order according to the family's last names. Each file cabinet will be properly labeled to indicate which files are being stored in them.

Vacated Participant Files

"Vacated Participant" refers to the Housing Choice Voucher participants who are no longer being subsidized by our program or any participant who has exceeded the 180- day period of receiving no subsidy due to their income ineligibility.

Vacated participant files will be stored for a maximum of three years after the official date of the move out. These files will be stored in locked file cabinets in alphabetical order according to last name in the designated archive area. Each file cabinet will be properly labeled to indicate the files that are being stored in each drawer.

The assigned Program Assistant will be responsible for monitoring the vacated files in storage and removing them once the three year retention limit is met. The Housing Choice Voucher Program Director/Supervisor must give written approval to have the files removed from storage. The file approved for removal is then logged by the Program Assistant. This approval will authorize the assigned Program Assistant to shred the entire file.

PROGRAM FILES

All files relative to the administration of the Housing Choice Voucher Program will be maintained in the Housing Choice Voucher Program offices at VIHA's Central Offices on St. Croix and St. Thomas as well as the Housing Choice Voucher Program offices located in the Oswald Harris Court Housing community.

Documents to be maintained include but are not limited to information relative to:

- Housing Choice Voucher Administrative Plan
- HCV Homeownership Program
- Single Room Occupancy Programs
- HUD Incoming and Outgoing Correspondence
- Income Limits
- Fair Market Rents and Payment Standards
- Marketing Materials (brochures, newsletters)
- Project Based Programs
- General Program Correspondence

The Housing Choice Voucher Program Technician in the respective district will review files on a quarterly basis to ensure that files in all locations are kept current. The files will be purged annually during the first quarter of the year.

SEMAP Files

"SEMAP files" refers to any file containing or relating to the Section Eight Management Assessment Program (SEMAP) documentation, reporting, submission or final score. Identical files will be maintained in the Housing Choice Voucher Program offices at VIHA's Central Offices on St. Croix and St. Thomas, as well

as, the Housing Choice Voucher Program offices located in the Oswald Harris Court Housing community. A copy of the SEMAP submittal will also be shared with the Department of Administration. These files will be updated as needed by the Program Technician assigned.

Criminal Records

VIHA will keep all criminal records or records of drug treatment or sex offender status that are received confidential. These records will be used only to screen applicants for housing or to pursue evictions. The records will not be disclosed to any person or other entity except for official use in the application process or in court proceedings. No copies will be made of the records except as required for official or court proceedings.

Criminal records or records of drug treatment or registered sex offender status will be kept in a file separate from other application or eviction information. These files will be maintained in a different cabinet that is locked and kept in a secured location. Only specified employees shall have access to this cabinet.

The records shall be destroyed once action is taken on the application for housing or any grievance hearing or court proceeding has been completed and the action is finalized. A notification of destruction will be maintained.

All files must be signed for, when removed from the secured file storage area.

The staff person who signs for a tenant file is responsible for its security. Files are never to be taken home, left unattended or placed in common areas.

H. REASONABLE ACCOMMODATIONS POLICY [24 CFR 100.202]

VIHA is committed to ensuring that its policies and procedures do not deny individuals with disabilities the opportunity to participate in, or access, nor otherwise discriminate against individuals with disabilities, on the basis of disability, in connection with the operations of VIHA's programs, services, and activities. Therefore, if an individual with a disability requires an accommodation such as an accessible feature or modification to a VIHA policy, VIHA will provide such accommodation unless doing so would result in a fundamental alteration in the nature of the program; or an undue financial and administrative burden. In such a case, the PHA will make another accommodation that would not result in a financial or administrative burden.

APPLICATION OF REASONABLE ACCOMMODATION POLICY

The Reasonable Accommodation Policy applies to individuals with disabilities in the following programs provided by the VIHA:

- (a) Applicants of public housing;
- (b) Applicants of all Housing Choice Voucher;
- (c) Residents of public housing developments;
- (d) Participants of the Housing Choice Voucher; and
- (e) Participants in all other programs or activities receiving Federal financial assistance that are conducted or sponsored by the VIHA, its agents or contractors including all non-housing facilities and common areas owned or operated by the VIHA.

A participant with a disability must first ask for a specific change to a policy or practice as an accommodation of their disability before the PHA will treat a person differently than anyone else. The PHA's policies and

practices will be designed to provide assurances that persons with disabilities will be given reasonable accommodations, upon request, so that they may fully access and utilize the housing program and related services. The availability of requesting an accommodation will be made known by including notices on PHA forms and letters. This policy is intended to afford persons with disabilities an equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as those who do not have disabilities and is applicable to all situations described in this Administrative Plan including when a family initiates contact with the PHA, when the PHA initiates contact with a family including when a family applies, and when the PHA schedules or reschedules appointments of any kind.

To be eligible to request a reasonable accommodation, the requester must first certify (if apparent) or verify (if not apparent) that they are a person with a disability under the following ADA definition:

- A physical or mental impairment that substantially limits one or more of the major life activities of an individual;
- A record of such impairment; or
- Being regarded as having such an impairment

Note: This is not the same as the HUD definition used for purposes of determining allowances.

POLICY STATEMENT

A reasonable accommodation is a change, modification, alteration or adaptation in policy, procedure, practice, program, or facility that provides a qualified individual with a disability an equal opportunity to use and enjoy the unit, the common areas of a dwelling or participate in, or access, a program (housing or non-housing) or activity.

PERSON WITH A DISABILITY

A person with a disability means an individual who has a physical or mental impairment that substantially limits one or more major life activities. As used in this definition, the phrase "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; genitourinary; hemic and lymphatic; skin; and endocrine; or
- (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.

"Major life activities" means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing and learning.

The definition of disability does not include any individual who is an alcoholic whose current use of alcohol prevents the individual from participating in the public housing program or activities; or whose participation,

by reason of such current alcohol abuse, would constitute a direct threat to property or the safety of others.

Rehabilitated former drug users and alcoholics are covered under the ADA. However, a current drug user is not covered. In accordance with 5.403, individuals are not considered disabled for eligibility purposes solely on the basis of any drug or alcohol dependence. Individuals whose drug or alcohol addiction is a material factor to their disability are excluded from the definition. Individuals are considered disabled if disabling mental and physical limitations would persist if drug or alcohol abuse discontinued.

Once the person's status as a qualified person with a disability is confirmed, the PHA will require that a professional third party competent to make the assessment, provides written verification that the person needs the specific accommodation due to their disability and the change is required for them to have equal access to the housing program.

If the PHA finds that the requested accommodation creates an undue administrative or financial burden, the PHA will deny the request and/or present an alternate accommodation that will still meet the need of the person.

An undue administrative burden is one that requires a fundamental alteration of the essential functions of the PHA (i.e., waiving a family obligation).

An undue financial burden is one that when considering the available resources of the agency as a whole, the requested accommodation would pose a severe financial hardship on the PHA.

The PHA will provide a written decision to the person requesting the accommodation within **a reasonable time**. If a person is denied the accommodation or feels that the alternative suggestions are inadequate, they may request an informal hearing to review the PHA's decision.

Reasonable accommodation will be made for persons with a disability that requires an advocate or accessible offices. A designee will be allowed to provide some information, but only with the permission of the person with the disability.

All PHA mailings will be made available in an accessible format upon request, as a reasonable accommodation.

Verification of Disability

The PHA will verify disabilities under definitions in the Fair Housing Amendments Act of 1988, Section 504 of the 1973 Rehabilitation Act, and Americans with Disabilities Act.

Outreach

Outreach efforts will include notification of the Section 504 Coordinator as well as all other media and agencies listed in the PHA's Administrative Plan regarding public notices (see section on opening and closing the waiting list in "Applying for Admission" chapter.)

Applying for Admission

All persons who wish to apply for any of the PHA's programs must submit an application in **written format**, as indicated in our public notice. Applications will be made available in an accessible format upon request from a person with a disability.

To provide specific accommodation to persons with disabilities, upon request, the information may be mailed

to the applicant and, if requested, it will be mailed in an accessible format.

The full application is completed at the eligibility appointment in the applicant's own handwriting, unless assistance is needed, or a request for accommodation is requested by a person with a disability.

Applicants will then be interviewed by PHA staff to review the information on the full application form. Verification of disability as it relates to 504, Fair Housing, or ADA reasonable accommodation will be requested at this time. The full application will also include questions asking all applicants whether reasonable accommodations are necessary.

A person with a disability may request a reasonable accommodation at any time during the application process, or participation in the Housing Choice Voucher Program. The individual, VIHA staff or any person identified by the individual, must reduce all requests to writing.

Reasonable accommodation methods or actions that may be appropriate for a particular program and individual may be found to be inappropriate for another program or individual. The decision to approve or deny a request for a reasonable accommodation is made on a case-by-case basis and takes into consideration the disability and the needs of the individual as well as the nature of the program or activity in which the individual seeks to participate.

REASONABLE ACCOMMODATIONS AND THE HOUSING CHOICE VOUCHER

All applicants of the Housing Voucher Choice program shall be given a copy of the Reasonable Accommodation Policy & Procedures to include the following forms: Request for Reasonable Accommodation; Verification of Disability form; Release of medical Information & Request for Reimbursement Form. The applicant will be asked to sign an acknowledgement form indicating they have been given a copy of the above mentioned Policy & Procedures. The acknowledgement forms shall be returned to the Section 504 /ADA Coordinator at the end of each week.

There are several accommodations that can be made to ensure that families with disabilities benefit from the Housing Choice Voucher Program:

- (1) When issuing a voucher as an accommodation, VIHA must include a list of current available accessible units known to PHA, upon request. VIHA will also provide specialized search assistance to families with a disabled person to locate accessible units if requested. VIHA may also partner with a qualified, local disability organizations to assist the resident or applicant with the search for available, accessible housing. *See* 24 C.F.R. § 8.28.
- (2) Extensions beyond the initial term of sixty (60) days are available as a reasonable accommodation to eligible individuals with disabilities. These extensions are subject to documentation that a diligent effort to locate a unit has been conducted considering any impediments to searching because of a family member's disability.
- (3) VIHA may, if necessary as a reasonable accommodation for an individual with a disability, approve a family's request for an exception payment standard amount under the Housing Choice Voucher Program so that the program is readily accessible to and usable by individuals with disabilities. *See* 24 C.F.R. §§ 8.28 and 982.504~)(2).
- (4) Upon request by an applicant, participant, or their representative, VIHA will ask the HUD Field Office for an exception payment standard up to 120% of the Fair Market Rent

(FMR). However, the applicant, participant or the representative, must provide documentation of the need for the exception payment standard to VIHA.

- (5) In exceptional cases, VIHA may ask the Assistant Secretary for Public and Indian Housing of HUD for an exception payment standard amount over 120% of the FMR, provided the applicant, participant or the representative provides the appropriate supporting documentation.
- (6) VIHA may upon request allow a live-in aide to reside in an appropriately sized unit;
- (7) VIHA will upon request make documents available in large type, computer disc or Braille;
- (8) VIHA will upon request coordinate the provision of a qualified sign language interpreters for applicants or participants at meetings with VIHA staff;
- (9) VIHA will permit an outside agency or family member to assist an applicant or participant in meeting screening criteria or meeting essential lease obligations if requested.
- (10) VIHA will conduct any necessary home visits for re-certifications as a reasonable accommodation and explain documents orally if requested.

TRANSLATION OF DOCUMENTS

In determining whether it is feasible to provide translation of documents written in English into other languages, the PHA will consider the following factors:

- Number of applicants and participants in the jurisdiction who do not speak English and speak the other language.
- Estimated cost to PHA per client of translation of English written documents into the other language.
- The availability of local organizations to provide translation services to non-English speaking families.
- Availability of bi-lingual staff to provide translation for non-English speaking families.

Every attempt will be made to provide translation of vital documents (ones that confer legal rights) written in English into other languages unless it proves to be overly burdensome. Spanish speaking applicants and participants may receive notice of their rights in Spanish. These documents include but are not limited to the Housing Choice Voucher and Lease Tenancy Addendum.

REASONABLE MODIFICATION

Reasonable modification policies under the fair housing laws allow people with disabilities to alter their rental housing units to meet their unique needs. Under reasonable modification, an owner participating in the HCV program must allow a person with a disability, at their own expense, to make certain physical modifications to a unit if needed to fully use and enjoy the housing unit. Owners may require that modifications be completed in a professional manner and be in compliance with all applicable building codes. In addition, owners may require the tenant to restore the unit to its original condition before vacating. (Examples of modifications might be installing an entrance ramp or grab bars in the shower.)

The owner does not have to allow the tenant to make modifications that the law deems “unreasonable”. An unreasonable modification would be one that is not related to the person’s disability. Whether a modification

is reasonable will be evaluated on a case-by-case basis guided by previous HUD decisions and decisions made in federal court. However, federal fair housing laws make it illegal for owners to refuse to permit tenants with disabilities to make reasonable modifications to their housing if the tenant is willing to pay for the changes.

Owners are generally not required to pay for modifications. VIHA may approve a higher rent for an owner who is making accessibility modifications to a unit to meet a Housing Choice Voucher Program household's needs.

PROCESSING OF REASONABLE ACCOMMODATION REQUESTS

The VIHA will provide the "Request for Reasonable Accommodation", ("Request Form"), attached hereto, to all applicants, participants or individuals with disabilities who request a reasonable accommodation. The Reasonable Accommodation Request Form includes various forms of reasonable accommodations as well as the general principles of reasonable accommodation.

Individuals may submit their reasonable accommodation request(s) in writing, orally, or by any other equally effective means of communication. However, the VIHA will ensure that all reasonable accommodation requests will be reduced to writing. If needed as a reasonable accommodation, the VIHA will assist the individual in completing the Request Form.

- (a) The Request for Reasonable Accommodation Form must be provided in an alternative format, upon request.
- (b) Reasonable Accommodations will be made available for applicants during the application process. All applications must be taken in an accessible location. Applications will be made available in accessible formats. VIHA will provide applicants with appropriate auxiliary aids and services, including qualified sign language interpreters and readers, upon request.
- (c) VIHA will provide all participants with the Request Form during the annual re-certification, and upon request. The VIHA will provide the Request Form in an alternate form, upon request.
- (d) Participants may contact the Section 504 Coordinator's office directly to request the accommodation(s).
- (e) Within seven (7) business days of receipt, the Housing Choice Voucher Program office will forward the participants reasonable accommodation request(s) to the Office of the Section 504 Coordinator.
- (f) Within twenty (20) business days or receipt, the Office of the Section 504 Coordinator, or the resident's regional or management office will respond to the participant's request.
- (g) If additional information or documentation is required, the Section 504 Coordinator's office will notify the resident, in writing, of the need for the additional information or documentation. The Section 504 Coordinator's Office will provide the participant with the "Request for Information or Verification Form" ["Request for Information"], a copy of which is attached. The written notification should provide the resident with a reply date for

submission of the outstanding information or documentation.

- (h) Within thirty (30) business days of receipt of the request and, if necessary, all supporting documentation, VIHA will provide written notification to the participant of its decision to approve or deny the resident's request(s). Upon request, the written notification will be provided in an alternate format. A copy of the "Letter Denying Request for Reasonable Accommodation(s) and "Letter Approving Request for Reasonable Accommodation(s)" are attached.
- (i) If VIHA approves the accommodation request(s), the participant's will be notified of the projected date for implementation.
- (j) If the accommodation is denied, the participant will be notified of the reasons for denial. In addition, the notification of the denial will also provide the resident with information regarding VIHA's HUD-approved Grievance Procedures.
- (k) All recommendations that have been approved by the 504 Coordinator will be forwarded to the appropriate regional housing

RIGHT TO APPEAL/GRIEVANCE PROCESS

- (1) The Housing Choice Voucher and Moderate Rehabilitation Program participant and applicant complainant may file a complaint in accordance with VIHA's HUD Approved Grievance Procedure following a formal determination by the VIHA's ADA/504 Coordinator.
- (2) An applicant or participant may, at any time, exercise their right to appeal a VIHA decision through the local HUD office or the U.S. Department of Justice. Individuals may contact the local HUD office at:

U.S. Department of Housing and Urban Development
HUD Office (San Juan)
Address: Caribbean Office, New San Juan Office Building,
171 Carlos Chardon Avenue, Suite 300
City/State/Zip Code: San Juan, Puerto Rico 00918-0903
Telephone: (787) 766-5400
Facsimile: (787) 766-5995

I. MANAGEMENT ASSESSMENT OBJECTIVES

The PHA operates its housing assistance program 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 areas of measurement for the following HUD SEMAP indicators.

- Selection from the Waiting List
- Reasonable Rent
- Determination of Adjusted Income
- Utility Allowance Schedule
- HQS Quality Control Inspections

- HQS Enforcement
- Expanding Housing Opportunities
- Payment Standards
- Annual Re-examinations
- Correct Tenant Rent Calculations
- Pre-Contract HQS Inspections
- Annual HQS Inspections
- Lease-up
- Family Self-Sufficiency Enrollment and Escrow Account Balances
- Success Rate of Voucher Holders

Supervisory quality control reviews will be performed by a PHA Supervisor or other qualified person other than the person who performed the work, as required by HUD, on the following SEMAP factors:

- Selection from the waiting list
- Rent reasonableness
- Determination of adjusted income
- HQS Enforcement
- HQS Quality Control

The annual sample of files and records will be drawn in an unbiased manner, leaving a clear audit trail. The minimum sample size to be reviewed will relate directly to each factor.

J. RECORDS FOR MONITORING PHA PERFORMANCE

In order to demonstrate compliance with HUD and other pertinent regulations, the PHA will maintain records, reports and other documentation for a time that is in accordance with HUD requirements and 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 and in accordance with SEMAP requirements with internal supervisory audits.

In addition to the required SEMAP documentation, supervisory staff audits the following functions:

- Not less than **10%** of reexaminations
- Not less than **10%** of new applications
- Not less than **10%** of claims processed

K. PRIVACY RIGHTS [24 CFR 982.551 and 24 CFR 5.212]

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/PHA will release family information.

The PHA's policy regarding release of information is in accordance with State and local laws which may restrict the release of family information.

Any and all information which would lead one to determine the nature and/or severity of a person's disability must be kept in a separate folder and marked "confidential" or returned to the family member after its use. The personal information in this folder must not be released except on an "as needed" basis in cases where an accommodation is under consideration. All requests for access and granting of accommodations based on this information must be approved by the **504 Coordinator**.

The PHA's practices and procedures are designed to safeguard the privacy of applicants and program
Virgin Islands Housing Authority

HCVP Administrative Plan (Amended) Effective 09/08

participants. All applicant and participant files will be stored in a secure location which is only accessible by authorized staff.

PHA staff will not discuss family information contained in files 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. All files must be signed for when removed from the secured file storage area.

L. FAMILY OUTREACH

The PHA will publicize and disseminate information to make known the availability of housing assistance and related services for very low income families on a regular basis. When the PHA's waiting list is open, the PHA will publicize the availability and nature of housing assistance for very low income families in a newspaper of general circulation and other media.

To reach persons who cannot read the newspapers; the PHA will distribute fact sheets to the broadcasting media, and initiate personal contacts with members of the news media and community service personnel. The PHA will 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 in order that they can make proper referrals for housing assistance.

M. OWNER OUTREACH [24 CFR 982.54(d)(5)]

The PHA makes a concerted effort to keep private owners informed of legislative changes in the tenant-based program, which are designed to make the program more attractive to owners. This includes informing participant owners of applicable legislative changes in program requirements.

The PHA encourages owners of decent, safe and sanitary housing units to lease to Housing Choice Voucher Program families.

The PHA conducts **periodic** meetings and annual conferences with participating owners to improve owner relations and to recruit new owners.

The PHA maintains a list of units available for the Housing Choice Voucher Program and updates this list at least monthly. Units are available in printed form and on the VIHA website. When listings from owners are received, they will be compiled by the PHA staff by bedroom size.

The PHA will maintain lists of available housing submitted by owners in all neighborhoods within the Housing Authority's jurisdiction to ensure greater mobility and housing choice to very low income households. The lists of units will be provided at the request of the families and at briefings.

Reserved

Chapter 2

ELIGIBILITY FOR ADMISSION [24 CFR Part 5, Subparts B, D & E; Part 982, Subpart E]

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 defined 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 decision made by the PHA pertaining to their eligibility.

A. ELIGIBILITY FACTORS [982.201(b)]

The PHA accepts applications only from families whose head or spouse is at least 18 years of age.

To be eligible for participation, an applicant must meet HUD's criteria, as well as any permissible additional criteria established by the PHA.

The HUD eligibility criteria are:

- An applicant must be a "family"
- An applicant must be within the appropriate Income Limits
- An applicant must furnish Social Security Numbers for all family members age six and older
- An applicant must furnish declaration of Citizenship or Eligible Immigrant Status and verification where required
- At least one member of the applicant family must be either a U.S. citizen or have eligible immigration status before the PHA may provide any financial assistance

Reasons for denial of admission are addressed in the "Denial or Termination of Assistance" chapter.

These reasons for denial constitute additional admission criteria.

The Family's initial eligibility for placement on the waiting list will be made in accordance with the eligibility factors.

Eligibility factors will be verified before the family is issued a voucher.

B. FAMILY COMPOSITION [24 CFR 982.201(c)]

The applicant must qualify as a Family. A Family may be a single person or a group of persons.

A "family" includes a family with or without a child or children. A group of persons consisting of two or more elderly persons or disabled persons living together, or one or more elderly or disabled persons living with one or more live-in aides is a family. The PHA determines if any other group of persons qualifies as a "family".

- An elderly person
- A displaced person
- A person with a disability
- Single person

Individuals may not be considered disabled for eligibility purposes solely on the basis of any drug or alcohol dependence.

A child who is temporarily away from home because of placement in foster care is considered a member of the family. This provision only pertains to the foster child's temporary absence from the home, and is not intended to artificially enlarge the space available for other family members.

A family also includes:

- **Two or more persons who intend to share residency whose income and resources are available to meet the family's needs.**
- Two or more elderly or disabled persons living together, or one or more elderly, near elderly or disabled persons living with one or more live-in aides is a family.

Head of Household

The head of household is the **adult** member of the household who is designated by the family as head, is wholly or partly responsible for paying the rent, and has the legal capacity to enter into a lease under State/local law.

Spouse of Head

Spouse means the husband or wife of the head.

For proper application of the Non-citizens Rule, the definition of spouse is: the marriage partner who, in order to dissolve the relationship, would have to be divorced. It includes the partner in a common law marriage in effect prior to 1988. The term "spouse" does not apply to boyfriends, girlfriends, significant others, or co-heads.

Co-Head

An individual in the household who is equally responsible for the lease with the Head of Household. A family may have a spouse or co-head, but not both. A co-head never qualifies as a dependent.

Live-in Attendants

A Family may include a live-in aide provided that such 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 for the support of the person(s), and

Would not be living in the unit except to provide care for the person(s).

A live-in aide is treated differently than family members:

- 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 may not be considered as a remaining member of the tenant family.

Relatives are not automatically excluded from being live-in aides, but they must meet all of the elements in the live-in aide definition described above.

A Live in Aide may only reside in the unit with the approval of the PHA. Written verification will be required

from a reliable, knowledgeable professional, such as a doctor, social worker, or case worker. The verification provider must certify that a live-in aide is needed for the care of the family member who is elderly, near-elderly (50-61) or disabled.

The PHA will approve a live-in aide if needed as a reasonable accommodation to make the program accessible to and usable by the family member with a disability. Approval of a live-in aide for reasonable accommodation will be in accordance with CFR 24 Part 8 and the reasonable accommodations section in Chapter 1 of this administrative plan.

When approval of a live-in aide is given, the family must submit a specific live-in aide's name and information for approval by the PHA within 30 calendar days of the PHA's notification. If the 30-day period expires, the family will have to resubmit an application for approval of a live-in aide.

[24 CFR 982.316] **At any time, the PHA will refuse to approve a particular person as a live-in aide or may withdraw such approval if:**

- **The person commits fraud, bribery, or any other corrupt or criminal act in connection with any Federal housing program;**
- **The person commits drug-related criminal activity or violent criminal activity; or**
- **The person currently owes rent or other amounts to the PHA or to another PHA in connection with Section 8 (HCVP) or public housing assistance under the 1937 Act.**

Split Households Prior to Voucher Issuance

When a family on the waiting list splits into two otherwise eligible families due to divorce or legal separation, and the new families both claim the same placement on the waiting list, and there is no court determination, the PHA will make the decision taking into consideration the following factors:

- **Which family member applied as head of household.**
- **Which family unit retains the children or any disabled or elderly members.**
- **Restrictions that were in place at the time the family applied.**
Role of domestic violence in the split.
Recommendations of social service agencies or qualified professionals such as Children's Protective Services.

Documentation of these factors is the responsibility of the applicant families. If either or both of the families do not provide the documentation, they may be denied placement on the waiting list for failure to supply information requested by the PHA.

Multiple Families in the Same Household

When families apply which consist of two families living together, (such as a mother and father, and a daughter with her own husband or children), if they apply as a family unit, they will be treated as a family unit.

Joint Custody of Children

Children who are subject to a joint custody agreement but live with one parent at least 51% of the time will be considered members of the household. "51% of the time" is defined as 183 days of the year, which do not have to run consecutively.

When both parents are on the Waiting List and both are trying to claim the child, the parent whose address is listed in the school records will be allowed to claim the school-age child as a dependent.

C. INCOME LIMITATIONS [24 CFR 982.201(b), 982.353]

**To be income eligible the family may be under the low-income limit in any of the following categories:
[24 CFR 982.201(b)]**

- A very low income family.
- 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.
- A low-income family physically displaced by rental rehabilitation activity under 24 CFR part 511.

- A low-income non-purchasing family residing in a project subject to a home-ownership program under 24 CFR 248.173.
- 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.
- A low-income family that qualifies for Voucher assistance as a non-purchasing family residing in a project subject to a resident home ownership program.

To determine if the family is income-eligible, the PHA compares the Annual Income of the family to the applicable income limit for the family's size.

Families whose Annual Income exceeds the income limit will be denied admission and offered an informal review.

Portability: For initial lease-up at admission, families who exercise portability must be within the applicable income limit for the jurisdiction in which the family initially leases the unit.

D. MANDATORY SOCIAL SECURITY NUMBERS [24 CFR 5.216, 5.218]

Families are required to provide verification of Social Security Numbers for all family members age 6 and older prior to admission, if they have been issued a number by the Social Security Administration. This requirement also applies to persons joining the family after admission to the program.

Failure to furnish verification of Social Security Numbers is grounds for denial or termination of assistance.

Persons who have not been issued a Social Security Number must sign a certification that they have never been issued a Social Security Number.

Persons who disclose their Social Security Number but cannot provide verification must sign a certification and provide verification within 60 days. Elderly persons must provide verification within 120 days.

E. CITIZENSHIP/ELIGIBLE IMMIGRATION STATUS [24 CFR Part 5, Subpart E]

In order to receive assistance, a family member must be a U.S. citizen or eligible immigrant. Individuals who are neither, may elect not to contend their status. Eligible immigrants are persons who are in one of the immigrant categories as specified by HUD.

For the Citizenship/Eligible Immigration requirement, the 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 citizen or eligible immigrant. Families that include eligible and ineligible individuals are called "mixed." 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.

All members ineligible. Applicant families that include no eligible members are ineligible for assistance. Such families will be denied admission and offered an opportunity for a hearing.

Non-citizen students. Defined by HUD in the non-citizen regulations at 24 CFR 5.522. Not eligible for assistance.

Appeals. For this eligibility requirement only, the applicant is entitled to a hearing exactly like those provided for participants.

F. OTHER CRITERIA FOR ADMISSIONS [24 CFR 982.552(b)]

A family will not be admitted to the program if any member of the family has been evicted from Federally assisted housing for serious violation of the lease within the past **3** years.

A family will be denied admission to the program if any member of the family **including a live-in-aide** fails to sign and submit consent forms for obtaining information required by the PHA, including Form HUD-9886.

PHA will apply the following criteria, in addition to the HUD eligibility criteria, as grounds for denial of admission to the program:

- The family must not have violated any family obligation during a previous participation in the Housing Choice Voucher Program for 3 years prior to final eligibility determination.
- The PHA will make an exception, if the family member who violated the family obligation is not a current member of the household on the application.
- The family must pay any outstanding debt owed the PHA or another PHA as a result of prior participation in any Federal housing program.
- The PHA will check criminal history for all adults in the household to determine whether any member of the family has violated any of the prohibited behaviors as referenced in the section on screening and terminations policy in the "Denial or Termination of Assistance"
- If any applicant deliberately misrepresents the information on which eligibility or tenant rent is established, the PHA may deny assistance and may refer the family file/record to the proper authorities for appropriate disposition. (See Program Integrity Addendum).

G. TENANT SCREENING [24 CFR 982.307]

The PHA will take into consideration any of the criteria for admission described in the "Denial or Termination of Assistance" chapter.

The PHA **will not** screen family behavior or suitability for tenancy. The PHA will not be liable or responsible to the owner or other persons for the family's behavior or the family's conduct in tenancy.

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 will inform the owner that screening and selection for tenancy is the responsibility of the owner.

The owner is responsible for screening families based on their tenancy histories, including such factors as:[24 CFR 982.307(a)(3)]

- 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.

The PHA will give the owner:

- The family's current and prior address as shown in the PHA's records; and
- The name and address (if known by the PHA) of the landlord at the family's current and prior address

The same types of information will be supplied to all owners.

The PHA will advise families how to file a complaint if they have been discriminated against by an owner. The PHA will advise the family to make a Fair Housing complaint. The PHA may also report the owner to HUD (Fair Housing/Equal Opportunity) or the local Fair Housing Organization.

H. CHANGES IN ELIGIBILITY PRIOR TO EFFECTIVE DATE OF THE CONTRACT

Changes that occur during the period between issuance of a voucher and lease up may affect the family's eligibility or share of the rental payment.

I. 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 were denied due to non-citizen status. See "Complaints and Appeals" chapter for additional information about reviews and hearings.

J. PROHIBITED ADMISSIONS CRITERIA [982.202(b)]

Admission to the program may not be based on:

- Where a family lives prior to admission to the program.
- Where the family will live with assistance under the program.
- Discrimination because members of the family are unwed parents, recipients of public assistance, or children born out of wedlock.
- Discrimination because a family includes children.
- Whether a family decides to participate in a family self sufficiency program; or Other reasons as listed in the "Statement of Policies and Objectives" chapter under the Fair Housing and Reasonable Accommodations sections.

Reserved

Chapter 3

APPLYING FOR ADMISSION [24 CFR 982.204]

INTRODUCTION

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 and consistent manner. This Chapter describes the policies and procedures for completing an initial application for assistance, placement and denial of placement on the waiting list, 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. Applicants will be placed on the waiting list in accordance with this Plan.

A. OVERVIEW OF THE APPLICATION TAKING PROCESS

The purpose of application taking is to permit the PHA to gather information and determine placement on the waiting list. The application will contain questions designed to obtain pertinent program information. Families who wish to apply for any one of the PHA's programs must complete a written pre-application form when application-taking is open. Applications will be mad Briefings will be conducted in English. Upon request by the applicant, the VIHA will provide reasonable accommodations for families who are disabled or hearing impaired. The VIHA may:

- Make documents available in large type, computer disc or Braille;
- Coordinate the provision of a qualified sign language interpreters or translator for applicants.
- Permit an outside agency or family member to assist an applicant or participant in the briefing.

Applications will be made available in an accessible format upon request from a person with a disability.

When the waiting list is open, any family asking to be placed on the waiting list for Housing Choice Voucher Program rental assistance will be given the opportunity to complete an application.

B. OPENING/CLOSING OF APPLICATION TAKING [24 CFR 982.206, 982.54(d)(1)]

The PHA, at its discretion, may restrict application intake, suspend application intake, and close waiting lists in whole or in part. The decision to close the waiting list will be based on the ability of the PHA to house applicants within a reasonable period of time.

When the PHA opens the waiting list, the PHA will advertise through public notice in newspapers, minority publications, media entities and on the PHA website noting the location (s) and program (s) for which applications are being accepted.

The St. Croix Avis Virgin Islands Daily News

To reach persons with disabilities, the PHA will provide separate notice to local organizations representing the interests and needs of the disabled. This will include notice to the following organizations:

V.I. Resource Center for the Disabled V. I. Department of Human Services

The notice will contain:

- The dates, times, and the locations where families may apply.
- The programs for which applications will be taken.
- A brief description of the program.
- A statement that public housing residents must submit a separate application if they want to apply for the Housing Choice Voucher Program.
- Limitations, if any, on who may apply

The notices will be made in an accessible format if requested. They will provide potential applicants with information that includes the PHA address and telephone number, how to submit an application and information on eligibility requirements.

Upon request from a person with a disability, additional time will be given as an accommodation for submission of an application after the closing deadline. This accommodation is to allow persons with disabilities the opportunity to submit an application in cases when a social service organization provides inaccurate or untimely information about the closing date. This accommodation can only exceed the closing date by **10 working days**.

If the waiting list is open, the PHA will accept applications from eligible families unless there is good cause for not accepting the application, such as denial of assistance because of action or inaction by members of the family for the grounds stated in the "Denial or Termination of Assistance" chapter of this Administrative Plan. [24 CFR 982.206(b)(2)]

When Application Taking is Suspended

The waiting list may not be closed if it would have a discriminatory effect inconsistent with applicable civil rights laws.

During the period when the waiting list is closed, the PHA will not maintain a list of individuals who wish to be notified when the waiting list is open. Suspension of application taking is announced in the same way as opening the waiting list.

The open period shall be long enough to achieve a waiting list adequate to cover projected turnover over the next 24 months. The PHA will give at least 15 day notice prior to closing the waiting list. The PHA will announce the closing of the waiting list by public notice. When the period for accepting applications is over, the PHA will add the new applicants to the list by:

Date and time of application receipt and to meet HUD's Income Targeting requirement.

The PHA will update the waiting list at least annually by removing the names of those families who are no longer interested, no longer qualify for housing, or cannot be reached by mail or telephone. At the time of initial intake, the PHA will advise families of their responsibility to notify the PHA when mailing address or telephone numbers change.

In the event of a Publicly Declared Natural Disaster, such as a Hurricane, Tsunami, Severe Tropical Storm, etc. VIHA will establish a local preference for selection of families from the waiting list who are victims of these types of catastrophic events. (Publicly Declared Disasters are designated by Federal, State and/or Local government or Federal Emergency Management Agency (FEMA).

At VIHA's discretion, and approval by the Executive Director, the Housing Choice Voucher Program Director will establish a local preference for any public housing resident residing in a dilapidated public housing unit where rehabilitation of the unit will last more than 30-60-90 days.

Reopening the List

If the waiting list is closed and the PHA decides to open the waiting list, the PHA will publicly announce the opening. Any reopening of the list is done in accordance with HUD requirements.

Limits on Who May Apply

When the waiting list is open:

Any family asking to be placed on the waiting list for Housing Choice Voucher Program rental assistance will be given the opportunity to complete an application.

When the application is submitted to the PHA:

It establishes the family's date and time of application for placement order on the waiting list.

Multiple Families in Same Household

When families apply that consist of two families living together, (such as a mother and father, and a daughter with her own husband or children), if they apply as a family unit, they will be treated as a family unit.

C. WAIT LIST PROCEDURES [24 CFR 982.204(b)]

The PHA will utilize an application form for the initial application for Housing Choice Voucher Program rental assistance. The application is taken and the data is entered into the computer. The application may also be mailed to the applicant and, if requested, it will be mailed in an accessible format.

The purpose of the application is to permit the PHA to assess family eligibility or ineligibility and to determine placement on the waiting list.

The application will contain questions designed to obtain the following information:

- Names of head and spouse
- Names and ages of all members
- Number of family members
- Street address and phone numbers
- Mailing address (If PO Box or other permanent address)
- Annual income
- Source(s) of income received by household members
- Information regarding request for reasonable accommodation or for accessible unit Social Security Numbers
- Race/ethnicity
- Arrests/Convictions for drug related or violent criminal activity
- Previous address
- Emergency contact person and address
- Questions regarding previous participation in HUD programs
- Names and addresses of current and previous landlords

Applicants are requested to inform the PHA in writing of changes in family composition, income and address, as well as any changes in their preference status. Applicants are also required to respond to requests from the PHA to update information on their application, or to determine their continued interest in assistance.

Ineligible families **will not** be placed on the waiting list.

Failure to provide information or to respond to mailings will result in the applicant being removed from the waiting list. (See chapter on complaints, grievances and appeals.)

D. APPLICANT STATUS WHILE ON WAITING LIST [CFR 982.204]

Applicants are required to inform the PHA in writing of changes in address. Applicants are also required to respond to requests from the PHA to update information on their application and to determine their interest in assistance. If after a review of the application the family is determined to be eligible, they will be notified in writing or in an accessible format upon request, as a reasonable accommodation.

This written notification of eligibility will be:

- **Mailed to the applicant by certified mail**
- **Distributed to the applicant in the manner requested as a specific accommodation**

If the family is determined to be ineligible based on the information provided in the application, **its file will be withdrawn** and the PHA will notify the family in writing (in an accessible format upon request as a reasonable accommodation), state the reason(s), and inform them of their right to an informal review. Persons with disabilities may request to have an advocate attend the informal review as an accommodation. (See Complaints and Appeals chapter)

E. TIME OF SELECTION [24 CFR 982.204]

When funding is available, families will be selected from the waiting 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, the PHA will not admit any other applicant until funding is available for the first applicant.

F. INFORMATION REQUIRED FOR ADMISSION

Requirement to Attend Interview

The PHA utilizes the application interview to discuss the family's circumstances in greater detail, to clarify information which 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 which may be available.

All adult family members must attend the interview and sign the housing application. Exceptions may be made for adult students attending school off -island or for members for whom attendance would be a hardship.

If the head of household cannot attend the interview, the spouse may attend to complete the application and certify the family. The head of household, however, will be required to attend an interview within 10 working days to review the information and to certify by signature that all information is complete and accurate.

If an applicant is denied due to failure to attend the application interview, the applicant will be notified in writing and offered an opportunity to request an informal hearing. (See chapter on complaints, grievance and appeals)

All adult members must sign form HUD-9886, Release of Information, the declaration and consents related to citizenship/immigration status and any other documents required by the PHA. Applicants will be required to sign specific verification forms for information which is not covered by the HUD-9886. Failure to do so will be cause for denial of the application for failure to provide necessary certification and release as required by the PHA.

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 at or after the interview 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, the PHA will provide the family a notification of denial for assistance. (See "Complaints and Appeals" chapter)

Reasonable accommodation will be made for persons with a disability who require an advocate or accessible offices. A designee will be allowed to participate in the interview process, but only with permission of the person with a disability.

G. VERIFICATION [24 CFR 982.201(e)]

Information provided by the applicant will be verified, using the verification procedures in the "Verification Procedures" chapter. Family composition, income, allowances and deductions, assets, full-time student status, eligibility and rent calculation factors, and other pertinent information will be verified. Verifications may not be more than 60 days old at the time of issuance of the Voucher.

H. WITHDRAWAL FOR DRUG RELATED ACTIVITY FR 982.207]

An applicant file will be withdrawn from the waiting list if any member of the family has been evicted from housing assisted under a 1937 Housing Act program during the past three years because of drug-related criminal activity. The PHA will grant an exception to such a family if:

The responsible member has successfully completed a rehabilitation program.

- The evicted person clearly did not participate in or know about the drug-related activity.
- The evicted person no longer participates in any drug-related criminal activity.

I. FINAL DETERMINATION AND NOTIFICATION OF ELIGIBILITY [24 CFR 982.201]

After the verification process is completed, the PHA will make a final determination of eligibility. This decision is based upon information provided by the family, the verification completed by the PHA, and the current eligibility criteria in effect.

If the family is determined to be eligible, the PHA will mail a notification of eligibility (in an accessible format upon request, as a reasonable accommodation). A briefing will be scheduled for the issuance of a voucher and the family's orientation to the housing program.

If the family is determined ineligible based on the information provided in the application, the PHA will notify the family in writing (in an accessible format upon request as a reasonable accommodation), state the reason(s), and inform them of their right to an informal hearing. Persons with disabilities may request to have an advocate attend the informal hearing as an accommodation. (See chapter on complaints, grievance and appeals)

The basis for ineligibility may include but is not limited to:

- **Over Income – The applicant's total family income is in excess of the admissions limits**
- **Age – The applicant family's head of household is not at least 18 years of age**
- **False Information – The applicant family gave false or misleading information on the application for housing**
- **Other – The applicant does not meet other local or Federal Regulation or future VIHA policy set forth at the time of application.**

Reserved

Chapter 4

MAINTAINING THE WAITING LIST [24 CFR Part 5, Subpart D; 982.54(d)(1); 982.204, 982.205, 982.206]

INTRODUCTION

It is the PHA's objective to ensure that families are placed in the proper order on the waiting list and selected from the waiting list for admissions in accordance with the policies in this Administrative Plan.

By maintaining an accurate waiting list, the PHA will be able to perform the activities which ensure that an adequate pool of qualified applicants will be available so that program funds are used in a timely manner.

A. WAITING LIST [24 CFR 982.204]

The PHA uses one waiting list for admission to its HCVP tenant-based voucher assistance program and a separate waiting list with a different local preference system for its project based voucher program.

In addition, the PHA maintains two separate wait lists for the Moderate Rehabilitation and Single Room Occupancy Programs. The preference system listed below is utilized for these waiting lists also.

Except for Special Admissions, applicants will be selected from the PHA tenant-based waiting list and project-based waiting list in accordance with policies and preferences and income targeting requirements defined in this Administrative Plan.

The PHA will maintain information that permits proper selection from the waiting lists.

The waiting list contains the following information for each applicant listed:

- Applicant name
- Family unit size (number of bedrooms family qualifies for under PHA subsidy standards)
- Date and time of application
- Racial or ethnic designation of the head of household
- Targeted program qualifications

B. SPECIAL ADMISSIONS [24 CFR 982.54(d)(e), 982.203]

If HUD awards a PHA program funding that is targeted for specifically named families, the PHA will admit these families under a Special Admission procedure.

Special admissions families will be admitted outside of the regular waiting list process. They are not required to be on the program waiting list. The PHA maintains separate records of these admissions.

The following are examples of types of program funding that may be designated by HUD for families living in a specified unit:

- A family displaced because of demolition or disposition of a public or Indian housing project;
- A family residing in a multifamily rental housing project when HUD sells, forecloses or demolishes the project;
- For housing covered by the Low Income Housing Preservation and Resident Home-ownership Act of 1990;
- A family residing in a project covered by a project-based HCVP HAP contract at or near the end of the HAP contract term.

Applicants who are admitted under Special Admissions, rather than from the waiting list, are identified in the computer system as such and the files are documented.

C. INCOME TARGETING

In accordance with the Quality Housing and Work Responsibility Act of 1998, each fiscal year the Virgin Islands Housing Authority will reserve a minimum of seventy-five percent of its Housing Choice Voucher Program new admissions for families whose income does not exceed 30 percent of the area median income. HUD refers to these families as "extremely low-income families"

The VIHA'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.

D. TARGETED FUNDING [24 CFR 982.203]

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 meeting the targeted funding criteria.

Applicants who are admitted under targeted funding which are not identified as a Special Admission are identified by codes in the automated system.

Cross-Listing of Different Housing Programs and Section 8 (HCVP) [24 CFR 982.205(a)]

If the waiting list for the PHA's public housing program, project-based voucher program, moderate rehabilitation or single room occupancy program is open at the time an applicant applies for Housing Choice Voucher Program, the PHA must offer to place the family on its waiting lists for the other programs.

Other Housing Assistance [24 CFR 982.205(b)]

Other housing assistance means a Federal, State or local housing subsidy, as determined by HUD, including public housing.

The PHA may not take any of the following actions because an applicant has applied for, received, or refused other housing: [24 CFR 982.205(b)]

- Refuse to list the applicant on the PHA waiting list for tenant-based assistance after accepting other housing;
- Deny any admission preference for which the applicant is currently qualified;
- 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 selection policy (except for removing the non-subsidized preference points); or
- Remove the applicant from the waiting list.

However, the PHA may remove the applicant from the waiting list for tenant-based assistance if the PHA has offered the applicant assistance under the voucher program.

E. ORDER OF SELECTION [24 CFR 982.207(e)]

WAIT LIST ADMINISTRATION PROCEDURES

1. The Housing Choice Voucher Program Technician will maintain the waiting list.
2. Applications will be entered by Program Technicians in their respective District.
3. Program Technicians will process applications within five (5) working days of receipt and prepare eligibility determination letter and submit to the Housing Choice Voucher Program Director/Supervisor for approval.
4. Program Technicians will maintain application files in appropriate manner.
5. The Housing Choice Voucher Program Director will determine total number of vouchers available for issuance.
6. The Housing Choice Voucher Program Director will select families from the waiting list to fill the number of vouchers available and assign to Program Technicians in the appropriate District to schedule and conduct the formal application process.
7. The Program Technician will determine eligibility of the selected family and forward to the Housing Choice Voucher Program Director/Supervisor for approval. The Program Technician will mail determination letter.
8. Once the briefing date has been scheduled, the Program Technician will prepare briefing letter, voucher and briefing packet for each selected family and forward to Program Assistant.
9. The Program Technician will withdraw families who do not respond for briefings in accordance with VIHA policy.

F. REMOVAL FROM WAITING LIST AND PURGING [24 CFR 982.204(c)]

The Waiting List will be purged approximately every year by a mailing to all applicants to ensure that the waiting list is current and accurate. The mailing will ask for confirmation of continued interest.

Any mailings to the applicant which require a response will state that failure to respond within 30 days will result in the applicant's name being dropped from the waiting list.

An extension of **10** days to respond will be granted, if requested and needed as a reasonable accommodation for a person with a disability.

If the applicant did not respond to the PHA request for information or updates because of a family member's disability, the PHA will reinstate the applicant in the family's former position on the waiting list.

If a letter is returned with a forwarding address, it will be re-mailed to the address indicated.

If an applicant is removed from the waiting list for failure to respond, they will not be entitled to reinstatement unless the Housing Choice Voucher Program Director determines there were circumstances beyond the person's control. Decisions will be rendered on a case by case basis.

Reserved

Chapter 5

SUBSIDY STANDARDS [24 CFR 982.54(d)(9)]

INTRODUCTION

HUD guidelines require that PHA's establish subsidy standards for the determination of family unit size, and that such standards provide for a minimum commitment of subsidy while avoiding overcrowding. The standards used for the unit size selected by the family must be within the minimum unit size requirements of HUD's Housing Quality Standards. This Chapter explains the subsidy standards, which will be used to determine the voucher size (family unit size) for various sized families when they are selected from the waiting list, as well as the PHA's procedures when a family's size changes, or a family selects a unit size that is different from the Voucher.

A. DETERMINING FAMILY UNIT (VOUCHER) SIZE [24 CFR 982.402]

The PHA does not determine who shares a bedroom/sleeping room, but there must be at least one person per bedroom on the Voucher. The PHA's subsidy standards for determining voucher size shall be applied in a manner consistent with Fair Housing guidelines.

For subsidy standards, an adult is a person 18 years old or older.

All standards in this section relate to the number of bedrooms on the Voucher, not the family's actual living arrangements.

The unit size on the Voucher remains the same as long as the family composition remains the same, regardless of the actual unit size rented.

Generally, the PHA assigns one bedroom to two people within the following guidelines:

- Persons of different generations, persons of the opposite sex (other than spouses), and unrelated adults should be allocated a separate bedroom.
- Separate bedrooms should be allocated for persons of the opposite sex (other than adults who have a spousal relationship and children under 6).
- Live-in attendants will generally be provided a separate bedroom. No additional bedrooms are provided for the attendant's family.
- Space may be provided for a child who is away at school but who lives with the family during school recesses.
- Space will not be provided for a family member, other than a spouse, who will be absent most of the time, such as a member who is away in the military.
- Adults of different generations will have separate bedrooms.
- Single person families shall be allocated one bedroom.
- A single pregnant woman with no other family members must be treated as a 2-person family.

GUIDELINES FOR DETERMINING VOUCHER SIZE

Voucher Size	Persons in Household	
	Minimum Number	Maximum Number
0 Bedroom	1	1
1 Bedroom	1	2
2 Bedrooms	2	4
3 Bedrooms	3	6
4 Bedrooms	4	8
5 Bedrooms	6	10
6 Bedrooms	8	12

B. EXCEPTIONS TO SUBSIDY STANDARDS [24 CFR 982.403(a) & (b)]

The PHA shall grant exceptions from the subsidy standards if the family requests and the PHA determines the exceptions are justified by the relationship, age, sex, health or disability of family members, or other individual circumstances.

The PHA will grant an exception upon request as an accommodation for persons with disabilities.

Circumstances may dictate a larger size than the subsidy standards permit when persons cannot share a bedroom because of a need, such as a:

- **Verified medical or health reason; or**
- **Elderly persons or persons with disabilities who may require a live-in attendant.**

Request for Exceptions to Subsidy Standards

The PHA will not issue a larger voucher due to additions of family members other than by birth, adoption, marriage, or court-awarded custody.

Requests based on health related reasons must be verified by a doctor, medical professional and/or social service professional.

PHA Error

If the PHA errs in the bedroom size designation, the family will be issued a Voucher of the appropriate size.

Changes for Applicants

The voucher size is determined prior to the briefing by comparing the family composition to the PHA subsidy standards. If an applicant requires a change in the voucher size, based on the requirements of the PHA subsidy standards, the above-referenced guidelines will apply.

Changes for Participants

The members of the family residing in the unit must be approved by the PHA. The family must obtain approval of any additional family member before the new member occupies the unit except for additions by birth, adoption, or court-awarded custody, in which case the family must inform the PHA within **10** days. The above referenced guidelines will apply.

The voucher size for families may only be changed at the time of the annual reexamination.

Under Housed and Over Housed Families

Virgin Islands Housing Authority

HCVP Administrative Plan (Amended) Effective 09/08

If a unit does not meet HQS space standards due to an increase in family size, (unit too small), the PHA will issue a new voucher of the appropriate size and assist the family in locating a suitable unit.

The PHA will also notify the family of the circumstances under which an exception will be granted, such as:

- If a family with a disability is under-housed in an accessible unit.
- If a family requires the additional bedroom because of a health problem, which has been verified by the PHA.

C. UNIT SIZE SELECTED [24 CFR 982.402(c)]

The family may select a different size dwelling unit other than that listed on the Voucher. There are three criteria to consider:

Subsidy Limitation: The family unit size as determined for a family under the PHA subsidy standard for a family assisted in the voucher program is based on the PHA's adopted payment standards. The payment standard for a family shall be the *lower of*:

- The payment standard amount for the family unit size; or
- The payment standard amount for the unit size rented by the family.

Utility Allowance: The utility allowance used to calculate the gross rent is based on the actual size of the unit the family selects, regardless of the size authorized on the family's Voucher.

Housing Quality Standards: The standards allow two persons per living/sleeping room and permit maximum occupancy levels (assuming a living room is used as a living/sleeping area) as shown in the table below. The levels may be exceeded if a room in addition to bedrooms and living room is used for sleeping.

HQS GUIDELINES FOR UNIT SIZE SELECTED	
Unit Size	Maximum Number in Household
0 Bedroom	1
1 Bedroom	4
2 Bedrooms	6
3 Bedrooms	8
4 Bedrooms	10
5 Bedrooms	12
6 Bedrooms	14

Chapter 6

FACTORS RELATED TO TOTAL TENANT PAYMENT AND FAMILY SHARE DETERMINATION [24 CFR Part 5, Subparts E and F; 982.153, 982.551]

INTRODUCTION

The PHA will use the methods as set forth in this Administrative Plan to verify and determine that family income at admission and at annual reexamination is correct. The accurate calculation of Annual Income and Adjusted Income will ensure that families are not paying more or less money for rent than their obligation under the Regulations.

This Chapter defines the allowable expenses and deductions to be subtracted from Annual Income and how the presence or absence of household members may affect the Total Tenant Payment (TTP). Income and TTP are calculated in accordance with 24 CFR Part 5, Subparts E and F, and further instructions set forth in HUD Notices and Memoranda. The formula for the calculation of TTP is specific and not subject to interpretation. The PHA's policies in this Chapter address those areas, which allow the PHA discretion to define terms and to develop standards in order to assure consistent application of the various factors that relate to the determination of TTP.

A. INCOME AND ALLOWANCES [24 CFR 5.609]

Income includes all monetary amounts, which are received on behalf of the family. For purposes of calculating the Total Tenant Payment, HUD defines what is to be calculated and what is to be excluded in the Federal regulations. In accordance with this definition, all income which is not specifically excluded in the regulations is counted.

Annual Income is defined as the gross amount of income anticipated to be received by the family during the 12 months after certification or recertification.

Gross income is the amount of income prior to any HUD allowable expenses or deductions, and does not include income which has been excluded by HUD. Annual income is used to determine whether or not applicants are within the applicable income limits.

Adjusted Income is defined as the Annual income minus any HUD allowable expenses and deductions. HUD has five allowable deductions from Annual Income:

- Dependent Allowance: \$480 each for family members (other than the head or spouse) who are minors, and for family members who are 18 and older who are full-time students or disabled.
- Elderly/Disabled Allowance: \$400 per family for families whose head or spouse is 62 or over or disabled.
- Allowable Medical Expenses: Deducted for all family members of an eligible elderly/disabled family.
- Child Care Expenses: Deducted for the care of children under 13 when childcare is necessary to allow an **adult** member to work, attend school, or actively seek employment.

Allowable Disability Assistance Expenses: Deducted for attendant care or auxiliary apparatus for persons with disabilities if needed to enable the individual or an **adult** family member to work.

B. DISALLOWANCE OF EARNED INCOME FROM RENT DETERMINATIONS FOR PERSONS WITH DISABILITIES [24 CFR 5.617; 982.201(b)(3)]

The annual income for qualified families may not be increased as a result of increases in earned income of a family member who is a person with disabilities beginning on the date on which the increase in earned income begins and continuing for a cumulative 12-month period. After the disabled family receives 12 cumulative months of the full exclusion, annual income will include a phase-in of half the earned income excluded from annual income.

A family qualified for the earned income exclusion is a family that is receiving tenant-based rental assistance under the Housing Choice Voucher Program; and

- 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 TANF provided that the total amount over a six-month period is at least \$500.

The HUD definition of "previously unemployed" includes a person with disabilities who has earned in the previous 12 months no more than the equivalent earnings for working 10 hours per week for 50 weeks at the minimum wage. Minimum wage is the prevailing minimum wage in the State or locality.

The HUD definition of economic self-sufficiency program is: any program designed to encourage, assist, train or facilitate economic independence of assisted families or to provide work for such families. Such programs may 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 substance abuse or mental health treatment).

Qualifying increases are any earned income increases of a family member who is a person with disabilities during participation in an economic self-sufficiency or job training program and not increases that occur after participation, unless the training provides assistance, training or mentoring after employment.

The amount that is subject to the disallowance is the amount of incremental increase in income of a family member who is a person with disabilities. The incremental increase in income is calculated by comparing the amount of the disabled family member's income before the beginning of qualifying employment or increase in earned income to the amount of such income after the beginning of employment or increase in earned income.

Initial Twelve-Month Exclusion

During the cumulative 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 PHA will exclude from annual income of a qualified family any increase in income of the

family member who is a person with disabilities as a result of employment over the prior income of that family member.

Second Twelve-Month Exclusion and Phase-in

During the second cumulative 12-month period after the expiration of the initial cumulative 12-month period referred to above, the PHA must exclude from annual income of a qualified family 50 percent of any increase in income of a family member who is a person with disabilities as a result of employment over income of that family member prior to the beginning of such employment.

Maximum Four-Year Disallowance

The earned income disallowance is limited to a lifetime 48-month period for each family member who is a person with disabilities. For each family member who is a person with disabilities, the disallowance only applies for a maximum of 12 months of full exclusion of incremental increase, and a maximum of 12 months of phase-in exclusion during the 48-month period starting from the date of the initial exclusion.

If the period of increased income does not last for 12 consecutive months, the disallowance period may be resumed at any time within the 48-month period, and continued until the disallowance has been applied for a total of 12 months of each disallowance (the initial 12-month full exclusion and the second 12-month phase-in exclusion).

No earned income disallowance will be applied after the 48-month period following the initial date the exclusion was applied.

Applicability to Child Care Expense Deductions

The amount deducted for childcare expenses necessary to permit employment shall not exceed the amount of employment income that is included in annual income. Therefore, for families entitled to the earned income disallowance, the amounts of the full and phase-in exclusions from income shall not be used in determining the cap for childcare expense deductions.

Tracking the Earned Income Exclusion

The earned income exclusion will be reported on the HUD 50058 form. Documentation will be included in the family's file to show the reason for the reduced increase in rent.

Such documentation will include:

- Date the increase in earned income was reported by the family
- Name of the family member whose earned income increased
- Reason (new employment, participation in job training program, within 6 months after receiving TANF) for the increase in earned income
- Amount of the increase in earned income (amount to be excluded)
- Date the increase in income is first excluded from annual income
- Date(s) earned income ended and resumed during the initial cumulative 12-month period of exclusion (if any)
- Date the family member has received a total of 12 months of the initial exclusion
- Date the 12-month phase-in period began Date(s) earned income ended and resumed during the second cumulative 12-month period (phase-in) of exclusion (if any)
- Date the family member has received a total of 12 months of the phase-in exclusion
- Ending date of the maximum 48-month (four year) disallowance period (48 months from the date of the initial earned income disallowance)

The PHA will maintain a tracking system to ensure correct application of the earned income disallowance.

Inapplicability to Admission

The earned income disallowance is only applied to determine the annual income of families who are participants in the Housing Choice Voucher Program, and therefore does not apply for purposes of admission to the program (including the determination of income eligibility or any income targeting that may be applicable).

C. MINIMUM RENT [24 CFR 5.616]

"Minimum rent" is \$ 50. Minimum rent refers to the Total Tenant Payment and includes the combined amount a family pays towards rent and/or utilities when it is applied.

D. DEFINITION OF TEMPORARILY/PERMANENTLY ABSENT [24 CFR 982.54(d)(10), 982.551]

The PHA must compute all applicable income of every family member who is on the lease, including those who are temporarily absent. In addition, the PHA must count the income of the spouse or the head of the household if that person is temporarily absent, even if that person is not on the lease.

Income of persons permanently absent will not be counted. If the spouse is temporarily absent and in the military, all military pay and allowances (except hazardous duty pay when exposed to hostile fire and any other exceptions to military pay HUD may define) is counted as income.

It is the responsibility of the head of household to report changes in family composition. The PHA will evaluate absences from the unit using this policy.

Absence of Any Member

Any member of the household will be considered permanently absent if s/he is away from the unit for **180 days** except as otherwise provided in this Chapter.

Absence due to Medical Reasons

If any family member leaves the household to enter a facility such as hospital, nursing home, or rehabilitation center, the PHA will seek advice from a reliable qualified source as to the likelihood and timing of their return. If the verification indicates that the family member will be permanently confined to a nursing home, the family member will be considered permanently absent. If the verification indicates that the family member will return in less than **180** consecutive days, the family member will not be considered permanently absent.

If the person who is determined to be permanently absent is the sole member of the household, assistance will be terminated in accordance with the PHA's "Absence of Entire Family" policy.

Absence Due to Full-time Student Status

Full time students who attend school away from the home will be treated in the following manner:

A student (other than head of household or spouse) who attends school away from home but lives with the family during school recesses may, at the family's choice, be considered either temporarily or permanently absent. If the family decides that the member is permanently absent, income of that member will not be included in total household income, the member will not be included on the lease, and the member will not be included for determination of Voucher size.

Absence due to Incarceration

If the sole member is incarcerated for more than **60** consecutive days, s/he will be considered permanently absent. Any member of the household, other than the sole member, will be considered permanently absent if s/he is incarcerated for 60 consecutive days.

The PHA will determine if the reason for incarceration is for drug-related or violent criminal activity.

Absence of Children due to Placement in Foster Care

If the family includes a child or children temporarily absent from the home due to placement in foster care, the PHA will determine from the appropriate agency when the child/children will be returned to the home.

If the time period is to be greater than 180 days from the date of removal of the child/ren, the Voucher size will be reduced. If all children are removed from the home permanently, the voucher size will be reduced in accordance with the PHA's subsidy standards.

Absence of Entire Family

These policy guidelines address situations when the family is absent from the unit, but has not moved out of the unit. In cases where the family has moved out of the unit, the PHA will terminate assistance in accordance with appropriate termination procedures contained in this Plan.

Families are required both to notify the PHA before they move out of a unit and to give the PHA information about any family absence from the unit.

Families must notify the PHA at least 60 days prior if they are going to be absent from the unit for more than **30** consecutive days.

If the entire family is absent from the assisted unit for more than **60** consecutive days, the unit will be considered to be vacated and the assistance will be terminated.

HUD regulations require the PHA to terminate assistance if the entire family is absent from the unit for a period of more than 180 consecutive calendar days.

"Absence" means that no family member is residing in the unit. In order to determine if the family is absent from the unit, the PHA may:

- Write letters to the family at the unit
- Telephone the family at the unit
- Interview neighbors
- Verify if utilities are in service
- Check with the post office

A person with a disability may request an extension of time as an accommodation, provided that the extension does not go beyond the HUD-allowed 180 consecutive calendar day's limit.

If the absence which resulted in termination of assistance was due to a person's disability, and the PHA can verify that the person was unable to notify the PHA in accordance with the family's responsibilities, and if funding is available, the PHA may reinstate the family as an accommodation if requested by the family as long as the period was within 180 days.

Caretaker for Children

If neither parent remains in the household and the appropriate agency has determined that another adult is to be brought into the assisted unit to care for the children for an indefinite period, the PHA will treat that adult as a visitor for the first **60** days.

If by the end of that period, court-awarded custody or legal guardianship has been awarded to the caretaker, the Voucher will be transferred to the caretaker.

If the appropriate agency cannot confirm the guardianship status of the caretaker, the PHA will review the status at **30** day intervals.

If custody or legal guardianship has not been awarded by the court, but the action is in process, the PHA will secure verification from social services staff or the attorney as to the status.

If custody is awarded for a limited time in excess of stated period, the PHA will state in writing that the transfer of the Voucher is for that limited time or as long as they have custody of the children.

The PHA will use discretion as deemed appropriate in determining any further assignation of the Voucher on behalf of the children.

The caretaker will be allowed to remain in the unit, as a visitor, until a determination of custody is made.

The PHA will transfer the voucher to the caretaker, in the absence of a court order, if the caretaker has been in the unit for more than **60** days and it is reasonable to expect that custody will be granted.

When the PHA approves a person to reside in the unit as caretaker for the child/ren, the income should be counted pending a final disposition. The PHA will work with the appropriate service agencies and the landlord to provide a smooth transition in these cases.

If a member of the household is subject to a court order that restricts him/her from the home for more than **60 days**, the person will be considered permanently absent.

Visitors

Any adult not included on the HUD 50058 who has been in the unit more than 30 consecutive days without PHA approval, or a total of 90 days in a 12-month period, will be considered to be living in the unit as an unauthorized household member.

Absence of evidence of any other address will be considered verification that the visitor is a member of the household.

Statements from neighbors and/or the landlord will be considered in making the determination.

Use of the unit address as the visitor's current residence for any purpose that is not explicitly temporary shall be construed as permanent residence.

The burden of proof that the individual is a visitor rests on the family. In the absence of such proof, the individual will be considered an unauthorized member of the household and the PHA will terminate assistance since prior approval was not requested for the addition.

Minors and college students who were part of the family but who now live away from home during the school year and are no longer on the lease may visit for up to **120** days per year without being considered a member of the household.

In a joint custody or **shared parenting** arrangement, if the minor is in the household less than **180** days per year, the minor will be considered to be an eligible visitor and not a family member.

Reporting Additions to Owner and PHA

Reporting changes in household composition to the PHA is both a HUD and a PHA requirement. The family obligations require the family to request PHA approval to add any other family member as an occupant of the unit and to inform the PHA of the birth, adoption or court-awarded custody of a child.

The family must request prior approval of additional household members in writing. If any new family member is added, the income of the additional member will be included in the family income as applicable under HUD regulations.

If the family does not obtain prior written approval from the PHA, any person the family has permitted to move in will be considered an unauthorized household member.

In the event that a visitor continues to reside in the unit after the maximum allowable time, the family must report it to the PHA in writing within **10** days of the maximum allowable time.

Families are required to report any additions to the household in writing to the PHA within **10** days of the move-in date. An interim re-examination will be conducted for any additions to the household.

In addition, the lease may require the family to obtain prior written approval from the owner when there are changes in family composition other than birth, adoption or court awarded custody.

Reporting Absences to the PHA

Reporting changes in household composition is both a HUD and a PHA requirement.

If a family member leaves the household, the family must report this change to the PHA, in writing, within **10** days of the change and certify as to whether the member is temporarily absent or permanently absent.

The PHA will conduct an interim evaluation for changes, which affect the Total Tenant Payment in accordance with the interim policy.

E. AVERAGING INCOME

When annual income cannot be anticipated for a full twelve months, the PHA may:

- **Average known sources of income that vary to compute an annual income.**

If there are bonuses or overtime, which the employer cannot anticipate for the next twelve months, bonuses and overtime received the previous year will be used.

If, by averaging, an estimate can be made for those families whose income fluctuates from month to month, this estimate will be used so as to reduce the number of interim adjustments.

The method used depends on the regularity, source and type of income.

F. MINIMUM INCOME

There is no minimum income requirement. Families who report zero income are required to complete a zero income check list.

Families that report zero income will be required to provide information regarding their means of basic subsistence, such as food, utilities, transportation, etc.

If the family's expenses exceed their known income, the PHA will make inquiry of the head of household as to the nature of the family's accessible resources.

G. INCOME OF PERSON PERMANENTLY CONFINED TO NURSING HOME [24 CFR 982.54(d)(10)]

If a family member is permanently confined to a hospital or nursing home and there is a family member left in the household, the PHA will calculate the income by using the following methodology and use the income figure which would result in a lower payment by the family:

- Exclude the income of the person permanently confined to the nursing home and give the family no deductions for medical expenses of the confined family member, or
- Include the income of the person permanently confined to the nursing home and give the family the medical deductions allowable on behalf of the person in the nursing home.

H. REGULAR CONTRIBUTIONS AND GIFTS [24 CFR 5.609]

Regular contributions and gifts received from persons outside the household are counted as income for calculation of the Total Tenant Payment.

Any contribution or gift received every 3 months or more frequently will be considered a "regular" contribution or gift. This includes rent and utility payments made on behalf of the family and other cash or non-cash contributions provided on a regular basis. It does not include casual contributions or sporadic gifts. (See "Verification Procedures" chapter for further definition.)

If the family's expenses exceed its known income, the PHA will inquire of the family regarding contributions and gifts.

I. ALIMONY AND CHILD SUPPORT [24 CFR 5.609]

Regular alimony and child support payments are counted as income for calculation of Total Tenant Payment.

If the amount of child support or alimony received is less than the amount awarded by the court, the PHA will use the amount awarded by the court unless the family can verify that they are not receiving the full amount and verification of item(s) below are provided.

The PHA will accept verification that the family is receiving an amount less than the award if:

- The PHA receives verification from the agency responsible for enforcement or collection.
- The family furnishes documentation of child support or alimony collection action filed through a child support enforcement/collection agency, or has filed an enforcement or collection action through an attorney.

It is the family's responsibility to supply a certified copy of the divorce decree.

J. LUMP-SUM RECEIPTS [24 CFR 5.609]

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, are not included in income but may be included in assets.

Lump-sum payments caused by delays in processing periodic payments such as unemployment or welfare

assistance are counted as income. Lump sum payments from Social Security are excluded from income, but any amount remaining will be considered an asset. Deferred periodic payments which have accumulated due to a dispute will be treated the same as periodic payments which are deferred due to delays in processing.

In order to determine amount of retroactive tenant rent that the family owes as a result of the lump sum receipt:

- **The PHA will calculate retroactively if the receipt was not reported at the first recertification following receipt of the lump sum.**

Retroactive Calculation Methodology

The PHA will go back to the date the lump-sum payment was received, or to the date of admission, whichever is closer.

The PHA will determine the amount of income for each certification period, including the lump sum, and recalculate the tenant rent for each certification period to determine the amount due the PHA.

At the PHA's option, the PHA may enter into a Payment Agreement with the family or the family may choose to pay the amount owed to the PHA in a lump sum.

The amount owed by the family is a collectible debt even if the family becomes unassisted.

Attorney Fees

The family's attorney fees may be deducted from lump-sum payments when computing annual income if the attorney's efforts have recovered a lump-sum compensation, and the recovery paid to the family does not include an additional amount in full satisfaction of the attorney fees.

K. CONTRIBUTIONS TO RETIREMENT FUNDS - ASSETS [24 CFR 5.603(d)]

Contributions to company retirement/pension funds are handled as follows:

- While an individual is employed, count as assets only amounts the family can withdraw without retiring or terminating employment.
- After retirement or termination of employment, count any amount the employee elects to receive as a lump sum.

L. ASSETS DISPOSED OF FOR LESS THAN FAIR MARKET VALUE [24 CFR 5.603(d)(3)]

The PHA must count assets disposed of for less than fair market value during the two years preceding certification or reexamination. The PHA will count the difference between the market value and the actual payment received in calculating total assets.

Assets disposed of as a result of foreclosure or bankruptcy are not considered to be assets disposed of for less than fair market value. Assets disposed of as a result of a divorce or separation are not considered to be assets disposed of for less than fair market value.

The PHA's minimum threshold for counting assets disposed of for less than Fair Market value is \$ 500.00. If the total value of assets disposed of within a one-year period is less than \$ 1,500.00, they will not be considered an asset.

M. CHILD CARE EXPENSES [24 CFR 5.603]

Childcare expenses for children under 13 may be deducted from annual income if they enable an adult to work or attend school, or to actively seek employment.

In the case of a child attending private school, only after-hours care can be counted as childcare expenses.

Childcare to work: The maximum childcare expense allowed must be less than the amount earned by the person enabled to work. **The "person enabled to work" will be the adult member of the household who earns the least amount of income from working.**

Child care for school: The number of hours claimed for child care may not exceed the number of hours the family member is attending school, including reasonable travel time to and from school.

N. MEDICAL EXPENSES [24 CFR 5.609(a)(2), 5.603]

Nonprescription medicines must be doctor-recommended in order to be considered a medical expense. Nonprescription medicines will be counted toward medical expenses for families who qualify if the family furnishes legible receipts.

O. PRORATION OF ASSISTANCE FOR "MIXED" FAMILIES [24 CFR 5.520]

Applicability

Prorated assistance must be offered to any "mixed" applicant or participant family. A "mixed" family is one that includes at least one U.S. citizen or eligible immigrant and any number of ineligible members.

Prorated Assistance Calculation

Prorated assistance is calculated by determining the amount of assistance payable if all family members were eligible and multiplying by the percent of the family members who actually are eligible. Calculations for each housing program are performed on the HUD 50058 form.

P. INCOME CHANGES RESULTING FROM WELFARE PROGRAM REQUIREMENTS

The PHA will not reduce the rental contribution for families whose welfare assistance is reduced specifically because of:

- Fraud by a family member in connection with the welfare program; or
- Failure to participate in an economic self-sufficiency program; or
- Noncompliance with a work activities requirement

However, the PHA will reduce the rental contribution if the welfare assistance reduction is a result of:

- The expiration of a lifetime time limit on receiving benefits; or
- A situation where a family member has not complied with other welfare agency requirements; or
- A situation where a family member has complied with welfare agency economic self-sufficiency or work activities requirements but cannot or has not obtained employment, such as the family member has complied with welfare program requirements, but the durational time limit, such as a cap on the length of time a family can receive benefits, causes the family to lose their welfare benefits.

Imputed welfare income is the amount of annual income not actually received by a family as a result of a specified welfare benefit reduction that is included in the family's income for rental contribution.

Imputed welfare income is not included in annual income if the family was not an assisted resident at the time of sanction.

The amount of imputed welfare income is offset by the amount of additional income a family receives that

begins after the sanction was imposed.

When additional income is at least equal to the imputed welfare income, the imputed welfare income is reduced to zero.

Verification Before Denying a Request to Reduce Rent

The PHA will obtain written verification from the welfare agency stating that the family's benefits have been reduced for fraud or noncompliance with economic self-sufficiency or work activities requirements *before* denying the family's request for rent reduction.

The welfare agency, at the request of the PHA, will inform the PHA of:

- Amount and term of specified welfare benefit reduction for the family;
- Reason for the reduction; and
- Subsequent changes in term or amount of reduction.

Q. UTILITY ALLOWANCE AND UTILITY REIMBURSEMENT PAYMENTS [24 CFR 982.153, 982.517]

The same Utility Allowance Schedule is used for all tenant-based programs.

The utility allowance is intended to cover the cost of utilities not included in the rent. The allowance is 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. Allowances are not based on an individual family's actual energy consumption.

The PHA's utility allowance schedule, and the utility allowance for an individual family, must include the utilities and services that are necessary in the locality to provide housing that complies with the housing quality standards. The PHA may not provide any allowance for non-essential utility costs, such as costs of cable or satellite television.

The PHA must classify utilities in the utility allowance schedule according to the following general categories: cooking, water heating, water, **other electric**, refrigerator (for tenant supplied refrigerator), range (cost of tenant-supplied range); and other specified services.

The PHA will review the utility allowance schedule at least annually. If the review finds a utility rate has changed by 10 percent or more since the last revision of the utility allowance schedule, the schedule will be revised to reflect the new rate. Revised utility allowances will be applied in a participant family's rent calculation at their next reexamination.

The approved utility allowance schedule is given to families along with their Voucher. The utility allowance is based on the actual unit size selected.

Where families provide their own range and refrigerator, the PHA will establish an allowance adequate for the family to purchase or rent a range or refrigerator, even if the family already owns either appliance. Allowances for ranges and refrigerators will be based on the lesser of the cost of leasing or purchasing the appropriate appliance over a **12** month period.

Where the calculation on the HUD 50058 results in a utility reimbursement payment due the family [24 CFR 982.514(b)], the PHA will provide a utility reimbursement payment for the family each month. The check will be made out:

Directly to the tenant

Chapter 7

VERIFICATION PROCEDURES

[24 CFR Part 5, Subparts B, D, E and F; 24 CFR 982.158; 24 CFR 5.617]

INTRODUCTION

HUD regulations require that the factors of eligibility and Total Tenant Payment/Family Share be verified by the PHA. PHA staff will obtain written verification from independent sources whenever possible and will document tenant files as to why third party verification was impossible to obtain.

Applicants and program participants must provide true and complete information to the PHA whenever information is requested. The PHA's verification requirements are designed to maintain program integrity.

This chapter explains the PHA's procedures and standards for verification of preferences, income, assets, allowable deductions, family status, and changes in family composition. The PHA will obtain proper authorization from the family before requesting information from independent sources.

A. METHODS OF VERIFICATION AND TIME ALLOWED [24 CFR 982.516]

The PHA will verify information through the **five** methods of verification acceptable to HUD in the following order:

1. Up-Front Income Verification (UIV)
2. Third-Party Written
3. Third-Party Oral
4. Review of Documents
5. Certification/Self-Declaration

The PHA will allow **2** weeks for return of third-party verifications and 2 weeks to obtain a third party oral before going to the next method. The PHA will document the file as to why third party written verification was not used.

For applicants, verifications may not be more than 60 days old at the time of Voucher issuance. **For participants, they are valid for 120 days from date of receipt.**

Up-Front Income Verification (UIV)

UIV is the verification of income, before or during a reexamination, through an independent source that systematically and uniformly maintains income information in computerized form for a large number of individuals.

Third-Party Written Verification

Third-party verification is used to verify information directly with the source. Third-party written verification forms will be sent and returned via first class mail. The family will be required to sign an authorization for the information source to release the specified information.

Verifications received electronically directly from the source **are** considered third party written verification.

The PHA will accept verifications in the form of computerized printouts delivered by the family from the following agencies with the understanding that the PHA will still attempt to obtain third-party verifications:

- **Social Security Administration**
- **Veterans Administration**
- **Department of Human Services**
- **Department of Labor**
- **Paternity & Child Support**

Third-Party Oral Verification

Oral third-party verification will be used when written third-party verification is delayed or not possible. Third-party oral verification will include contacting the employer to reconcile disparate wage information on the written third-party verification versus the information/documents provided by the family. Third-party oral verifications will be recorded on third party tracking form and will include date and person VIHA employee contacted, with all necessary information documented. If oral third party verification is available, the PHA will compare the information to any documents provided by the Family.

Review of Documents

In the event that third-party written or oral verification is unavailable, or the information has not been verified by the third party within **four** weeks, the PHA will annotate the file accordingly and utilize documents provided by the family as the primary source if the documents provide complete information.

All such documents, excluding government checks, will be photocopied and retained in the applicant file.

The PHA will accept the following documents from the family provided that the document is such that tampering would be easily noted:

- **Printed wage stubs**
- **Computer print-outs from the employer**

The PHA will accept faxed documents.

The PHA will accept photocopies.

If third-party verification is received after documents have been accepted as provisional verification, and there is a discrepancy, the PHA will utilize the third party verification.

Self-Certification/Self-Declaration

When verification cannot be made by third-party verification or review of documents, families will be required to submit a self-certification.

Self-certification means **a certification and must be witnessed.**

B. RELEASE OF INFORMATION [24 CFR 5.230]

Adult family members will be required to sign the HUD 9886 Release of Information/Privacy Act form.

In addition, family members will be required to sign specific authorization forms when information is needed that is not covered by the HUD form 9886, Authorization for Release of Information/Privacy Act Notice.

Family refusal to cooperate with the HUD prescribed verification system will result in denial of admission or termination of assistance because it is a family obligation to supply any information and to sign consent forms requested by the PHA or HUD.

C. ITEMS TO BE VERIFIED [24 CFR 982.516]

All income not specifically excluded by the regulations.

Full-time student status including High School students who are 18 or over.

Current assets including assets disposed of for less than fair market value in preceding two years.

Childcare expense where it allows an **adult** family member to be employed, or to actively seek work, or to further his/her education.

Total medical expenses of all family members in households whose head or spouse is elderly or disabled.

Disability assistance expenses to include only those costs associated with attendant care or auxiliary apparatus for a disabled member of the family, which allow an **adult** family member to be employed.

Disability for determination of preferences, allowances or deductions.

U.S. citizenship/eligible immigrant status

Social Security Numbers for all family members over 6 years of age or older who have been issued a social security number.

Marital status when needed for head or spouse definition.

Verification of Reduction in Benefits for Noncompliance:

The PHA will obtain written verification from the welfare agency stating that the family's benefits have been reduced for fraud or noncompliance *before* denying the family's request for rent reduction.

The PHA may at admission and periodically during participation monitor local public records to determine or ascertain that there are no violations to criminal background and/or family obligations.

D. VERIFICATION OF INCOME [24 CFR 982.516]

This section defines the methods the PHA will use to verify various types of income.

Employment Income

Verification forms request the employer to specify the:

- Dates of employment
- Amount and frequency of pay
- Date of the last pay increase
- Likelihood of change of employment status and effective date of any known salary increase during the next 12 months
- Year to date earnings
- Estimated income from overtime, tips, bonus pay expected during next 12 months

Acceptable methods of verification include, in this order:

1. Employment verification form completed by the employer.

2. Check stubs or earning statements, which indicate the employee's gross pay, frequency of pay or year to date earnings.
3. W-2 forms plus income tax return forms.
4. Self-certifications and/or income tax returns signed by the family may be used for verifying self-employment income, or income from tips and other gratuities. Self-Certification is only acceptable if the self-employment has recently started and participant has not yet been required to file an income tax return. Extensions by the government for filing must be documented. In cases where a participant is unable to produce income tax return and/or proof of said extension, the case will be referred for fraud investigation.

Applicants and program participants may be requested to sign an authorization for release of information from the Internal Revenue Bureau for further verification of income.

In cases where there are questions about the validity of information provided by the family, the PHA will require the most recent Federal income tax statements.

Social Security, Pensions, Supplementary Security Income (SSI), Disability Income

Acceptable methods of verification include, in this order:

1. TASS Verification
2. Benefit verification form completed by agency providing the benefits.
3. Award or benefit notification letters prepared and signed by the providing agency.
4. Computer report electronically obtained or in hard copy.

Unemployment Compensation

Acceptable methods of verification include, in this order:

1. Verification form completed by the unemployment compensation agency.
2. Computer report electronically obtained or in hard copy, from unemployment office stating payment dates and amounts.
3. Payment stubs.

Welfare Payments or General Assistance

Acceptable methods of verification include, in this order:

1. PHA verification form completed by payment provider.
2. Written statement from payment provider indicating the amount of grant/payment, start date of payments, and anticipated changes in payment in the next 12 months.
3. Computer-generated Notice of Action.

Alimony or Child Support Payments

Acceptable methods of verification include, in this order:

1. Copy of a separation or settlement agreement or a divorce decree stating amount and type of support and payment schedules.
2. Copy of latest check and/or payment stubs from Child Support Enforcement Agency. PHA must record the date, amount, and number of the check.
3. Family's self-certification of amount received and of the likelihood of support payments being received in the future, or that support payments are not being received.

If payments are irregular, the family must provide:

- A copy of the separation or settlement agreement, or a divorce decree stating the amount and type of support and payment schedules.
- A statement from the agency responsible for enforcing payments to show that the family has filed for enforcement.
- A welfare notice of action showing amounts received by the welfare agency for child support.
- **A written statement from an attorney certifying that a collection or enforcement action has been filed.**

Net Income from a Business

In order to verify the net income from a business, the PHA will view IRS and financial documents from prior years and use this information to anticipate the income for the next 12 months.

Acceptable methods of verification include:

1. IRS Form 1040, including:
 - Schedule C (Small Business)
 - Schedule E (Rental Property Income)
 - Schedule F (Farm Income)

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.

2. Audited or unaudited financial statement(s) of the business.
3. Documents such as manifests, appointment books, cash books, bank statements, and receipts will be used as a guide for the prior six months (or lesser period if not in business for six months) to project income for the next 12 months. The family will be advised to maintain these documents in the future if they are not available.
4. Family's self-certification as to net income realized from the business during previous year only in cases where the tax return has not yet been filed. (See employment income detailed in beginning of section E.).

Child Care Business

If an applicant/participant is operating a licensed day care business, income will be verified as with any other business.

If the applicant/participant is operating a "cash and carry" operation (which may or may not be licensed), the PHA will require that the applicant/participant complete a form for each customer which indicates: name of person(s) whose child (children) is/are being cared for, phone number, number of hours child is being cared for, method of payment (check/cash), amount paid, and signature of person.

If the family has filed a tax return, the family will be required to provide it.

If childcare services were terminated, a third-party verification will be sent to the parent whose child was cared for.

Recurring Gifts

The family must furnish a self-certification, which contains the following information:

- The person who provides the gifts
- The value of the gifts
- The regularity (dates) of the gifts

- The purpose of the gifts

Zero Income Status

Families claiming to have no income will be required to execute verification forms to determine that forms of income such as unemployment benefits, TANF, SSI, etc. are not being received by the household.

Families claiming Zero Income status will be verified and monitored every **30** days. The PHA will run a credit report if information is received that indicates the family has an unreported income source.

Full-time Student Status

Only the first \$480 of the earned income of full time students, other than head, co-head, or spouse, will be counted towards family income.

Financial aid, scholarships and grants received by full time students are not counted towards family income. Verification of full time student status includes:

- Written verification from the registrar's office or other school official.
- School records indicating enrollment for sufficient number of credits to be considered a full-time student by the educational institution.

E. INCOME FROM ASSETS [24 CFR 982.516]

Savings Account Interest Income and Dividends

Acceptable methods of verification include, in this order:

1. Account statements, passbooks, certificates of deposit, or PHA verification forms completed by the financial institution.
2. Broker's statements showing value of stocks or bonds and the earnings credited the family. Earnings can be obtained from current newspaper quotations or oral broker's verification.
3. IRS Form 1099 from the financial institution, provided that the PHA must adjust the information to project earnings expected for the next 12 months.

Interest Income from Mortgages or Similar Arrangements

Acceptable methods of verification include, in this order:

1. A letter from an accountant, attorney, real estate broker, the buyer, or a financial institution stating interest due for next 12 months. (A copy of the check paid by the buyer to the family is not sufficient unless a breakdown of interest and principal is shown.)
2. Amortization schedule showing interest for the 12 months following the effective date of the certification or recertification.

Net Rental Income from Property Owned by Family

Acceptable methods of verification include, in this order:

1. IRS Form 1040 with Schedule E (Rental Income).
2. Copies of latest rent receipts, leases, or other documentation of rent amounts.
3. Documentation of allowable operating expenses of the property: tax statements, insurance invoices, bills for reasonable maintenance and utilities, and bank statements or amortization schedules showing monthly interest expense.

F. VERIFICATION OF ASSETS

Family Assets

The PHA will require the information necessary to determine the current cash value of the family's assets, (the net amount the family would receive if the asset were converted to cash).

Acceptable verification may include any of the following:

- Verification forms, letters, or documents from a financial institution or broker.
- Passbooks, checking account statements, certificates of deposit, bonds, or financial statements completed by a financial institution or broker.
- Quotes from a stockbroker or realty agent as to net amount family would receive if they liquidated securities or real estate.
- Real estate tax statements if the approximate current market value can be deduced from assessment.
- Financial statements for business assets.
- Copies of closing documents showing the selling price and the distribution of the sales proceeds.
- Appraisals of personal property held as an investment.

Assets Disposed of for Less than Fair Market Value (FMV) During Two Years Preceding Effective

Date of Certification or Re-certification

For all Certifications and Re-certifications, the PHA will obtain the Family's certification as to whether any member has disposed of assets for less than fair market value during the two years preceding the effective date of the certification or recertification.

If the family certifies that they have disposed of assets for less than fair market value, verification is required that shows: (a) all assets disposed of for less than FMV, (b) the date they were disposed of, (c) the amount the family received, and (d) the market value of the assets at the time of disposition. Third party verification will be obtained wherever possible.

G. VERIFICATION OF ALLOWABLE DEDUCTIONS FROM INCOME [24 CFR 982.516]

Child Care Expenses

Written verification from the person who receives the payments is required. If the childcare provider is an individual, s/he must provide a statement of the amount they are charging the family for their services.

Verifications must specify the child care provider's name, address, telephone number, the names of the children cared for, the number of hours the child care occurs, the rate of pay, and the typical yearly amount paid, including school and vacation periods.

Family's certification as to whether any of those payments have been or will be paid or reimbursed by outside sources.

Medical Expenses

Families who claim medical expenses will be required to submit a certification as to whether or not any expense payments have been, or will be, reimbursed by an outside source. All expense claims will be verified by one or more of the methods listed below:

- Written verification by a doctor, hospital or clinic personnel, dentist, pharmacist, of (a) the anticipated medical costs to be incurred by the family and regular payments due on medical bills; and (b) extent to which those expenses will be reimbursed by insurance or a government agency.
- Written confirmation by the insurance company or employer of health insurance premiums to

be paid by the family.

- Written confirmation from the Social Security Administration of Medicare premiums to be paid by the family over the next 12 months. A computer printout will be accepted.

For attendant care:

A reliable, knowledgeable professional's certification that the assistance of an attendant is necessary as a medical expense and a projection of the number of hours the care is needed for calculation purposes.

- Attendant's written confirmation of hours of care provided and amount and frequency of payments received from the family or agency (or copies of canceled checks the family used to make those payments) or stubs from the agency providing the services.
- Receipts, canceled checks, or pay stubs that verify medical costs and insurance expenses likely to be incurred in the next 12 months.
- Copies of payment agreements or most recent invoice that verify payments made on outstanding medical bills that will continue over all or part of the next 12 months.
- Receipts or other record of medical expenses incurred during the past 12 months that can be used to anticipate future medical expenses. PHA may use this approach for "general medical expenses" such as non-prescription drugs and regular visits to doctors or dentists, but not for one time, nonrecurring expenses from the previous year.
- The PHA will use mileage at the **IRS** rate, or cab, bus fare, or other public transportation cost for verification of the cost of transportation directly related to medical treatment.

Assistance to Persons with Disabilities [24 CFR 5.611(c)]

In All Cases:

- Written certification from a reliable, knowledgeable professional that the person with disabilities requires the services of an attendant and/or the use of auxiliary apparatus to permit him/her to be employed or to function sufficiently independently to enable another family member to be employed.
- Family's certification as to whether they receive reimbursement for any of the expenses of disability assistance and the amount of any reimbursement received.

Attendant Care:

- Attendant's written certification of amount received from the family, frequency of receipt, and hours of care provided.
- Certification of family and attendant and/or copies of canceled checks family used to make payments.

Auxiliary Apparatus:

- Receipts for purchases or proof of monthly payments and maintenance expenses for auxiliary apparatus.
- In the case where the person with disabilities is employed, a statement from the employer that the auxiliary apparatus is necessary for employment.

H. VERIFYING NON-FINANCIAL FACTORS [24 CFR 5.617(b)(2)]

Verification of Legal Identity

In order to prevent program abuse, the PHA will require applicants to furnish verification of legal identity for all family members. The documents listed below will be considered acceptable verification of legal identity for adults. If a document submitted by a family is illegible or otherwise questionable, more than one of these documents may be required:

- **Certificate of Birth, naturalization papers**
- **Church issued baptismal certificate**
- **Current, valid Driver's license**
- **U.S. military discharge (DD 214)**
- **U.S. passport**
- **Voter's registration**
- **Company/agency Identification Card**
- **Department of Motor Vehicles Identification Card**
- **Hospital records**

Documents considered acceptable for the verification of legal identity for minors may be one or more of the following:

- **Certificate of Birth**
- **Adoption papers**
- **Custody agreement**
- **Health and Human Services ID**
- **School records**

If none of these documents can be provided, a third party who knows the person may, at the PHA's discretion, provide a verification.

Verification of Marital Status

- Verification of divorce status will be a certified copy of the divorce decree, signed by a Court Officer.
- Verification of a separation may be a copy of court-ordered maintenance or other records.
- Verification of marriage status is a marriage certificate.

Familial Relationships

Certification will normally be considered sufficient verification of family relationships. In cases where reasonable doubt exists, the family may be asked to provide verification.

The following verifications may be required if applicable:

Verification of guardianship is:

- **Court-ordered assignment**
- **Affidavit of parent**
- **Verification from social services agency**
- **School records**

Verification of Permanent Absence of Family Member

If an adult member who was formerly a member of the household is reported permanently absent by the family, the PHA will consider any of the following as verification:

- Husband or wife institutes divorce action.
- Husband or wife institutes legal separation.
- Order of protection/restraining order obtained by one family member against another.

- Proof of another home address, such as utility bills, canceled checks for rent, driver's license, or lease or rental agreement, if available.
- Statements from other agencies such as social services or a written statement from the landlord or manager that the adult family member is no longer living at that location.
- If the adult family member is incarcerated, a document from the Court or correctional facility should be obtained stating how long they will be incarcerated.

Verification of Change in Family Composition

The PHA may verify changes in family composition (either reported or unreported) **through letters, telephone calls, utility records, inspections, landlords, neighbors, credit data, school or Department of Public Safety and other sources.**

Verification of Disability

Verification of disability must be receipt of SSI or SSA disability payments under Section 223 of the Social Security Act or 102(7) of the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 6001(7)) or verified by appropriate diagnostician **such as physician, psychiatrist, psychologist, therapist, rehab specialist, or licensed social worker**, using the HUD language as the verification format.

Verification of Citizenship/Eligible Immigrant Status [24 CFR 5.508, 5.510, 5.512, 5.514]

To be eligible for assistance, individuals must be U.S. citizens or eligible immigrants. Individuals who are neither may elect not to contend their status. Eligible immigrants must fall into one of the categories specified by the regulations and must have their status verified by Immigration and Naturalization Service (INS). Each family member must declare their status once. Assistance cannot be delayed, denied, or terminated while verification of status is pending except that assistance to applicants may be delayed while the PHA hearing is pending.

Citizens or Nationals of the United States are required to sign a declaration under penalty of perjury. Eligible Immigrants who were Participants and 62 or over on June 19, 1995, are required to sign a declaration of eligible immigration status and provide proof of age.

Non-citizens with eligible immigration status must sign a declaration of status and verification consent form and provide their original immigration documents which are copied front and back and returned to the family. The PHA verifies the status through the INS SAVE system. If this primary verification fails to verify status, the PHA must request within ten days that the INS conduct a manual search.

Ineligible family members who do not claim to be citizens or eligible immigrants must be listed on a statement of ineligible family members signed by the head of household or spouse.

Non-citizen students on student visas are ineligible members even though they are in the country lawfully. They must provide their student visa but their status will not be verified and they do not sign a declaration but are listed on the statement of ineligible members.

Failure to Provide. If an applicant or participant family member fails to sign required declarations and consent forms or provide documents, as required, they must be listed as an ineligible member. If the entire family fails to provide and sign as required, the family may be denied or terminated for failure to provide required information.

Extensions of Time to Provide Documents

The PHA **will** grant an extension of **30 days** for families to submit evidence of eligible immigrant status.

Acceptable Documents of Eligible Immigration

The regulations stipulate that only the following documents are acceptable unless changes are published in the Federal Register.

- Resident Alien Card (I-551)
- Alien Registration Receipt Card (I-151)
- Arrival-Departure Record (I-94)
- Temporary Resident Card (I-688)
- Employment Authorization Card (I-688B)
- Receipt issued by the INS for issuance of replacement of any of the above documents that shows individual's entitlement has been verified

A birth certificate is not acceptable verification of status. All documents in connection with U.S. citizenship/eligible immigrant status must be kept five years.

The PHA will verify the eligibility of a family member at any time such eligibility is in question, without regard to the position of the family on the waiting list.

If the PHA determines that a family member has knowingly permitted another individual who is not eligible for assistance to reside permanently in the family's unit, the family's assistance will be terminated for **24** months, unless the ineligible individual has already been considered in prorating the family's assistance.

Verification of Social Security Numbers [24 CFR 5.216]

Social Security Numbers must be provided as a condition of eligibility for all family members age six and over if they have been issued a number. Verification of Social Security Numbers will be done through a Social Security card issued by the Social Security Administration. If a family member cannot produce a Social Security card, only the documents listed below showing his or her Social Security Number may be used for verification. The family is also required to certify in writing that the document(s) submitted in lieu of the Social Security card information provided is/are complete and accurate:

- A driver's license
- Identification card issued by a Federal, State or local agency
- Identification card issued by a medical insurance company or provider (including Medicare and Medicaid)
- An identification card issued by an employer or trade union
- An identification card issued by a medical insurance company
- Earnings statements or payroll stubs
- Bank Statements
- IRS Form 1099
- Benefit award letters from government agencies
- Retirement benefit letter
- Life insurance policies
- Court records such as real estate, tax notices, marriage and divorce, judgment or bankruptcy records
- Verification of benefits or Social Security number from Social Security Administration

New family members ages six and older will be required to produce their social security card or provide the substitute documentation described above together with their certification that the substitute information

provided is complete and accurate. This information is to be provided at the time the change in family composition is reported to the PHA.

If an applicant or participant is able to disclose the Social Security Number but cannot meet the documentation requirements, the applicant or participant must sign a certification to that effect provided by the PHA. The applicant/participant or family member will have an additional **60** days to provide proof of the Social Security Number. If they fail to provide this documentation, the family's assistance will be terminated.

In the case of an individual at least 62 years of age, the PHA may grant an extension for an additional 60 days to a total of 120 days. If, at the end of this time, the elderly individual has not provided documentation, the family's assistance will be terminated.

If the family member states they have not been issued a number, the family member will be required to sign a certification to this effect.

Medical Need for Larger Unit

A written certification that a larger unit is necessary must be obtained from a reliable, knowledgeable professional.

Reserved

Chapter 8

VOUCHER ISSUANCE AND BRIEFINGS

[24 CFR 982.301, 982.302]

INTRODUCTION

The PHA's goals and objectives are designed to assure that families selected to participate are equipped with the tools necessary to locate an acceptable housing unit. Families are provided sufficient knowledge and information regarding the program and how to achieve maximum benefit while complying with program requirements. When eligibility has been determined, the PHA will conduct a mandatory briefing to ensure that families know how the program works. The briefing will provide a broad description of owner and family responsibilities, PHA procedures, and how to lease a unit. 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.

A. ISSUANCE OF VOUCHERS [24 CFR 982.204(d), 982.54(d)(2)]

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 percent lease-up. The PHA performs a monthly calculation to determine whether applications can be processed, the number of vouchers that can be issued, and to what extent the PHA can over-issue (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 which are over-issued must be honored. If the PHA finds it is over-leased, it must adjust future issuance of vouchers in order not to exceed the ACC budget limitations over the fiscal year.

B. BRIEFING TYPES AND REQUIRED ATTENDANCE [24 CFR 982.301]

Initial Applicant Briefing

A full HUD-required briefing will be conducted for applicant families who are determined to be eligible for assistance. The briefings will be conducted in **groups**. Families who attend group briefings and still have the need for individual assistance will be referred to a **Program Assistant**.

The purpose of the briefing is to explain how the program works and to explain the documents in the voucher holder's packet to families so that they are fully informed about the program. This will enable them to utilize the program to their advantage, and it will prepare them to discuss it with potential owners and property managers.

The PHA will not issue a voucher to a family unless the household representative has attended a briefing and signed the voucher. Applicants who provide prior notice of inability to attend a briefing will automatically be scheduled for the next briefing. Applicants who fail to attend **two** scheduled briefings, without prior notification and approval of the PHA, may be denied admission based on failure to supply information needed for certification. The PHA will conduct individual briefings for families with disabilities at their home, upon request by the family, if required for reasonable accommodation.

Briefings will be conducted in English. Upon request by the applicant, the VIHA will provide reasonable accommodations for families who are disabled or hearing impaired. The VIHA may:

- Make documents available in large type, computer disc or Braille;
- Coordinate the provision of a qualified sign language interpreters or translator for applicants.

- Permit an outside agency or family member to assist an applicant or participant in the briefing.

Briefing Packet [24 CFR 982.301(b)]

The documents and information provided in the briefing packet for the voucher program will comply with all HUD requirements.

The family is provided with the following information and materials:

- The term of the voucher, and the PHA policy for requesting extensions or suspensions of the voucher (referred to as tolling).
- A description of the method used to calculate the housing assistance payment for a family, including how the PHA determines the payment standard for a family; how the PHA determines total tenant payment for a family and information on the payment standard and utility allowance schedule. How the PHA determines the maximum allowable rent for an assisted unit.
- Where the family may lease a unit. For a family that qualifies to lease a unit outside the PHA jurisdiction under portability procedures, the information must include an explanation of how portability works.
- 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 the PHA policy on providing information about families to prospective owners.
- The PHA Subsidy Standards including when and how exceptions are made **and how the voucher size relates to the unit size selected.**
- The HUD brochure on how to select a unit **and/or the HUD brochure "A Good Place to Live" on how to select a unit that complies with HQS.**
- The HUD pamphlet on lead-based paint entitled *Protect Your Family From Lead in Your Home.*
- Information on Federal, State and local equal opportunity laws and a copy of the housing discrimination complaint form. **The PHA will also include the pamphlet "Fair Housing: It's Your Right" and other information about Fair Housing laws and guidelines.**
- A list of landlords or other parties willing to lease to assisted families or help in the search **and/or known units available for the voucher issued.** The list includes landlords or other parties who are willing to lease units or help families find units outside areas of poverty or minority concentration.
- If the family includes a person with disabilities, notice that the PHA will provide **assistance in locating accessible units and** a list of available accessible units known to the PHA.
- The family obligations under the program.
- The grounds on which the PHA may terminate assistance for a participant family because of family action or failure to act.
- PHA informal hearing procedures including when the PHA is required to offer a participant family the opportunity for an informal hearing, and how to request the hearing.
- Information regarding the PHA's outreach program which assists families who are interested in, or experiencing difficulty in obtaining available housing units in areas
- PHA's sample lease for owners who do not use a lease for their unassisted tenants.
- Choosing a unit carefully and only after due consideration.
- The Family Self-Sufficiency Program and its advantages.

- Housing Choice Voucher Homeownership Option Program

If the family includes a person with disabilities, the PHA will ensure compliance with CFR 8.6 to ensure effective communication. The PHA has on hand a list of Social Services Agencies to assist in the provisions of any necessary services.

C. ASSISTANCE TO FAMILIES WHO CLAIM DISCRIMINATION

The PHA will give participants a copy of HUD Form 903 to file a complaint.

D. SECURITY DEPOSIT REQUIREMENTS [24 CFR 982.313]

The owner is not required to but may collect a security deposit from the tenant. **Security deposit charged to families may not exceed one month's contract rent. Security deposits charged by owners may not exceed those charged to unassisted tenants.** For lease-in-place families, responsibility for first and last month's rent is not considered a security deposit issue. In these cases, the owner should settle the issue with the tenant prior to the beginning of assistance.

E. TERM OF VOUCHER [24 CFR 982.303, 982.54(d)(11)]

During the briefing session, each household will be issued a voucher which represents a contractual agreement between the PHA and the Family specifying the rights and responsibilities of each party. It does not constitute admission to the program which occurs when the lease and contract become effective.

Expirations

The voucher is valid for a period of at least sixty calendar days from the date of issuance. The family must submit a Request for Approval of the Tenancy and Lease within the 60 day period unless an extension has been granted by the PHA.

If the voucher has expired, and has not been extended by the PHA or expires after an extension, the family will be denied assistance. The family will not be entitled to a review or hearing. If the family is currently assisted, they may remain as a participant in their unit if there is an assisted lease/contract in effect.

Suspensions

When a Request for Approval of Tenancy is received, the PHA **will not** deduct the number of days required to process the request from the 60 day term of the voucher.

Extensions

A family may submit a written request for an extension of the voucher time period. All requests for extensions must be received prior to the expiration date of the voucher. A family may submit a written request for an extension of the voucher time period at the discretion of the PHA. Extensions are granted for extenuating circumstances to include hospitalization, family emergencies, and inability to locate larger size units or disability accessibility.

Assistance to Voucher Holders

Families who require additional assistance during their search may call the PHA Office to request assistance. Voucher holders will be notified at their briefing session that the PHA periodically updates the listing of available units and how the updated list may be obtained. Families may call the PHA office or visit their website to obtain current Landlord Listings. The PHA will assist families with negotiations with owners and provide other assistance related to the families' search for housing.

F. VOUCHER ISSUANCE DETERMINATION FOR SPLIT HOUSEHOLDS [24 CFR 982.315]

In those instances when a family assisted under the Housing Choice Voucher Program becomes divided into

two otherwise eligible families due to divorce, legal separation, or the division of the family, and the new families cannot agree as to which new family unit should continue to receive the assistance, and there is no determination by a court, the **Housing Choice Voucher Program Director** shall consider the following factors to determine which of the families will continue to be assisted:

- **Which of the two new family units has custody of dependent children.**
- **Which family member was the head of household when the voucher was initially issued (listed on the initial application).**
- **Whether domestic violence was involved in the breakup.**
- **Which family members remain in the unit.**
- **Recommendations of social service professionals.**

Documentation of these factors will be the responsibility of the requesting parties. If documentation is not provided, the PHA will terminate assistance on the basis of failure to provide information necessary for a recertification.

G. REMAINING MEMBER OF TENANT FAMILY - RETENTION OF VOUCHER [24 CFR 982.315]

To be considered the remaining member of the tenant family, the person must have been previously approved by the PHA to be living in the unit.

A live-in attendant, by definition, is not a member of the family and will not be considered a remaining member of the Family.

A reduction in family size may require a reduction in the voucher family unit size.

Reserved

Chapter 9

REQUEST FOR TENANCY APPROVAL AND CONTRACT EXECUTION[24 CFR 982.302]

INTRODUCTION [24 CFR 982.305(a)]

The PHA's program operations are designed to utilize available resources in a manner that is efficient and provides eligible families timely assistance based on the number of units that have been budgeted. The PHA's objectives include maximizing HUD funds by providing assistance to as many eligible families and for as many eligible units as the budget will allow.

After families are issued a voucher, they may search for a unit anywhere within the jurisdiction of the PHA, or outside of the PHA's jurisdiction if they qualify for portability. The family must find an eligible unit under the program rules, with an owner/landlord who is willing to enter into a Housing Assistance Payments Contract with the PHA. This chapter defines the types of eligible housing, the PHA's policies which pertain to initial inspections, lease requirements, owner disapproval, and the processing of Requests for Tenancy Approval (RFTA).

A. REQUEST FOR TENANCY APPROVAL [24 CFR 982.302, 982.305(b)]

Families must submit a completed Request for Tenancy Approval (RFTA) and a copy of the proposed lease, and a copy of the most recent property tax bill for the unit they wish to rent. . The family must submit the Request for Tenancy Approval in the form and manner required by the PHA.

The Request for Tenancy Approval must be signed by both the owner and voucher holder. Owners who have designated an agent to act on their behalf should also provide a power of attorney granting such authorization.

The PHA will not permit the family to submit more than one RFTA at a time.

The PHA will review the proposed lease and the Request for Tenancy Approval documents to determine whether or not they are approvable. The request will be approved if:

- The unit is an eligible type of housing
- The unit meets HUD's Housing Quality Standards (and any additional criteria as identified in this Administrative Plan)
- The rent is reasonable
- The security deposit is approvable in accordance with any limitations in this plan.
- The proposed lease complies with HUD and PHA requirements (See "Lease Review" section below).
- The owner is approvable, and there are no conflicts of interest (See "Owner Disapproval" section below).

In addition to the above, at the time a family initially receives assistance in a unit (new admissions and moves), if the gross rent for the unit exceeds the applicable payment standard for the family, the family share of rent may not exceed 40 percent of the family's monthly adjusted income (See "Owner Rents, Rent Reasonableness and Payment Standards" chapter of this Administrative Plan).

Disapproval of RFTA

If the PHA determines that the request cannot be approved for any reason, the landlord and the family will be notified in writing. The PHA will instruct the owner and family of the steps that are necessary to approve the request.

The owner will be given 5 calendar days to submit an approvable RFTA or any missing documentation needed for approval.

When, for any reason, an RFTA is not approved, the PHA will furnish another RFTA form to the family along with the notice of disapproval so that the family can continue to search for eligible housing.

B. ELIGIBLE TYPES OF HOUSING [24 CFR 982.353]

The PHA will approve any of the following types of housing in the voucher program:

- All structure types can be utilized.
- Manufactured homes where the tenant leases the mobile home and the pad.
- Manufactured homes where the tenant owns the mobile home and leases the pad.
- Group homes
- Single room occupancy

The PHA may not permit a voucher holder to lease a unit which is receiving project-based Housing Choice Voucher Program assistance or any duplicative rental subsidies.

C. LEASE REVIEW [24 CFR 982.308]

The PHA will review the lease, particularly noting the approvability of optional charges and compliance with regulations and state and local law. The tenant also must have legal capacity to enter a lease under state and local law. Responsibility for utilities, appliances and optional services must correspond to those provided on the Request For Tenancy Approval.

The family and owner must submit a standard form of lease used in the locality by the owner and that is generally used for other unassisted tenants in the premises. The terms and conditions of the lease must be consistent with state and local law.

The lease must specify:

- The names of the owner and tenant, and
- The address of the unit rented (including apartment number, if any), and
- The amount of the monthly rent to owner,
- The utilities and appliances to be supplied by the owner, and
- The utilities and appliances to be supplied by the family.

The HUD prescribed tenancy addendum must be included in the lease word-for-word before the lease is executed.

All of the following must always be completed before the beginning of the initial term of the lease for a unit:

- The PHA has inspected the unit and has determined that the unit satisfies the HQS;
- The PHA has determined that the rent charged by the owner is reasonable;
- The landlord and the tenant have executed the lease, including the HUD-prescribed tenancy addendum;

- The PHA has approved leasing of the unit in accordance with program requirements.

When the gross rent exceeds the applicable payment standard for the family, the PHA must determine that the family share (total family contribution) will not be more than 40% of the family's monthly adjusted income.

D. SEPARATE AGREEMENTS

Separate agreements are not necessarily illegal side agreements. Families and owners will be advised of the prohibition of illegal side payments for additional rent, or for items normally included in the rent of unassisted families, or for items not shown on the approved lease.

The family is not liable under the lease for unpaid charges for items covered by separate agreements and nonpayment of these agreements cannot be cause for eviction.

Owners and families may execute separate agreements for services, appliances (other than range and refrigerator) and other items that are not included in the lease if the agreement is in writing and approved by the PHA.

Any appliances, services or other items which are routinely provided to unassisted families as part of the lease (such as air conditioning, dishwasher or garage) or are permanently installed in the unit, cannot be put under separate agreement and must be included in the lease. For there to be a separate agreement, the family must have the option of not utilizing the service, appliance or other item.

If the family and owner have come to a written agreement on the amount of allowable charges for a specific item, so long as those charges are reasonable and not a substitute for higher rent, they will be allowed.

All agreements for special items or services must be attached to the lease approved by the PHA. If agreements are entered into at a later date, they must be approved by the PHA and attached to the lease.

The PHA will not approve separate agreements for modifications to the unit for persons with disabilities. The modifications are usually within the dwelling and are critical to the use of the dwelling.

E. INITIAL INSPECTIONS [24 CFR 982.305(a) & (b)]

See "Housing Quality Standards and Inspections" chapter of this Administrative Plan.

F. RENT LIMITATIONS [24 CFR 982.507]

The PHA will make a determination as to the reasonableness of the proposed rent in relation to comparable units available for lease on the private unassisted market, and the rent charged by the owner for a comparable unassisted unit in the building or premises.

By accepting each monthly housing assistance payment from the PHA, the owner certifies that the rent to owner is not more than rent charged by the owner for comparable unassisted units on the premises. The owner is required to provide the PHA with information requested on rents charged by the owner on the premises or elsewhere.

At all times during the tenancy, the rent to owner may not be more than the most current reasonable rent as determined by the PHA.

G. DISAPPROVAL OF PROPOSED RENT [24 CFR 982.502]

In any of the programs, if the proposed gross rent is not reasonable, at the family's request, the PHA will negotiate with the owner to reduce the rent to a reasonable rent. If the rent is not affordable because the family share would be more than 40% of the family's monthly adjusted income, the PHA will negotiate with the

owner to reduce the rent to an affordable rent for the family. At the family's request, the PHA will negotiate with the owner to reduce the rent or include some or all of the utilities in the rent to owner.

If the rent can be approved after negotiations with the owner, the PHA will continue processing the Request for Tenancy Approval and lease. If the revised rent involves a change in the provision of utilities, a new Request for Tenancy Approval must be submitted by the owner.

If the owner does not agree on the rent to owner after the PHA has tried and failed to negotiate a revised rent, the PHA will inform the family and owner that the lease is disapproved.

H. INFORMATION TO OWNERS [24 CFR 982.307(b), 982.54(d)(7)]

In accordance with HUD requirements, the PHA will furnish prospective owners with the family's current address as shown in the PHA's records and, if known to the PHA, the name, address and phone number of the landlord at the family's current and prior address.

The PHA will make an exception to this requirement if the family's whereabouts must be protected due to domestic abuse or witness protection.

The PHA will inform owners that it is the responsibility of the landlord to determine the suitability of prospective tenants. Owners will be encouraged to screen applicants for rent payment history, payment of utility bills, eviction history, respecting the rights of other residents, damage to units, 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.

A statement of the PHA's policy on release of information to prospective landlords will be included in the briefing packet which is provided to the family.

Only the **Housing Choice Voucher Program Staff** may provide this information. The PHA's policy on providing information to owners is included in the briefing packet and will apply uniformly to all families and owners.

I. OWNER DISAPPROVAL [24 CFR 982.306]

See chapter on "Owner Disapproval and Restriction."

J. CHANGE IN TOTAL TENANT PAYMENT (TTP) PRIOR TO HAP EFFECTIVE DATE

When the family reports changes in factors that will affect the total family share prior to the effective date of the HAP contract at admission, the information will be verified and the total family share will be recalculated. If the family does not report any change, the PHA need not obtain new verifications before signing the HAP contract, even if verifications are more than 60 days old.

K. CONTRACT EXECUTION PROCESS [24 CFR 982.305(c)]

The PHA prepares the Housing Assistance Contract and lease for execution. The family and the owner will execute the lease agreement, and the owner and the PHA will execute the HAP contract. Copies of the documents will be furnished to the parties who signed the respective documents. The PHA will retain a copy of all signed documents.

The PHA makes every effort to execute the HAP contract before the commencement of the lease term.

The HAP contract may not be executed more than 60 days after commencement of the lease term and no payments will be made until the contract is executed.

The following PHA representative(s) are authorized to execute a contract on behalf of the PHA:

- **Executive Director, Housing Choice Voucher Program Director or designee.**
- **Owners must provide the current address of their residence. If families lease properties owned by relatives, the owner's current address will be compared to the subsidized unit's address.**

Owners must provide an employer identification number or Social Security Number.

Owners must also submit proof of ownership of the property, if requested by PHA staff, such as a grant deed or tax bill, and a copy of the management agreement if the property is managed by a management agent.

The owner must provide a home telephone number and business number if applicable.

Unless their lease was effective prior to June 17, 1998, a family may not lease properties owned by a parent, child, grandparent, grandchild, sister or brother of any family member. The PHA will waive this restriction as a reasonable accommodation for a family member who is a person with a disability.

L. CHANGE IN OWNERSHIP

See "Owner Disapproval and Restriction" chapter.

Reserved

Chapter 10

HOUSING QUALITY STANDARDS AND INSPECTIONS [24 CFR 982.401]

INTRODUCTION

Housing Quality Standards (HQS) are the HUD minimum quality standards for tenant-based programs. HQS standards are required both at initial occupancy and during the term of the lease. HQS standards apply to the building and premises, as well as the unit. Newly leased units must pass the HQS inspection before the beginning date of the assisted lease and HAP contract.

The PHA will inspect each unit under contract at least annually. The PHA will also have the Housing Choice Voucher Program Director/Supervisor perform quality control inspections on the number of files required for file sampling by SEMAP annually to maintain the PHA's required standards and to assure consistency in the PHA's program. This chapter describes the PHA's procedures for performing HQS and other types of inspections, and PHA standards for the timeliness of repairs. It also explains the responsibilities of the owner and family, and the consequences of non-compliance with HQS requirements for both families and owners. The use of the term "HQS" in this Administrative Plan refers to the combination of both HUD and PHA requirements. (See additions to HQS).

A. GUIDELINES/TYPES OF INSPECTIONS [24 CFR 982.401(a), 982.405]

Efforts will be made at all times to encourage owners to provide housing above HQS minimum standards. The PHA will not promote any additional acceptability criterion which is likely to adversely affect the health or safety of participant families, or severely restrict housing choice.

All utilities must be in service prior to the effective date of the HAP contract. If the utilities are not in service at the time of inspection, the inspector will notify the tenant or owner (whomever is responsible for the utilities according to the RFTA) to have the utilities turned on.

If the tenant is responsible for supplying the stove and/or the refrigerator, the PHA will allow the stove and refrigerator to be placed in the unit after the unit has passed all other HQS. The family must then certify that the appliances are in the unit and working. The PHA will not conduct a re-inspection.

There are five types of inspections the PHA will perform:

1. Initial/Move-in: Conducted upon receipt of Request for Tenancy Approval.
2. Annual: Must be conducted within twelve months of the last annual inspection.
3. Exit Inspections
4. Special/Complaint: At request of owner, family or an agency or third-party.
5. Quality Control

B. INITIAL HQS INSPECTION [24 CFR 982.401(a), 982.305(b)(2)]

Timely Initial HQS Inspection

The PHA will schedule initial inspection within five (5) working days of receipt of the Request for Tenancy Approval (RFTA). An inspection will be conducted to determine whether the unit satisfies the HQS and notify the family and owner of the determination within 15 days unless the PHA determines that it is unable to do so in the stated timeframe, in which case the file will be appropriately documented.

The PHA will make every reasonable effort to conduct initial HQS inspections for the family and owner in a manner that is time efficient and indicative of good customer service. Owners are asked to display

the address of the unit on the house or meter monument in plain view so that the house can be readily identified.

The Initial Inspection will be conducted to:

- Determine if the unit and property meet the HQS defined in this Plan.
- Document the current condition of the unit as to assist in future evaluations whether the condition of the unit exceeds normal wear and tear.
- Document the information to be used for determination of rent-reasonableness.

If the unit fails the initial Housing Quality Standards inspection, the owner will be advised to notify the PHA once repairs are completed.

On an initial inspection, the owner will be given up to **30** days to correct the items noted as Fail, at the inspector's discretion, depending on the amount and complexity of work to be done.

The owner will be allowed up to **2** re-inspections for repair work to be completed.

If the time period given by the inspector to correct the repairs has elapsed, or the maximum number of failed re-inspections has occurred, the family must select another unit.

C. ANNUAL HQS INSPECTIONS [24 CFR 982.405(a)]

The PHA conducts an inspection in accordance with Housing Quality Standards at least annually, so that the inspections are conducted at least within 12 months, as required by SEMAP. Special inspections may be scheduled between anniversary dates.

HQS deficiencies which cause a unit to fail must be corrected by the landlord unless it is a fail for which the tenant is responsible.

The family must allow the PHA to inspect the unit at reasonable times with reasonable notice. [24 CFR 982.551(d)]

Inspection: The family **and owner are** notified of the date and time of the inspection appointment by mail. If the family is unable to be present, they must reschedule the appointment so that the inspection is completed within **14** days.

If the family does not contact the PHA to reschedule the inspection, or if the family misses 2 inspection appointments, the PHA will consider the family to have violated a Family Obligation and their assistance will be terminated in accordance with the termination procedures in the Plan.

Re-inspection: The family and owner are provided a notice of the inspection appointment by mail. If the family is not at home for the re-inspection appointment, another appointment is automatically scheduled. The appointment letter contains a warning of abatement (in the case of owner responsibility), and a notice of the owner's responsibility to notify the family.

Time Standards for Repairs

Emergency items which endanger the family's health or safety must be corrected by the owner within 24 hours of notification. (See Emergency Repair Items section.)

For non-emergency items, repairs must be made within 30 days.

For major repairs, the HCVP Supervisor may approve an extension beyond 30 days.

Extensions may be approved when all of the following criteria are met:

1. Major upgrades or repairs
2. Written documentation, dated before the inspection, detailing repairs or upgrades that will be completed and estimated date of completion
3. Approval of HQS Supervisor

Rent Increases

Rent to owner increases may not be approved if the unit is in a failed condition.

D. EXIT INSPECTIONS

Exit inspections are conducted when a tenant vacates a unit. Requests for exit inspection must be by the tenant or landlord within 48 hours of the tenant vacating the unit. Both tenant and landlord must be present for the inspection.

Inspectors will schedule exit inspection via telephone. All attempts to contact parties involved will be documented.

E. SPECIAL/COMPLAINT INSPECTIONS [24 CFR 982.405(c)]

If at any time the family or owner notifies the PHA that the unit does not meet Housing Quality Standards, the PHA will conduct an inspection.

The PHA may also conduct a special inspection based on information from third parties such as neighbors or public officials.

The PHA will inspect only the items which were reported, but if the inspector notices additional deficiencies that would cause the unit to fail HQS, the responsible party will be required to make the necessary repairs.

F. QUALITY CONTROL INSPECTIONS [24 CFR 982.405(b)]

Quality Control inspections will be performed by the Housing Choice Voucher Program Supervisor/Director on the number of files required by SEMAP. The purpose of Quality Control inspections is to ascertain that each inspector is conducting accurate and complete inspections, and to ensure that there is consistency among inspectors in application of the HQS.

The sampling of files will include recently completed inspections (within 30 days), a cross-section of neighborhoods, and a cross-section of inspectors.

G. ACCEPTABILITY CRITERIA AND EXCEPTIONS TO HQS [24 CFR 982.401 (a)]

The PHA adheres to the acceptability criteria in the program regulations **and with the HUD Inspections Booklet. The PHA retains the right to apply any other reasonable standard as long as it does not unduly restrict the housing stock available to participant families.**

H. EMERGENCY REPAIR ITEMS [24 CFR 982.404(a)]

The following items are considered of an emergency nature and must be corrected by the owner or tenant (whoever is responsible) within 24 hours of notice by the inspector:

- **Lack of security for the unit**
- **Waterlogged ceiling in imminent danger of falling**
- **Major plumbing leaks or flooding**
- **Natural gas leak or fumes**
- **Electrical problem which could result in shock or fire**

- **Utilities not in service**
- **Broken glass where someone could be injured**
- **Obstacle which prevents tenant's entrance or exit**
- **Lack of functioning toilet**
- **In those cases where there is leaking gas or potential of fire or other threat to public safety, and the responsible party cannot be notified or it is impossible to make the repair, proper authorities will be notified by the PHA**

If the emergency repair item(s) are not corrected in the time period required by the PHA, and the owner is responsible, the housing assistance payment will be abated and the HAP contract will be terminated.

If the emergency repair item(s) are not corrected in the time period required by the PHA, and it is an HQS breach which is a family obligation, the PHA will terminate the assistance to the family.

I. CONSEQUENCES IF OWNER IS RESPONSIBLE (NON-EMERGENCY ITEMS) [24 CFR 982.405, 982.453]

When it has been determined that a unit on the program fails to meet Housing Quality Standards, and the owner is responsible for completing the necessary repair(s) in the time period specified by the PHA, the assistance payment to the owner will be **abated**.

Abatement

Notice of Abatement will be sent to the owner, and the abatement will be effective the first day of the month following the date of the failed inspection. .

The PHA will inspect abated units within **5 working** days of the owner's notification that the work has been completed.

If the owner makes repairs during the abatement period, payment will resume on the day the unit passes inspection.

The PHA will advise both the tenant and landlord regarding the re-inspection schedule. This notification will be mailed.

No retroactive payments will be made to the owner for the period of time the rent was abated and the unit did not comply with HQS. **The notice of abatement states that the tenant is not responsible for the PHA's portion of rent that is abated.**

Reduction of Payments

The PHA may grant an extension in lieu of abatement in the following cases:

- **There is an unavoidable delay in completing repairs due to difficulties in obtaining parts or contracting for services.**
- **The owner makes a good faith effort to make the repairs.**
- **The repairs must be delayed due to climate conditions.**

HQS ABATEMENT PROCEDURES

1. After a unit fails two HQS inspections, the Housing Choice Voucher Program Inspectors will make every reasonable effort to verbally notify landlords of impending abatement procedures.
2. When a unit fails the second inspection, an abatement notice is prepared for the landlord & tenant by the Inspector. The Housing Choice Voucher Program Director will review and execute the notice on behalf of the Executive Director.
3. Letters are then mailed to the participant and landlord with copies to the appropriate Program Assistant
4. The Housing Choice Voucher Program Inspector then updates the electronic Abatement Tracking Log.
5. The Program Assistant will abate HAP in the PHA software effective on the 1st of the following month after failed inspection.
6. The Program Assistant then updates the electronic Abatement Tracking Log.
7. The Program Assistant will make verbal contact with the participant and schedule appointment to sign the Housing Choice Voucher & Request Tenancy Approval forms within two (2) working days of the second failed HQS inspection.
8. The Housing Choice Voucher Program Inspector will inspect abated units within 5 working days of the owner's notification that the work has been completed.

Termination of Contract

If the owner is responsible for repairs, and fails to correct all the deficiencies cited prior to the end of the abatement period, the owner will be sent a HAP Contract Proposed Termination Notice. Prior to the effective date of the termination, the abatement will remain in effect.

If repairs are completed before the effective termination date, the termination **may** be rescinded by the PHA if the tenant chooses to remain in the unit. **Only one** Housing Quality Standards inspection will be conducted after the termination notice is issued.

J. DETERMINATION OF RESPONSIBILITY [24 CFR 982.404, 982.54(d)(14)]

- Certain HQS deficiencies are considered the responsibility of the family:
- Tenant-paid utilities not in service
- Failure to provide or maintain family-supplied appliances
- Damage to the unit or premises caused by a household member or guest beyond normal wear and tear

The owner is responsible for all other HQS violations.

The owner is responsible for vermin infestation even if caused by the family's living habits. However, if such infestation is serious and repeated, it may be considered a lease violation and the owner may evict for serious or repeated violation of the lease. The PHA may terminate the family's assistance on that basis.

The inspector will make a determination of owner or family responsibility during the inspection.

K. CONSEQUENCES IF FAMILY IS RESPONSIBLE [24 CFR 982.404(b)]

If emergency or non-emergency violations of HQS are determined to be the responsibility of the family, the PHA will require the family make any repair(s) or corrections within **24-hours for emergency violations and 30 days for non-emergency violations**. If the repair(s) or correction(s) are not made in this time period, the PHA will terminate assistance to the family, after providing an opportunity for an informal hearing. Extensions in these cases must be approved by the Housing Choice Voucher Program Director. The owner's rent will not be abated for items which are the family's responsibility.

If the tenant is responsible and corrections are not made, the HAP contract will terminate when assistance is terminated.

Reserved

Chapter 11

OWNER RENTS, RENT REASONABLENESS, AND PAYMENT STANDARDS **[24 CFR 982.502, 982.503, 982.504, 982.505, 982.507]**

INTRODUCTION

The policies in this chapter reflect the amendments to the HUD regulations, which were implemented by the Quality Housing and Work Responsibility Act of 1998 for the Section 8 (HCVP) Tenant-Based Assistance Program. These amendments became effective on October 1, 1999, which is referred to as the "merger date." These amendments complete the merging of the Section 8 (HCVP) Certificate and Voucher Programs into one program, called the Housing Choice Voucher Program.

All Housing Choice Voucher Program participant families have been transitioned to the Housing Choice Voucher Program on or before October 1, 2001. Rent calculation methods for the Housing Choice Voucher Program are described at 24 CFR 982.505. The rent calculation formula is specific and is not subject to interpretation.

The PHA will determine rent reasonableness in accordance with 24 CFR 982.507(a). It is the PHA's responsibility to ensure that the rents charged by owners are reasonable based upon unassisted comparables in the rental market, using the criteria specified in 24 CFR 982.507(b).

This chapter explains the PHA's procedures for determination of rent-reasonableness, payments to owners, adjustments to the payment standards, and rent adjustments.

A. RENT TO OWNER IN THE HOUSING CHOICE VOUCHER PROGRAM

The rent to owner is limited only by rent reasonableness. The PHA must demonstrate that the rent to owner is reasonable in comparison to rent for other comparable unassisted units.

The only other limitation on rent to owner is the maximum rent standard at initial occupancy (24 CFR 982.508). At the time a family initially receives tenant-based assistance for occupancy of a dwelling unit, whether it is a new admission or a move to a different unit, if the gross rent for the unit exceeds the applicable payment standard for the family, the family share may not exceed 40 percent of the family's monthly adjusted income.

During the initial term of the lease, the owner may not raise the rent to owner.

B. MAKING PAYMENTS TO OWNERS [24 CFR 982.451]

Once the HAP contract is executed, the PHA begins processing payments to the landlord. A HAP Register will be used as a basis for monitoring the accuracy and timeliness of payments. Changes are made **automatically** to the HAP Register for the following month. Checks are disbursed by **the Housing Choice Voucher Program Department** to the owner on the first of each month and no later than the 5th day of the month. **Adjustments may be disbursed in one mid-month check run at the discretion of the PHA.** Checks **may not** be picked up by the owner at the PHA. **Checks that are not received will not be replaced until a written request has been received from the payee and a stop payment has been put on the check.**

Excess Payments

The total of rent paid by the tenant plus the PHA housing assistance payment to the owner may not be more than the rent to owner. The owner must immediately return any excess payment to the PHA.

Owners who do not return excess payments will be subject to penalties as outlined in the "Owner or Family Debts to the PHA" chapter of this Administrative Plan.

Late Payments to Owners

The PHA will not be obligated to pay any late payment penalty if HUD determines that late payment is due to factors beyond the PHA's control, such as a delay in the receipt of program funds from HUD. The PHA will use administrative fee income or the administrative fee reserve as the only source for late payment penalty.

The PHA will not use any program funds for the payment of late fee penalties to the owner.

C. RENT REASONABLENESS DETERMINATIONS [24 CFR 982.507]

The PHA will determine and document on a case-by-case basis that the approved rent is reasonable in comparison to rent for other comparable unassisted units in the market. This applies to all programs.

The PHA will not approve a lease until the PHA determines that the initial rent to owner is a reasonable rent. The PHA must re-determine the reasonable rent before any increase in the rent to owner, and if there is a five percent decrease in the published FMR in effect 60 days before the contract anniversary (for the unit size rented by the family) as compared with the FMR in effect one year before the contract anniversary.

The PHA must re-determine rent reasonableness if directed by HUD and based on a need identified by the PHA's auditing system. The PHA may elect to re-determine rent reasonableness at any other time. At all times during the assisted tenancy, the rent to owner may not exceed the reasonable rent as most recently determined or re-determined by the PHA

The owner will be advised that by accepting each monthly housing assistance payment s/he will be certifying that the rent to owner is not more than rent charged by the owner for comparable unassisted units in the premises.

If requested, the owner must give the PHA information on rents charged by the owner for other units in the premises or elsewhere. **The PHA will only request information on the owner's units elsewhere if the PHA has cause to demonstrate that the owner has a tendency to charge higher rents to program participants or if needed for rent reasonableness comparables.**

The data for other unassisted units will be gathered from sources such as **newspapers, realtors, professional associations, inquiries of owners, market surveys, and other available sources.**

Subject units within a defined housing market area will be compared to similar units within the same area.

The following items will be used for rent reasonableness documentation:

- Size (number of bedrooms/square footage)
- Location
- Quality
- Amenities (bathrooms, dishwasher, air conditioning, etc.)
- Housing Services
- Age of unit
- Unit Type
- Maintenance
- Utilities

HUD Notice PIH 2003-12, Subject: Determination of Rent Reasonableness, item 4, Clarification of 24

CFR 982.507(b), states that the PHA need not consider each of these criteria.

Rent Reasonableness Methodology

The PHA maintains an **automated database** which includes data on unassisted units for use by staff in making rent reasonableness determinations. The data is updated on an ongoing basis and purged when it is more than 48 months old.

D. PAYMENT STANDARDS FOR THE VOUCHER PROGRAM [24 CFR 982.503]

The Payment Standard is used to calculate the housing assistance payment for a family. In accordance with HUD regulation, and at the PHA's discretion, the Voucher Payment Standard amount is set by the PHA between 90 percent and 110 percent of the HUD published FMR. This is considered the basic range. The PHA reviews the appropriateness of the Payment Standard annually when the FMR is published. In determining whether a change is needed, the PHA will ensure that the Payment Standard is always within the range of 90 percent to 110 percent of the new FMR, unless an exception payment standard has been approved by HUD.

The PHA will establish a single voucher payment standard amount for each FMR area in the PHA jurisdiction. For each FMR area, the PHA will establish payment standard amounts for each "unit size".

The PHA may have a higher payment standard within the PHA's jurisdiction if needed to expand housing opportunities outside areas of minority or poverty concentration, as long as the payment standard is within the 90-110% of FMR range.

The PHA may approve a higher payment standard within the basic range, if required as a reasonable accommodation for a family that includes a person with disabilities.

E. ADJUSTMENTS TO PAYMENT STANDARDS [24 CFR 982.503]

Payment Standards may be adjusted, within HUD regulatory limitations, to increase Housing Assistance Payments in order to keep families' rents affordable. The PHA will not raise Payment Standards solely to make "high end" units available to Voucher holders. The PHA may use some or all of the measures below in making its determination whether an adjustment should be made to the Payment Standards.

Assisted Families' Rent Burdens

The PHA will review its voucher payment standard amounts at least annually to determine whether more than 40 percent of families in a particular unit size are paying more than 30% of their annual adjusted income for rent.

Quality of Units Selected

The PHA will 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.

PHA Decision Point

The PHA will review the average percent of income of families on the program. If more than 40% of families are paying more than 30% of monthly adjusted income, the PHA will determine whether there is a difference by voucher size, whether families are renting units larger than their voucher size, and whether families are renting units which exceed HUD's HQS and any additional standards added by the PHA in the Administrative Plan.

If families are paying more than 30% of their income for rent due to the selection of larger bedroom size units or luxury units, the PHA may decline to increase the payment standard. If these are not the primary factors for

families paying higher rents, the PHA will continue increasing the payment standard.

Rent to Owner Increases

The PHA may review a sample of the units to determine how often owners are increasing rents and the average percent of increase by bedroom size.

Time to Locate Housing

The PHA may consider the average time period for families to lease up under the Voucher program. If more than **50%** of Voucher holders are unable to locate suitable housing within the term of the voucher and the PHA determines that this is due to **40%** of rents in the jurisdiction being unaffordable for families even with the presence of a voucher the Payment Standard may be adjusted.

Lowering of the Payment Standard

Lowering of the FMR may require an adjustment of the Payment Standard. Additionally, statistical analysis may reveal that the Payment Standard should be lowered. In any case, the Payment Standard will not be set below 90 percent of the FMR without authorization from HUD.

Financial Feasibility

Before increasing the Payment Standard, the PHA may review the budget to determine the impact projected subsidy increases would have on funding available for the program and number of families served.

For this purpose, the PHA will compare the number of families who could be served under a higher Payment Standard with the number assisted under current Payment Standards.

File Documentation

A file will be retained by the PHA for at least three years to document the analysis and findings to justify whether or not the Payment Standard was changed.

F. OWNER PAYMENT IN THE HOUSING CHOICE VOUCHER PROGRAM [(24CFR 982.308(g))]

The owner is required to notify the PHA, in writing, at least sixty days before any change in the amount of rent to owner is scheduled to go into effect. Any requested change in rent to owner will be subject to rent reasonableness requirements. See 24 CFR 982.503

Reserved

Chapter 12

RECERTIFICATIONS [24 CFR 982.516]

INTRODUCTION

In accordance with HUD requirements, the PHA will reexamine the income and household composition of all families at least annually. Families will be provided accurate annual and interim rent adjustments.

Re-certifications and interim examinations will be processed in a manner that ensures families are given reasonable notice of rent increases. All annual activities will be coordinated in accordance with HUD regulations. It is a HUD requirement that families report all changes in household composition. This chapter defines the PHA's policy for conducting annual re-certifications and coordinating annual activities. It also explains the interim reporting requirements for families, and the standards for timely reporting.

A. ANNUAL ACTIVITIES [24 CFR 982.516, 982.405]

There are two activities the PHA must conduct on an annual basis.

- Recertification of income and family composition
- HQS inspection

The PHA produces a monthly listing of units under contract to ensure that timely reviews of housing quality, and factors related to total tenant payment/family share can be made.

Reexamination of the family's income and composition must be conducted at least annually.

Annual inspections: See "Housing Quality Standards and Inspections" chapter.

Rent adjustments: See "Owner Rents, Rent Reasonableness and Payment Standards" chapter.

B. ANNUAL RECERTIFICATION/REEXAMINATION [24 CFR 982.516]

Families are required to be recertified at least annually.

Moves Between Reexaminations

When families move to another dwelling unit:

An annual recertification will be scheduled unless a recertification has occurred in the last 120 days and the anniversary date will be changed.

Income limits are not used as a test for continued eligibility at recertification.

Reexamination Notice to the Family

The PHA will maintain a reexamination tracking system and the household will be notified by mail of the date and time for their interview at least 90 days in advance of the anniversary date. If requested as an accommodation by a person with a disability, the PHA will provide the notice in an accessible format.

The PHA will also mail the notice to a third party, if requested as reasonable accommodation for a person with disabilities. These accommodations will be granted upon verification that they meet the need presented

by the disability.

Procedure

The PHA's procedure for conducting annual re-certifications will be:

Schedule the date and time of appointments and mail a notification to the family.

Completion of Annual Recertification

The PHA will have all re-certifications for families completed before the anniversary date. This includes notifying the family of any changes in rent at least 30 days before the scheduled date of the change in family rent.

Persons with Disabilities

Persons with disabilities who are unable to come to the PHA's office will be granted an accommodation by conducting the interview **by the Program Assistant scheduling and conducting a home visit.**

Collection of Information [24 CFR 982.516(f)]

The PHA has established appropriate recertification procedures necessary to ensure that the income data provided by families is complete and accurate.

The PHA will allow the family to complete the recertification form.

Requirements to Attend

The following family members will be required to attend the recertification interview:

All adult household members

If the head of household is unable to attend the interview:

The appointment will be rescheduled once

Failure to Respond to Notification to Recertify

The written notification must state which family members are required to attend the interview. The family may call to request another appointment date up to the day of the interview.

If the family does not appear for the recertification interview, and has not rescheduled or made prior arrangements with the PHA, the PHA **will not** reschedule a second appointment.

If the family fails to appear for the second appointment, and has not rescheduled or made prior arrangements, the PHA will:

Send the family notice of termination and offer them an informal hearing

Exceptions to these policies may be made by the Housing Choice Voucher Program Supervisor/Director if the family is able to document an emergency situation that prevented them from canceling or attending the appointment or if requested as a reasonable accommodation for a person with a disability.

Documents Required From the Family

In the notification letter to the family, the PHA will include instructions for the family to bring the following:

- **Documentation of all assets**

- **Documentation of any deductions/allowances**
- **Proof of income and benefits for all household members**

Verification of Information

The PHA will follow the verification procedures and guidelines described in this Plan. Verifications for reexaminations must be less than **120** days old.

Tenant Rent Increases

If tenant rent increases, a thirty day notice is mailed to the family prior to the scheduled effective date of the annual recertification.

If less than thirty days are remaining before the scheduled effective date of the annual recertification, the tenant rent increase will be effective on the first of the month following the thirty day notice.

If there has been a misrepresentation or a material omission by the family, or if the family causes a delay in the reexamination processing, there will be a retroactive increase in rent to the scheduled effective date of the annual recertification.

Tenant Rent Decreases

If tenant rent decreases, it will be effective on the anniversary date.

If the family causes a delay so that the processing of the reexamination is not complete by the anniversary date, rent change will be effective on the first day of the month following completion of the reexamination processing by the PHA.

C. REPORTING INTERIM CHANGES [24 CFR 982.516]

Program participants must report all changes in household composition to the PHA between annual reexaminations. This includes additions due to birth, adoption and court-awarded custody. The family must obtain PHA approval prior to all other additions to the household.

If any new family member is added, family income must include any income of the new family member.

The PHA will conduct a reexamination to determine such additional income and will make the appropriate adjustments in the housing assistance payment and family unit size.

The U.S. citizenship/eligible immigrant status of additional family members must be declared and verified as required at the first interim or regular recertification after moving into the unit.

Standard for Timely Reporting of Changes 24 CFR 982.516(c)

The HA requires that families report interim changes to the HA within 30 days of when the changes occurs. If the change is not reported within the required time period, or if the family fails to provide documentation or signatures, it will be considered untimely reporting.

Procedures when the Change is Reported in a Timely Manner

The HA will notify the family and the owner of any change in the Housing Assistance payment to be effective according to the following guidelines:

Increases in the Tenant Rent are effective on the first of the month following at least thirty days notice.

Decreases in the Tenant rent are effective on the month following that in which the change occurred. **However, no rent reductions will be processed until all the facts have been verified, even if a retroactive adjustment results.**

The change will not be made until the third party verification is received.

Procedures when the Changes are not Reported by the Tenant in a Timely Manner

If the family does not report the change as described under Timely Reporting, the family will have caused an unreasonable delay in the interim reexamination processing and the following guidelines will apply:

Increase in Tenant Rent will be effective retroactive to the date it would have been effective had it been reported on a timely basis. The family will be liable for any overpaid housing assistance and may be required to **sign a Repayment Agreement or make a lump sum payment.**

Decrease in Tenant Rent will be effective on the first of the month following completion of processing by the HA and not retroactively.

Procedures when the Change is not Processed by the HA in a Timely Manner

“Processed in a timely manner” means that the change goes into effect on the date it should when the family reports the change in a timely manner. If the change cannot be made effective on that date, the change is not processed by the HA in a timely manner. In this case, an increase will be effective after the required thirty days notice prior to the first of the month after completion of processing by the HA.

If the change resulted in a decrease, the overpayment by the family will be calculated retroactively to the date it should have been effective, and the family will be credited for the amount.

PHA Errors

If the PHA makes a calculation error at admission to the program or at an annual reexamination, an interim reexamination will be conducted, if necessary, to correct the error, but the family will not be charged retroactively. Families will be given decreases, when applicable, retroactive to when the decrease for the change would have been effective if calculated correctly.

D. OTHER INTERIM REPORTING ISSUES

An interim reexamination does not affect the date of the annual recertification.

In the following circumstances, the PHA may conduct the interim recertification by mail:

- **As a reasonable accommodation when requested. (See "Statement of Policies and Objectives" chapter)**

Any changes reported by participants other than those listed in this section **will be noted in the file by the staff person but** will not be processed between regularly-scheduled annual re-certifications.

E. MINIMUM RENT/HARDSHIP EXEMPTION POLICY

Minimum Rent is \$50. Minimum rent refers to the minimum total tenant payment (TTP) and includes the combined amount a family pays toward rent and/or utilities when it is applied.

CRITERIA FOR HARDSHIP EXEMPTION

In order for a family to qualify for a hardship exemption, the family’s circumstances must fall under one of the following HUD hardship criteria:

1. The family has lost eligibility or is awaiting an eligibility determination for federal or local assistance, including a family with a member who is non- citizen lawfully admitted for permanent residence under the Immigration and Nationality Act and who would be entitled to public benefit but Title IV of the Personal Responsibility and Work opportunity Act of 1996.
2. The family would be evicted as a result of the imposition of the minimum rent requirement.
3. The income of the family has decreased because of changed circumstances including loss of employment, death in the family, or other circumstances stated by the VIHA or HUD.

Suspension of Minimum Rent

The VIHA will grant the minimum rent suspension to all families who request it effective the first of the following month. The minimum rent will be suspended until the VIHA determines whether the hardship meets the criteria for exemption and whether it is temporary or long-term.

Temporary” means verified to last less than 90 days. “Permanent” means lasting 90 or more days. Suspension means that the VIHA must not use the minimum rent calculation until the VIHA has made its decision.

During the minimum rent suspension period, the family will not be required to pay the minimum rent.

The VIHA may not evict the family for non- payment of the minimum rent during the 90-day period beginning the month following the family’s request for a hardship exemption.

If the VIHA determines that there is no qualifying hardship, the VIHA will reinstate the minimum rent from the time of suspension. The Virgin Islands Housing Authority will determine whether a repayment agreement is feasible in accordance with its repayment policy.

Temporary Hardship Suspension

If the VIHA determines that the hardship is temporary, the PHA must reinstate the minimum rent from the beginning of the suspension of the minimum rent. The VIHA must offer the family a reasonable repayment agreement in accordance with its repayment policy for the amount of back minimum rent owned by the family.

Long-Term Duration Hardship Exemption

(24 CFR 5.630(b) (2)(iii)(B))

If the VIHA determines that there is a qualifying long-term financial hardship the VIHA must exempt the family from the minimum rent requirements for as long as the hardship continues. The exemption from minimum rent shall apply from the first day of the month following the family’s request for exemption.

MINIMUM RENT/HARDSHIP EXEMPTION PROCEDURES

Information regarding the availability of minimum rent exemptions and procedures for obtaining an exemption will be provided in writing to all program participants during the following periods:

1. At the time of lease-up
2. Whenever a family requests an interim reexamination based upon reasons that could qualify the family for this exemption
3. At annual reexamination if the family indicates a hardship.

Family Requests

1. Families must request the exemption in writing.
2. Upon receipt, the Program Assistant date- stamps the request and enters the family's name, date of request and reason for the request on the Computerized Special Request Tracking Log.
3. Within 2 working days of receipt of the request, the Program Assistant sends a letter notifying the family of the suspension of the minimum rent with copies to the Housing Choice Voucher Program Accountant.

Determining Eligibility

1. The Program Assistant will verify the circumstances described in the family's request. The request will be reviewed to determine whether the circumstances explained in the family's request actually support an exemption.
2. The Program Assistant will also verify whether the exemption is temporary or long term.
3. The Program Assistant completes a recommendation for Approval/Denial of Minimum Rent Exemption and submits the request to the HCVP Director. The Program Assistant will log the status on the tracking log.
4. The HCVP Director reviews the request to determine if the hardship justification has been verified and meets the PHA's criteria for approval.
5. The HCVP Director returns the requests to the Program Assistants for processing.

Notifications

The Program Assistant will notify the family in writing of the approval/ disapproval within 2 working days of the determination.

Tracking

The Program Assistant will monitor the status of each family that has been granted an exemption from the minimum rent on a monthly basis.

Termination of Exemption

If the Program Assistant determines that the exemption period is over, an interim examination will be performed and the minimum rent will be reinstated effective 30 days after the change has been reported.

Repayment Agreement

If the hardship is verified to be temporary (lasting less than 90 days) the family must repay the minimum rent that was suspended. If necessary, that family will complete a repayment agreement. The Program Assistant in conjunction with the Legal Department will prepare a reasonable repayment agreement and have the family execute the document.

The Legal Department will assist in monitoring compliance with the repayment agreement by:

1. Collecting all monies as stipulated in the repayment agreement
2. Initiating any necessary action for enforcement of the agreement

All documents regarding the exemption will be filed in the appropriate participant's file.

If the family's payment agreement is in arrears, and the family has not made arrangements with the PHA, the PHA will:

- **Require the family to pay the balance in full**
- **Pursue civil collection of the balance due**
- **Terminate the housing assistance**

F. INCOME CHANGES RESULTING FROM WELFARE PROGRAM REQUIREMENTS [24 CFR 5.615]

The PHA will not reduce the family share of rent for families whose welfare assistance is reduced due to a "specified welfare benefit reduction", which is a reduction in benefits by the welfare agency specifically because of:

- Fraud in connection with the welfare program; or
- Noncompliance with a welfare agency requirement to participate in an economic self-sufficiency program.

However, the PHA will reduce the rent if the welfare assistance reduction is a result of:

- The expiration of a lifetime time limit on receiving benefits; or
- A situation where the family has complied with welfare program requirements but cannot or has not obtained employment, or
- A situation where a family member has not complied with other welfare agency requirements.

Definition of Covered Family

A household that receives benefits for welfare or public assistance from a local or public agency program which requires, as a condition of eligibility to receive assistance, the participation of a family member in an economic self-sufficiency program.

Definition of "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 included in the family's income for purposes of determining rent.

The amount of imputed welfare income is determined by the PHA, based on written information supplied to the PHA by the welfare agency, including:

- The amount of the benefit reduction
- The term of the benefit reduction
- The reason for the reduction
- Subsequent changes in the term or amount of the benefit reduction

The family's annual income will include the imputed welfare income, as determined at the family's annual or interim reexamination, during the term of the welfare benefits reduction (as specified by the welfare agency).

The amount of imputed welfare income will be offset by the amount of additional income the family receives that commences after the sanction was imposed. When additional income from other sources is at least equal to the imputed welfare income, the imputed welfare income will be reduced to zero.

If the family was not an assisted resident when the welfare sanction began, imputed welfare income will not be included in annual income.

If the family claims the amount of imputed welfare income has been calculated incorrectly, the Housing **Choice Voucher Program Supervisor/Director** will review the calculation for accuracy. If the imputed welfare income amount is correct, the PHA will provide a written notice to the family that includes:

- A brief explanation of how the amount of imputed welfare income was determined;
- A statement that the family may request an informal hearing if they do not agree with the PHA determination.

Verification Before Denying a Request to Reduce Rent

The PHA will obtain written verification from the welfare agency stating that the family’s benefits have been reduced due to fraud or noncompliance with welfare agency economic self-sufficiency or work activities requirements *before* denying the family’s request for rent reduction.

The PHA will rely on the welfare agency’s written notice to the PHA regarding welfare sanctions.

Cooperation Agreements [24 CFR 5.613]

The PHA has executed a Cooperation Agreement with the local welfare agency to ensure timely and accurate verification of noncompliance.

Family Dispute of Amount of Imputed Welfare Income

If the family disputes the amount of imputed income and the PHA denies the family’s request to modify the amount, the PHA will provide the tenant with a notice of denial, which will include:

- An explanation for the PHA’s determination of the amount of imputed welfare income
- A statement that the tenant may request an informal hearing.

G. NOTIFICATION OF RESULTS OF RECERTIFICATIONS [HUD Notice PIH 98-6]

The HUD Form 50058 will be completed and transmitted as required by HUD.

The Notice of Rent Change is mailed to the owner and the tenant. Signatures **are not** required by the PHA. If the family disagrees with the rent adjustment, they may request an informal hearing.

Standard for Timely Reporting of Changes

The PHA requires that families report interim changes to the PHA within **10** days of when the change occurs.

H. CHANGES IN VOUCHER SIZE AS A RESULT OF FAMILY COMPOSITION CHANGES
[24 CFR 982.516(c)]

(See "Subsidy Standards" chapter.)

I. CONTINUANCE OF ASSISTANCE FOR "MIXED" FAMILIES [24 CFR 5.518]

Under the Non-citizens Rule, "mixed" families are families that include at least one citizen or eligible immigrant and any number of ineligible members.

The Non-citizens Rule was implemented prior to November 29, 1996, and "mixed" families who were participants as of June 19, 1995, shall continue receiving full assistance if they meet all of the following criteria:

**The head of household or spouse is a U.S. citizen or has eligible immigrant status; AND
All members of the family other than the head, the spouse, parents of the head or the spouse, and children of the head or spouse are citizens or eligible immigrants. The family may change the head of household to qualify under this provision.**

J. MISREPRESENTATION OF FAMILY CIRCUMSTANCES

If any participant deliberately misrepresents the information on which eligibility or tenant rent is established, the PHA may terminate assistance and may refer the family file/record to the proper authorities for appropriate disposition. (See Program Integrity Addendum.)

Reserved

Chapter 13

MOVES WITH CONTINUED ASSISTANCE/PORTABLE TRANSFERS

[24 CFR 982.314, 982.353, 982.355(a)]

INTRODUCTION

HUD regulations permit families to move with continued assistance to another unit within the PHA's jurisdiction, or to a unit outside of the PHA's jurisdiction under portability procedures. The regulations also allow the PHA the discretion to develop policies which define any limitations or restrictions on moves. This chapter defines the procedures for moves, both within and outside of, the PHA's jurisdiction, and the policies for restriction and limitations on moves.

A. ALLOWABLE MOVES

A family may move to a new unit with continued assistance if:

- The assisted lease for the old unit has terminated because the PHA has terminated the HAP contract for owner breach, or the lease was terminated by mutual agreement of the owner and the family.
- The owner has given the family a notice to vacate, or has commenced an action to evict the tenant, or has obtained a court judgment or other process allowing the owner to evict the family (unless assistance to the family will be terminated).
- The family has given proper notice of lease termination (and if the family has a right to terminate the lease on notice to owner).

B. RESTRICTIONS ON MOVES [24 CFR 982.314, 982.552(a)]

Families will not be permitted to move within the PHA's jurisdiction during the initial year of assisted occupancy.

Families will not be permitted to move more than once in a 12-month period.

The PHA will deny permission to move if there is insufficient funding for continued assistance.

The PHA **will** deny permission to move if:

- **The family has violated a family obligation.**
- **The family owes the PHA money and is not current with any payment agreement.**
- **The family has moved or been issued a voucher within the last 12 months.**

The Housing Choice Voucher Program Director may make exceptions to these restrictions if there is an emergency reason for the move over which the participant has no control.

C. PROCEDURE FOR MOVES [24 CFR 982.314]

Issuance of Voucher

Subject to the restrictions on moves, if the family has not been recertified within the last **365** days, the PHA will issue the voucher to move **after conducting the recertification**.

If the family does not locate a new unit, they may remain in the current unit so long as the owner permits.

Notice Requirements

Briefing sessions emphasize the family's responsibility to give the owner and the PHA proper written notice of any intent to move.

The family must give the owner the required number of days written notice of intent to vacate specified in the lease and must give a copy to the PHA simultaneously.

Time of Contract Change

A move within the same building or project, or between buildings owned by the same owner, will be processed like any other move **except that there will be no overlapping assistance.**

In a move, assistance stops at the old unit at the end of the month in which the tenant ceased to occupy, unless proper notice was given to end a lease midmonth. Assistance will start on the new unit on the effective date of the lease and contract. Assistance payments may overlap for the month in which the family moves.

D. PORTABILITY [24 CFR 982.353]

Portability applies to families moving out of or into the PHA's jurisdiction within the United States and its territories.

E. OUTGOING PORTABILITY [24 CFR 982.353, 982.355]

Within the limitations of the regulations and this policy, a participant family has the right to receive tenant-based voucher assistance to lease a unit outside the PHA's jurisdiction, anywhere in the United States, in the jurisdiction of a PHA with a tenant-based program. When a family requests to move outside of the PHA's jurisdiction, the request must specify the area to which the family wants to move.

Restrictions on Portability

Applicants

If neither the head or spouse had a domicile (legal residence) in the PHA's jurisdiction at the date of their initial application for assistance, the family **will not** be permitted to exercise portability upon initial issuance of a voucher, unless the PHA approves such move. [NOTE: legal domicile is defined by local government.]

For a portable family that was not already receiving assistance in the PHA's Tenant based program, the PHA must determine whether the family is eligible for admission under the receiving PHA's Tenant based program. **The PHA will deny permission to move with continued rental or homeownership assistance if the PHA determines that it does not have sufficient funding to provide continued assistance.**

Participants

After an applicant has leased-up in the jurisdiction of the initial housing agency, they cannot exercise portability during the first year of assisted occupancy, except in the following circumstances.

- The receiving and initial PHA agree to allow the move.
- **The family's move relates to an opportunity for education, job training or employment**

The PHA will not permit families to exercise portability:

- If the family is in violation of a family obligation.
- If the family owes money to the PHA.
- If the family has moved out of its assisted unit in violation of the lease.

Receiving PHA's will be required to submit hearing determinations to the PHA within **15** days.

F. INCOMING PORTABILITY [24 CFR 982.354, 982.355]

Absorption or Administration

The PHA will accept a family with a valid voucher from another jurisdiction and administer or absorb the voucher. If administering, the family will be issued a "portable" voucher by the PHA. The term of the voucher will not expire before the expiration date of any initial PHA voucher. The family must submit a request for approval of tenancy for an eligible unit to the receiving PHA during the term of the receiving PHA voucher. The receiving PHA may grant extensions in accordance with this Administrative Plan. However, if the family decides not to lease-up in the PHA's jurisdiction, they must contact the initial PHA to request an extension. VIHA will not process the family if the voucher from the initial PHA has expired. If money is owed from a previous tenancy with VIHA the family will be required to sign a repayment agreement. Refer to Chapter 18, Owner or Family Debts to the PHA.

The PHA may absorb vouchers if such absorption does not exceed **10%** of households assisted.

When the PHA does not absorb the incoming voucher, it will administer the initial PHA's voucher and the receiving PHA's policies will prevail.

For admission to the program a family must be income eligible in the area where the family initially leases a unit with assistance under the program.

The receiving PHA does not re-determine eligibility for a portable family that was already receiving assistance in the initial PHA Housing Choice Voucher Program tenant-based program.

The PHA will issue a "portability voucher" according to its own Subsidy Standards. If the family has a change in family composition which would change the voucher size, the PHA will change to the proper size based on its own Subsidy Standards.

Income and Total Tenant Payment of Incoming Portables [982.353(d)]

As receiving PHA, the PHA will conduct a recertification interview but only verify the information provided if the documents are missing or are over 120 days old, whichever is applicable, or there has been a change in the family's circumstances.

If the PHA conducts a recertification of the family it will not cause a delay in the issuance of a voucher.

If the family's income is such that a \$0 subsidy amount is determined prior to lease-up in the PHA's jurisdiction, the PHA will refuse to enter into a contract on behalf of the family at \$0 assistance.

Requests for Tenancy Approval

A briefing will be mandatory for all portability families.

When the family submits a Request for Tenancy Approval, it will be processed using the PHA's policies.

If the family does not submit a Request for Tenancy Approval or does not execute a lease, the initial PHA will be notified within **15** days by the PHA.

If the family leases up successfully, the PHA will notify the initial PHA within **15** days, and the billing process will commence.

The PHA will notify the initial PHA if the family fails to submit a request for approval of tenancy for an eligible unit within the term of the voucher.

If the PHA denies assistance to the family, the PHA will notify the initial PHA within **15** days and the family will be offered a review or hearing.

The PHA will notify the family of its responsibility to contact the initial PHA if the family wishes to move outside the PHA's jurisdiction under continued portability.

Regular Program Functions

The PHA will perform all program functions applicable to the tenant-based assistance program, such as:

- Annual reexaminations of family income and composition;
- Annual inspection of the unit; and
- Interim examinations when requested or deemed necessary by the PHA

Terminations

The PHA will notify the initial PHA in writing of any termination of assistance within **30** days of the termination. If an informal hearing is required and requested by the family, the hearing will be conducted by the PHA, using the regular hearing procedures included in this Plan. A copy of the hearing decision will be furnished to the initial PHA.

The initial PHA will be responsible for collecting amounts owed by the family for claims paid and for monitoring repayment. If the initial PHA notifies the PHA that the family is in arrears or the family has refused to sign a payment agreement, the PHA will terminate assistance to the family.

Required Documents

As receiving PHA, the PHA will require the documents listed on the HUD Portability Billing Form from the initial PHA.

Billing Procedures

As receiving PHA, the PHA will bill the initial PHA **monthly** for housing assistance payments. The billing cycle for other amounts, including administrative fees and special claims will be **monthly** unless requested otherwise by the initial PHA. The initial billing amount must be submitted no later than 10 working days following the date the HAP contract was executed to be received no later than 60 days following the expiration date of the family's voucher issued by the initial PHA.

The PHA will bill 100% of the housing assistance payment, 100% of special claims and 80% of the administrative fee (at the initial PHA's rate) for each "portability" voucher leased as of the first day of the month.

The PHA will notify the initial PHA of changes in subsidy amounts and will expect the initial PHA to notify the VIHA of changes in the administrative fee amount to be billed.

G. PORTABILITY PROCEDURES OUTGOING

When a family wishes to exercise the portable feature of their Housing Choice Voucher the following procedures must be followed:

1. The Program Assistant will inform the family of the portability procedures and provide the family with information on Housing Agencies in the geographic area in which they are interested in relocating to.

2. The family must notify the HCVP Inspector with in three days of their intended move out to request an exit inspection. Once the exit inspection has been completed the Program Assistant will complete part 1 of the HUD Form 52665 along with copy of exit inspection for approval.
3. Program Assistant will complete Part I of the Form HUD-52665 for the Housing Choice Voucher Program Director/ Supervisor's signature and fax then mail the hard copy to the receiving PHA along with:
 - ✦ a copy of the family's voucher
 - ✦ current copy of Form HUD-50058,
 - ✦ copies of the income verification supporting documentation.

If the family is an applicant, VIHA will provide the family information in a format similar to the Form HUD-50058 so that the information is easily available for use by the receiving PHA.

Program Assistant (PA) will update portable transfer log then the PA will track lease up with the receiving HA. If billing has not been received within 60 days following the expiration date of the family's voucher issued by the initial PHA , the PA will contact the receiving PHA to determine the status of the family. If the receiving PHA reports that the family is not yet under HAP contract, the PA will prepare correspondence for the Housing Choice Voucher Program Director/Supervisor advising the PHA that subsequent billing on behalf of the family will not be accepted.

When the receiving PHA submits HUD Form 52665 in a timely manner the PA will process the family information on VIHA's software within three (3) working days of receipt. The portable transfer log should then be updated to reflect receipt of billing information. All portable transactions should be included in the monthly accounting report.

The Housing Choice Voucher Program Accountant will process payment to the receiving HA within 30 days of receipt of the HUD 52665 and 50058 indicating billing amount.

H. RECEIVING PHA RESPONSIBILITIES

1. When VIHA receives documentation on a family wishing to move to our jurisdiction the PA will contact and schedule an appointment to issue a Voucher, Request for Tenancy Approval and an available unit listing within five (5) working days. The PA will conduct an individual briefing for the family during the appointment.
2. Once the family locates a suitable unit and the unit passes HQS inspection the Program Assistant will process lease up. Once lease up is completed the PA will immediately prepare and fax Part II of HUD 52665 and copy of the new HUD Form 50058 for submittal to the initial HA with a copy to the Housing Choice Voucher Program Accountant.
3. The Program Assistant will provide the initial Housing Agency with annual reexamination notification for all portable families.
4. Once the annual re-examination is completed the Program Assistant will submit a new HUD Form 52665 along with HUD Form 50058 to the initial Housing Agency to report any changes in the billing amount within 5 working days of the effective date of the change.
5. The Housing Choice Voucher Program Accountant will prepare billing to the initial HA within five 5 working days following the execution date of the HAP contract.

6. The Housing Choice Voucher Program Director and Accountant will monitor all portable accounts to ensure timely billing and payments.

If the family wished to port to another jurisdiction, the PA will prepare the proper notification to the initial PHA of the family's intent.

Reserved

Chapter 14

CONTRACT TERMINATIONS

[24 CFR 982.311, 982.314]

INTRODUCTION

The Housing Assistance Payments (HAP) contract is the contract between the owner and the PHA which defines the responsibilities of both parties. This chapter describes the circumstances under which the contract can be terminated by the PHA and the owner, and the policies and procedures for such terminations.

A. CONTRACT TERMINATION [24 CFR 982.311]

The term of the HAP contract is the same as the term of the lease. The contract between the owner and the PHA may be terminated by the PHA, or by the owner or tenant terminating the lease.

No future subsidy payments on behalf of the family will be made by the PHA to the owner after the month in which the contract is terminated. The owner must reimburse the PHA for any subsidies paid by the PHA for any period after the contract termination date.

If the family continues to occupy the unit after the Section 8 (HCVP) contract is terminated, the family is responsible for the total amount of rent due to the owner. The owner will have no right to claim compensation from the PHA for vacancy loss under the provisions of certificate HAP contracts effective before October 2, 1995.

After a contract termination, if the family meets the criteria for a move with continued assistance, the family may lease-up in another unit. The contract for the new unit may begin during the month in which the family moved from the old unit.

B. TERMINATION BY THE FAMILY: MOVES [24 CFR 982.314(c)(2)]

Family termination of the lease must be in accordance with the terms of the lease. Families may terminate the lease before the end of the lease period upon written agreement between the landlord and the family. Families and landlord will complete a "Rescission of Lease Agreement" Form and submit to the Housing Choice Voucher Program Office prior to a voucher being granted to move with continued assistance.

C. TERMINATION OF TENANCY BY THE OWNER: EVICTIONS [24 CFR 982.310, 982.455]

If the owner wishes to terminate the lease, the owner must provide proper notice as stated in the lease. During the term of the lease, the owner may not terminate the tenancy except for the grounds stated in the HUD regulations.

During the term of the lease the owner may only evict for:

- Serious or repeated violations of the lease, including but not limited to failure to pay rent or other amounts due under the lease, or repeated violation of the terms and conditions of the lease;
- Violations of Federal, state or local law that imposes obligations on the tenant in connection with the occupancy or use of the premises; or criminal activity by the tenant, any member of the household, a guest or another person under the tenant's control that threatens the health, safety or right to peaceful enjoyment of the premises by the other residents, or persons residing in the immediate vicinity of the premises or any drug- related criminal activity on or near the premises.
- Other good cause.

During the initial term of the lease, 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 (see 982.310)

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 they have engaged in the criminal activity:

- Regardless of arrest or conviction
- Without satisfying the standard of proof used for a criminal conviction

Termination of Tenancy Decisions

If the law and regulation permit the owner to take an action but don't require action to be taken, the owner can decide whether to take the action. Relevant circumstances for consideration include:

- The seriousness of the offense
- The effect on the community
- The extent of participation by household members
- The effect on uninvolved household members
- The demand for assisted housing by families who will adhere to responsibilities
- The extent to which leaseholder has shown personal responsibility and taken all reasonable steps to prevent or mitigate the offending action
- The effect on the integrity of the program

Exclusion of culpable household member

The owner may require a tenant to exclude a household member in order to continue to reside in the assisted unit.

Consideration of Rehabilitation

When determining whether to terminate the tenancy for illegal drug use or alcohol abuse, the owner may consider whether the member:

- Is no longer participating
- Has successfully completed a supervised drug or alcohol rehab program
- Has otherwise been successfully rehabilitated

The owner may require the tenant to submit evidence of any of the three (above).

Actions of termination by the owner must be consistent with the fair housing and equal opportunities as stated in 24 CFR 5.105.

The owner must provide the tenant a written notice specifying the grounds for termination of tenancy, at or before the commencement of the eviction action. The notice may be included in, or may be combined with, any owner eviction notice to the tenant.

The 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 PHA requires that the owner specify the section of the lease that has been violated and cite some or all of the ways in which the tenant has violated that section as documentation for the PHA's decision regarding termination of assistance.

Housing assistance payments are paid to the owner under the terms of the HAP contract. If the owner has begun eviction 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 PHA will continue housing assistance payments until the family moves or is evicted from the unit.

If the action is finalized in court, the owner must provide the PHA with the documentation, including notice of the lock-out date.

The PHA must continue making housing assistance payments to the owner in accordance with the contract as long as the tenant continues to occupy the unit and the contract is not violated. By endorsing the monthly check from the PHA, the owner certifies that the tenant is still in the unit, the rent is reasonable and s/he is in compliance with the contract.

If an eviction 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.

D. TERMINATION OF THE CONTRACT BY PHA [24 CFR 982.404(a), 982.453, 982.454, 982.552(a)(3)]

The term of the HAP contract terminates when the lease terminates, when the PHA terminates program assistance for the family, and when the owner has breached the HAP contract. (See "Owner Disapproval and Restriction" chapter)

The PHA may also terminate the contract if:

- The PHA terminates assistance to the family.
- The family is required to move from a unit when the unit does not meet the HQS space standards because of an increase in family size or a change in family composition.

Funding is no longer available under the ACC. The contract will terminate automatically if 180 days have passed since the last housing assistance payment to the owner.

Notice of Termination

When the PHA terminates the HAP contract under the violation of HQS space standards, the PHA will provide the owner and family written notice of termination of the contract, and the HAP contract terminates at the end of the calendar month that follows the calendar month in which the PHA gives such notice to the owner.

Reserved

Chapter 15

DENIAL OR TERMINATION OF ASSISTANCE

[24 CFR 5.902, 5.903, 5.905, 982.4, 982.54, 982.552, 982.553]

INTRODUCTION

The PHA may deny or terminate assistance for a family because of the family's action or failure to act. The PHA will provide families with a written description of the family obligations under the program, the grounds under which the PHA can deny or terminate assistance, and the PHA's informal hearing procedures. This chapter describes when the PHA is required to deny or terminate assistance, and the PHA's policies for the denial of a new commitment of assistance and the grounds for termination of assistance under an outstanding HAP contract.

A. GROUND FOR DENIAL/TERMINATION [24 CFR 982.54, 982.552, 982.553]

If denial or termination is based upon behavior resulting from a disability, the PHA will delay the denial or termination in order to determine if there is an accommodation that would negate the behavior resulting from the disability.

Form of Denial/Termination

Denial of assistance for an applicant may include any or all of the following:

- Denial for placement on the PHA waiting list
- Denying or withdrawing a voucher
- Refusing to enter into a HAP contract or approve a tenancy
- Refusing to process or provide assistance under portability procedures

Termination of assistance for a participant may include any or all of the following:

- Refusing to enter into a HAP contract or approve a tenancy
- Terminating housing assistance payments under an outstanding HAP contract
- Refusing to process or provide assistance under portability procedures

Mandatory Denial and Termination [24 CFR 982.54 (d), 982.552(b), 982.553(a), 982.553(b)]

The PHA must deny assistance to applicants, and terminate assistance for participants if the family is under contract and 180 days (or 12 months, depending on the HAP contract used) have elapsed since the PHA's last housing assistance payment was made. (See 'Contract Terminations' chapter.)

The PHA must permanently deny assistance to applicants, and terminate the assistance of persons convicted of manufacturing or producing methamphetamine on the premises of Federally assisted housing.

The PHA must deny admission to the program for applicants, and terminate assistance for program participants if the PHA determines that any household member is currently engaging in illegal use of a drug. See Section B of this chapter for the PHA's established standards.

The PHA must deny admission to the program for applicants, and terminate assistance for program participants if the PHA determines that it has reasonable cause to believe that a household member's illegal drug use or a pattern of illegal drug use may threaten the health, safety, or right to peaceful enjoyment of the premises by other residents. See Section B of this chapter for the PHA's established standards.

The PHA must deny admission to an applicant if the PHA determines that any member of the household is subject to a lifetime registration requirement under a State sex offender registration program. See Section B of this chapter for the PHA's established standards regarding criminal background investigation and determining whether a member of the household is subject to a lifetime registration requirement under a State sex offender registration program.

The PHA must terminate program assistance for a family evicted from housing assisted under the program for serious violation of the lease.

The PHA must deny admission to the program for an applicant or terminate program assistance for a participant if any member of the family fails to sign and submit consent forms for obtaining information in accordance with Part 5, subparts B and F.

The PHA must deny admission or terminate assistance when required under the regulations to establish citizenship or eligible immigration status.

Grounds for Denial or Termination of Assistance [24 CFR 982.552(c)]

The PHA will deny program assistance for an applicant, or terminate program assistance for a participant, for any of the following reasons:

- **If any family member violates any family obligation under the program as listed in 24 CFR 982.551.**
- If any family member has violated the family obligation under 24 CFR 982.551 not to engage in any drug-related criminal activity.
- If any family member has violated the family obligation under 24 CFR 982.551 not to engage in any violent criminal activity.
- **Any member of the family has been evicted from Federally assisted housing in the last five years.**
- **If any member of the family commits fraud, bribery or any other corrupt or criminal act in connection with any Federal housing program.**
- **The family has not reimbursed any PHA for amounts 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 engaged in or threatened abusive or violent behavior toward PHA personnel.**
- Actual physical abuse or violence will always be cause for termination.
- If any member of the family engages in, or has engaged in drug or alcohol abuse that interferes with the health, safety or peaceful enjoyment of other residents. See section B of this chapter.
- **If any member of the family commits drug-related criminal activity, or violent criminal activity. (See Section B of this chapter and 982.553 of the regulations)**

Refer to 'Eligibility for Admission' chapter, 'Other Criteria for Admission' section for further information.

Screening of Applicants

In an effort to prevent future drug related and other criminal activity, as well as other patterns of behavior that pose a threat to the health, safety or right to peaceful enjoyment of the premises by other residents, and as required by 24 CFR 982, Subpart L and CFR Part 5, Subpart J, the PHA will endeavor to screen applicants as thoroughly and fairly as possible **for drug-related and violent criminal behavior.**

Such screening will apply to any member of the household who is 18 years of age or older.

HUD Definitions

Covered person, for purposes of 24 CFR Part 982 and this chapter, means a tenant, any member of the tenant's household, a guest or another person under the tenant's control.

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 intent to manufacture, sell, distribute or use the drug.

Guest, for purposes of this chapter and 24 CFR part 5, subpart A and 24 CFR Part 982, 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. The requirements of part 982 apply to a guest as so defined.

Household, for the purposes of 24 CFR Part 982 and this chapter, means the family and PHA-approved live-in aide.

Other person under the tenant's control, for the purposes of the definition of *covered person* and for 24 CFR Parts 5 and 982 and for this chapter, means that the person, although not staying as a guest (as defined in this chapter) 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*.

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.

Standard for Violation

The PHA will deny participation in the program to applicants and terminate assistance to participants in cases where the PHA determines there is reasonable cause to believe that a household member is illegally using a drug or if the person abuses alcohol in a way that may interfere with the health, safety or right to peaceful enjoyment of the premises by other residents, including cases where the PHA determines that there is a pattern of illegal use of a drug or a pattern of alcohol abuse.

The PHA will consider the use of a controlled substance or alcohol to be a pattern if there is more than one incident during the previous 3 months.

'Engaged in or engaging in' violent criminal activity means any act within the past 3 years by an applicant or participant or household member which involved 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, which resulted in the arrest and/or conviction of the applicant, participant, or household member.

The activity is being engaged in by any family member.

In evaluating evidence of negative past behavior, the PHA will give fair consideration to the seriousness of the activity with respect to how it would affect other residents, and/or likelihood of favorable conduct in the future which could be supported by evidence of rehabilitation.

Drug Related and Violent Criminal Activity

Ineligibility for admission if Evicted for Drug-Related Activity:

- Persons evicted from Federally assisted housing because of drug-related criminal activity or violent criminal behavior are ineligible for admission to the Housing Choice Voucher Program for a **three-year** period beginning on the date of such eviction.
- **If an applicant has been arrested, the applicant will be required to provide a disposition of record.**
- **If an applicant has been convicted, applicant will be ineligible for admission for 5 years from the completion of the sentence period, e.g. probation, incarceration.**

However, the household may be admitted if, after considering the individual circumstances of the household, the PHA determines that:

- **The evicted household member who engaged in drug-related criminal activity has successfully completed a supervised drug rehabilitation program approved by the PHA.**
- **The circumstances leading to eviction no longer exist because:
The criminal household member has died.
The criminal household member is imprisoned.**

Denial of Assistance for Sex Offenders

The PHA will deny admission if any member of the household is subject to a lifetime registration requirement under a State sex offender registration program. In screening applicants, the PHA will perform criminal history background checks to determine whether any household member is subject to a lifetime sex offender registration requirement.

Termination of Assistance for Participants

Termination of Assistance for Drug-related Criminal Activity or Violent Criminal Activity:

Under the family obligations listed at 24 CFR 982.551, the members of the household 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. HUD regulations at 24 CFR 982.553(b) require the PHA to establish standards for termination of assistance when this family obligation is violated. The Akron Metropolitan Housing Authority has established the following standards for termination of assistance for the family when a household member has violated the family obligation to refrain from participating in drug-related or violent criminal activity.

Assistance will be terminated for participants who have been:

Arrested, convicted, and/or evicted from a unit assisted under any Federally assisted housing program for drug-related or violent criminal activity during participation in the program, and within the last three years prior to the date of the notice to terminate assistance.

If any member of the household violates the family obligations by engaging in drug-related or violent criminal activity, the PHA will terminate assistance.

In appropriate cases, the PHA may permit the family to continue receiving assistance provided that family members determined to have engaged in the proscribed activities will not reside in the unit.

If the violating member is a minor, the PHA may consider individual circumstances with the advice of Juvenile Court officials.

Terminating Assistance for Alcohol Abuse by Household Members

Under the family obligations listed at 24 CFR 982.551, the members of the household must not abuse alcohol in a way that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing

in the immediate vicinity of the premises. Assistance will be terminated due to violation of a family obligation if the PHA determines that a member of the household has demonstrated a pattern of alcohol abuse that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises.

Notice of Termination of Assistance

In any case where the PHA decides to terminate assistance to the family, the PHA must give the family written notice which states:

- The reason(s) for the proposed termination,
- The effective date of the proposed termination,
- The family's right, if they disagree, to request an Informal Hearing to be held before termination of assistance.
- The date by which a request for an informal hearing must be received by the PHA.

If the PHA proposes to terminate assistance for criminal activity as shown by a criminal record, the PHA will provide the subject of the record and the tenant with a copy of the criminal record.

The PHA will simultaneously provide written notice of the contract termination to the owner so that it will coincide with the Termination of Assistance. The Notice to the owner will not include any details regarding the reason for termination of assistance.

Required Evidence

Preponderance of 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. The intent is not to prove criminal liability, but to establish that the act(s) occurred. Preponderance of evidence may not be determined by the number of witnesses, but by the greater weight of all evidence.

Credible evidence may be obtained from police and/or court records. Testimony from neighbors, when combined with other factual evidence can be considered credible evidence. Other credible evidence includes documentation of drug raids or arrest warrants.

The PHA will terminate assistance for criminal activity by a household member, as described in this chapter, if the PHA determines, based on a preponderance of the evidence, that the household member has engaged in the activity, regardless of whether the household member has been arrested or convicted for such activity.

The PHA will pursue fact-finding efforts as needed to obtain credible evidence.

The PHA may terminate assistance for criminal activity by a household member under this section if the PHA has determined that the household member has engaged in the criminal activity, regardless of whether the household member has been arrested or convicted for such activity.

Confidentiality of Criminal Records

The PHA will ensure that any criminal record received is maintained confidentially, not misused or improperly disseminated, and destroyed once the purpose for which it was requested is accomplished.

All criminal reports, while needed, will be housed in a locked file with access limited to individuals responsible for screening and determining eligibility for initial and continued assistance and to upper level Housing Choice Voucher Program management.

B. FAMILY OBLIGATIONS [24 CFR 982.551]

- The family must supply any information that the PHA or HUD determines is necessary in the administration of the program, including submission of required evidence of citizenship or eligible immigration status (as provided by 24 CFR 982.551). 'Information' includes any requested certification, release or other documentation.
- 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 in accordance with HUD requirements.
- The family must disclose and verify Social Security Numbers (as provided by 24 CFR 5.216) and must sign and submit consent forms for obtaining information in accordance with 24 CFR 5.230.
- All information supplied by the family must be true and complete.
- The family is responsible for an HQS breach caused by the family as described in 982.404(b).
- The family must allow the PHA to inspect the unit at reasonable times and after reasonable notice.

The family may not commit any serious or repeated violations of the lease.

- The family must notify the owner and, at the same time, notify the PHA before the family moves out of the unit or terminates the lease upon notice to the owner.
- The family must promptly give the PHA 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 the PHA. The family must promptly inform the PHA 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.
- The family must promptly notify the PHA if any family member no longer resides in the unit.
- If the PHA has given approval, a foster child or a live-in aide may reside in the unit. If the family does not request approval or PHA approval is denied, the family may not allow a foster child or live-in aide to reside with the assisted family.
- Members of the household may engage in legal profit-making activities in the unit, but only if such activities are incidental to primary use of the unit as a residence by members of the family.
- The family must not sublease or let the unit.
- The family must not assign the lease or transfer the unit.
- The family must supply any information or certification requested by the PHA to verify that the family is living in the unit, or relating to family absence from the unit, including any PHA-requested

information or certification on the purposes of family absences. The family must cooperate with the PHA for this purpose.

- The family must promptly notify the PHA of absence from the unit.
- The family must not own or have any interest in the unit.
- The members of the family must not commit fraud, bribery or any other corrupt or criminal act in connection with any Federal housing program.

The household members may 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. The members of the household must not abuse alcohol in a way that threatens the health, safety or right to peaceful enjoyment of other residents and persons residing in the immediate vicinity of the premises. An assisted family, or members of the family, may not receive Housing Choice Voucher Program tenant-based assistance while receiving another housing subsidy, for the same unit or for a different unit, under any duplicative (as determined by HUD or in accordance with HUD requirements) Federal, State or local housing assistance program.

Housing Authority Discretion [24 CFR 982.552(c)]

In deciding whether to deny or terminate assistance because of action or failure to act by members of the family, the PHA has discretion to consider all of the circumstances in each case, including the seriousness of the case. The PHA will use its discretion in reviewing the extent of participation or culpability of individual family members and the length of time since the violation occurred. The PHA may also review the family's more recent history and record of compliance and the effects that denial or termination of assistance may have on other family members who were not involved in the action or failure to act.

The PHA may impose, as a condition of continued assistance for other family members, a requirement that family members who participated in, or were culpable for the action or failure to act, will not reside in the unit. The PHA may permit the other members of a family to continue in the program.

Enforcing Family Obligations

Explanations and Terms

The term 'promptly' when used with the family obligations always means 'within 10 days.' Denial or termination of assistance is always optional except where this Plan or the regulations state otherwise.

HQS Breach

The **inspector** will determine if an HQS breach as identified in 24 CFR 982.404 (b) is the responsibility of the family. Families may be given extensions to cure HQS breaches by **the Housing Choice Voucher Program Director/ Supervisor**.

Lease Violations

The following criteria will be used to decide if a serious or repeated violation of the lease will result in termination of assistance:

- **If the owner terminates tenancy through court action for serious or repeated violation of the lease.**
- **If the owner notifies the family of termination of tenancy assistance for serious or repeated lease violations, and the family moves from the unit prior to the completion of court action, and the PHA determines that the cause is a serious or repeated violation of the lease based on available evidence.**

- **If there are police reports, neighborhood complaints or other third party information, that has been verified by the PHA.**

Notification of Eviction

If the family requests assistance to move and they did not notify the PHA of an eviction within **10** days of receiving the Notice of Lease Termination, the move will be denied.

Proposed Additions to the Family

The PHA will deny a family's request to add additional family members who are:

- **Persons who have been evicted from public housing.**
- **Persons who have previously violated a family obligation listed in 24 CFR 982.551 of the HUD regulations.**
- **Persons who have been part of a family whose assistance has been terminated under the Certificate or Voucher program.**
- **Persons who commit drug-related criminal activity or violent criminal activity.**
- **Persons who do not meet the PHA's definition of family.**
- **Persons who commit fraud, bribery or any other corrupt or criminal act in connection with any Federal housing program.**
- **Persons who currently owe rent or other amounts to the PHA or to another PHA in connection with Section 8(HCVP) or public housing assistance under the 1937 Act.**
- **Persons who have engaged in or threatened abusive or violent behavior toward PHA personnel.**

Family Member Moves Out

Families are required to notify the PHA if any family member leaves the assisted household. When the family notifies the PHA, they must furnish the following information:

- **The date the family member moved out.**
- **The new address, if known, of the family member.**

Limitation on Profit-Making Activity in Unit

If the business activity area results in the inability of the family to use any of the critical living areas, such as a bedroom utilized for a business which is not available for sleeping, it will be considered a violation.

If the PHA determines that the use of the unit as a business is not incidental to its use as a dwelling unit, it will be considered a program violation.

If the PHA determines the business is not legal, it will be considered a program violation.

Interest in Unit

The owner may not reside in the assisted unit regardless of whether (s)he is a member of the assisted family, unless the family owns the mobile home and rents the pad.

Fraud

In each case, the PHA will consider which family members were involved, the circumstances, and any hardship that might be caused to innocent members.

C. PROCEDURES FOR NON-CITIZENS [24 CFR 5.514, 5.516, 5.518]

Denial or Termination due to Ineligible Immigrant Status

Applicant or participant families in which all members are neither U.S. citizens nor eligible immigrants are not eligible for assistance and must have their assistance terminated. The PHA must offer the family an opportunity for a hearing. (See 'Eligibility for Admission' chapter, section on Citizenship/Eligible Immigration Status.)

Assistance may not be terminated while verification of the participant family's eligible immigration status is pending.

False or Incomplete Information

When the PHA has clear, concrete, or substantial documentation (such as a permanent resident card or information from another agency) that contradicts the declaration of citizenship made by an applicant or participant, an investigation will be conducted and the individual will be given an opportunity to present relevant information.

If the individual is unable to verify their citizenship, the PHA will not give him/her an opportunity to provide a new declaration as an eligible immigrant or an opportunity to elect not to contend their status.

The PHA will then verify eligible status, deny, terminate, or prorate as applicable.

The PHA will deny or terminate assistance based on the submission of false information or misrepresentation.

Procedure for Denial or Termination

If the family (or any member) claimed eligible immigrant status and the INS primary and secondary verifications failed to document the status, the family may make an appeal to the INS and request a hearing with the PHA either after the INS appeal or in lieu of the INS appeal.

After the PHA has made a determination of ineligibility, the family will be notified of the determination and the reasons and informed of the option for prorated assistance (if applicable).

D. ZERO (\$0) ASSISTANCE TENANCIES

HAP Contracts On or After 10/2/95 [24 CFR 982.455 (a)]

The family may remain in the unit at \$0 assistance for up to 180 days after the last HAP payment. If the family is still in the unit after 180 days, the assistance will be terminated. If, within the 180 day timeframe, an owner rent increase or a decrease in the Total Tenant Payment causes the family to be eligible for a housing assistance payment, the PHA will resume assistance payments for the family.

In order for a family to move to another unit during the 180 days, the rent for the new unit would have to be high enough to necessitate a housing assistance payment.

E. OPTION NOT TO TERMINATE FOR MISREPRESENTATION [24 CFR 982.551, 982.552(c)]

If the family has misrepresented any facts that caused the PHA to overpay assistance, the PHA may choose not to terminate and may offer to continue assistance provided that the family **executes a Repayment Agreement and makes payments in accordance with the agreement or reimburses the PHA in full within 30 days.**

F. MISREPRESENTATION IN COLLUSION WITH OWNER [24 CFR 982.551, 982.552 (c)]

If the family intentionally, willingly, and knowingly commits fraud or is involved in any other illegal scheme with the owner, the PHA will deny or terminate assistance.

In making this determination, the PHA will carefully consider the possibility of overt or implied intimidation of the family by the owner and the family's understanding of the events.

G. MISSED APPOINTMENTS AND DEADLINES [24 CFR 982.551, 982.552 (c)]

It is a Family Obligation to supply information, documentation, and certification as needed for the PHA to fulfill its responsibilities. The PHA schedules appointments and sets deadlines in order to obtain the required information. The Obligations also require that the family allow the PHA to inspect the unit, and appointments are made for this purpose.

An applicant or participant who fails to keep an appointment, or to supply information required by a deadline without notifying the PHA, may be sent a Notice of Denial or Termination of Assistance for failure to provide required information, or for failure to allow the PHA to inspect the unit.

The family will be given information about the requirement to keep appointments and the number of times appointments will be rescheduled, as specified in this Plan.

Appointments will be scheduled and time requirements will be imposed for the following events and circumstances:

- Eligibility for Admissions
- Verification Procedures
- Voucher Issuance and Briefings
- Housing Quality Standards and Inspections
- Re-certifications
- Appeals

Acceptable reasons for missing appointments or failing to provide information by deadlines are:

- **Medical emergency**
- **Incarceration**
- **Family emergency**

Procedure when Appointments are Missed or Information not Provided

For most purposes in this Plan, the family will be given **1** opportunity before being issued a notice of termination or denial for breach of a family obligation.

After issuance of the termination notice, if the family offers to correct the breach within the time allowed to request a hearing:

The notice will be rescinded if the family offers to cure and the family does not have a history of non-compliance.

Reserved

Chapter 16

OWNER DISAPPROVAL AND RESTRICTION

[24 CFR 982.54, 982.306, 982.453]

INTRODUCTION

It is the policy of the PHA to recruit owners to participate in the Voucher program. The PHA will provide owners with prompt and professional service in order to maintain an adequate supply of available housing throughout the jurisdiction of the PHA. The regulations define when the PHA must disallow an owner participation in the program, and they provide the PHA discretion to disapprove or otherwise restrict the participation of owners in certain categories. This Chapter describes the criteria for owner disapproval, and the various penalties for owner violations.

A. DISAPPROVAL OF OWNER [24 CFR 982.306, 982.54(d)(8)]

The owner does not have a right to participate in the program. For purposes of this section, "owner" includes a principal or other interested party.

The PHA will disapprove the owner for the following reasons:

- HUD has informed the PHA that the owner has been disbarred, suspended, or subject to a limited denial of participation under 24 CFR part 24.
- HUD has informed the PHA that the Federal government has instituted an administrative or judicial action against the owner for violation of the Fair Housing Act or other Federal equal opportunity requirements and such action is pending.
- HUD has informed the PHA that a court or administrative agency has determined that the owner has violated the Fair Housing Act or other Federal equal opportunity requirements.
- Unless their lease was effective prior to June 17, 1998, the owner may not be a parent, child, grandparent, grandchild, sister or brother of any family member. The PHA will waive this restriction as a reasonable accommodation for a family member who is a person with a disability.
- **In cases where the owner and tenant bear the same last name, the PHA may, at its discretion, require the family and or owner to certify whether they are related to each other in any way.**

The PHA may disapprove the owner for the following reasons:

- **The owner has violated obligations under a housing assistance payments contract under Section 8 (HCVP) of the 1937 Act (42 U.S.C. 1437f).**
- **The owner has committed fraud, bribery or any other corrupt act in connection with any Federal housing program.**
- **The owner has engaged in 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 tenant-based programs or with applicable housing standards for units leased with project-based Section 8 (HCVP) assistance or leased under any other Federal housing program.**
- **The owner has a history or practice of renting units that fail to meet State or local housing codes.**
- **The owner has a history or practice of failing to terminate tenancy of tenants of units assisted under Section 8 (HCVP) or any other Federally-assisted housing program for activity by the tenant, any member of the household, a guest or another person under the control of any member of the household that:**
 - **Threatens the right to peaceful enjoyment of the premises by other residents;**

- Threatens the health or safety of other residents, of employees of the PHA, or of other employees or other persons engaged of the management of the housing;
- 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
- Is involved in drug-related criminal activity or violent criminal activity.

B. OWNER RESTRICTIONS AND PENALTIES [24 CFR 982.453]

If an owner has committed fraud or abuse or is guilty of frequent or serious contract violations, the PHA will restrict the owner from future participation in the program for a period of time commensurate with the seriousness of the offense. The PHA may also terminate some or all contracts with the owner.

Before imposing any penalty against an owner the PHA will review all relevant factors pertaining to the case, and will consider such factors as the owner's record of compliance and the number of violations.

See Program Integrity Addendum for guidance as to how owner fraud will be handled.

C. LEASING TO RELATIVES (24 CFR 982.306(d), HCV GB P. 11-2)

The PHA must not approve a Request for Tenancy Approval 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.

D. CONFLICT OF INTEREST (24 CFR 982.161; HCV GB p. 8-19)

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 program
- Any member of the Congress of the United States

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 (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 the 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 his/her duties under state or local law, including reference to any responsibilities involving the HCV program;
- If the case involves 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 of the part of a member, officer or employee of the PHA, description and 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.

PHA Policy

In considering whether to request a conflict of interest waiver from HUD, the PHA will consider factors the reasons for waiving the requirement; consistency 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.

E. CHANGE IN OWNERSHIP

A change in ownership **does not** require execution of a new contract.

The PHA will process a change of ownership only upon the written request of the new owner and only if accompanied by a copy of the escrow statement or other document showing the transfer of title, recorded deed and the Employee Identification Number or Social Security number of the new owner.

If the new owner does not want an assignment of the contract, the PHA will terminate the HAP contract with the old owner, since they are no longer the owner. The new owner may offer the family a new assisted lease. The family may elect to enter into the new lease or move to another unit.

Reserved

Chapter 17

OWNER OR FAMILY DEBTS TO THE PHA

[24 CFR 982.552]

INTRODUCTION

This chapter describes the PHA's policies for the recovery of monies which have been overpaid for families and to owners. It describes the methods that will be utilized for collection of monies and the guidelines for different types of debts. It is the PHA's policy to meet the informational needs of owners and families, and to communicate the program rules in order to avoid owner and family debts. Before a debt is assessed against a family or owner, the file must contain documentation to support the PHA's claim that the debt is owed. The file must further contain written documentation of the method of calculation, in a clear format for review by the owner, the family or other interested parties.

When families or owners owe money to the PHA, the PHA will make every effort to collect it. The PHA will use a variety of collection tools to recover debts including, but not limited to:

- **Requests for lump sum payments**
- **Civil suits**
- **Payment agreements**
- **Abatements**
- **Reductions in HAP to owner**
- **Collection agencies**
- **Credit bureaus**

A. PAYMENT AGREEMENT FOR FAMILIES [24 CFR 982.552 (c)(v-vii)]

A Payment Agreement as used in this Plan is a document entered into between the PHA and a person who owes a debt to the PHA. It is similar to a promissory note, but contains more details regarding the nature of the debt, the terms of payment, any special provisions of the agreement, and the remedies available to the PHA upon default of the agreement.

The PHA will prescribe the terms of the payment agreement, including determining whether to enter into a payment agreement with the family based on the circumstances surrounding the debt to the PHA.

There are some circumstances in which the PHA will not enter into a payment agreement. They are:

- **If the family already has a Payment Agreement in place.**
- **If the PHA determines that the family committed program fraud that exceeds \$3000 net impact.**

B. DEBTS OWED FOR CLAIMS [24 CFR 792.103, 982.552 (c)(v-vii)]

If a family owes money to the PHA for claims paid to an owner:

The PHA will enter into a Payment Agreement.

Late Payments

A payment will be considered to be in arrears if:

The payment has not been received by the close of the business day on which the payment was due. If the due date is on a weekend or holiday, the due date will be at the close of the next business day.

If the family's payment agreement is in arrears, and the family has not made arrangements with the PHA, the PHA will:

- **Require the family to pay the balance in full**
- **Pursue civil collection of the balance due**
- **Terminate the housing assistance**

If the family requests a move to another unit and has a payment agreement in place for the payment of an owner claim, and the payment agreement is not in arrears:

The family will be permitted to move.

If the family requests a move to another unit and is in arrears on a payment agreement for the payment of an owner claim, and the family has not made arrangements with the PHA, the family will be required to pay the balance in full or be terminated from the program.

C. DEBTS DUE TO MISREPRESENTATIONS/NON-REPORTING OF INFORMATION [24 CFR 982.163]

HUD's definition of program fraud and abuse is a single act or pattern of actions that:

Constitutes false statement, omission, or concealment of a substantive fact, made with intent to deceive or mislead, and that results in payment of Housing Choice Voucher Program funds in violation of Housing Choice Voucher Program requirements.

Family Error/Late Reporting

Families who owe money to the PHA due to the family's failure to report increases in income will be required to repay in accordance with the payment procedures for program fraud, below.

Program Fraud

Families who owe money to the PHA due to program fraud will be required to pay in accordance with the payment procedures for program fraud, below.

If a family owes an amount which equals or exceeds **\$ 50,000.00** as a result of program fraud, the case will be referred to the Inspector General. Where appropriate, the PHA will refer the case for criminal prosecution.

Payment Procedures for Program Fraud

Families who commit program fraud or untimely reporting of increases in income **will be subject to the following procedures:**

The amount of the monthly payment will be determined in accordance with the family's current income.

D. GUIDELINES FOR PAYMENT AGREEMENTS [24 CFR 982.552(c)(v-vii)]

Payment agreements will be executed between the PHA and the head of household/co-head only. A payment agreement will be considered to be in default when it is in arrears for 5 days.

Payments may only be made by money order or cashiers check.

Monthly payments may be decreased in cases of family hardship and if requested with reasonable notice from the family, verification of the hardship, and the approval of the Housing Choice Voucher Program Director.

Additional Monies Owed: If the family already has a payment agreement in place and incurs an additional debt to the PHA:

The PHA will not enter into more than one payment agreement with the family.

E. OWNER DEBTS TO THE PHA [24 CFR 982.453(b)]

If the PHA determines that the owner has retained housing assistance or claim payments the owner is not entitled to, the PHA may reclaim the amounts from future housing assistance or claim payments owed the owner for any units under contract.

If future housing assistance or claim payments are insufficient to reclaim the amounts owed, the PHA may:

- **Require the owner to pay the amount in full within 90 days.**
- **Enter into a payment agreement for the amount owed.**
- **Pursue collections through the local court system.**

F. WRITING OFF DEBTS

Debts will be written off if:

- **The debtor's whereabouts are unknown and the debt is more than 6 years old.**
- **A determination is made that the debtor is judgment proof.**
- **The debtor is deceased.**
- **The debtor is confined to an institution indefinitely or for more than 2 years. However, this will not eliminate the duty to pay the debt if the family seeks assistance after the debt is written off.**

Reserved

Chapter 18

COMPLAINTS AND APPEALS

INTRODUCTION

The informal hearing requirements defined in HUD regulation are applicable to participating families who disagree with an action, decision, or inaction of the PHA. This chapter describes the policies, procedures and standards to be used when families disagree with a PHA decision. The procedures and requirements are explained for preference denial meetings, informal reviews and hearings. It is the policy of the PHA to ensure that all families have the benefit of all protections due to them under the law.

A. COMPLAINTS TO THE PHA

The PHA will respond promptly to complaints from families, owners, employees, and members of the public. All complaints will be documented. The PHA **may** require that complaints other than HQS violations be put in writing. HQS complaints may be reported by telephone.

The PHA hearing procedures will be provided to families in the briefing packet.

All complaints will be referred to the related Housing Choice Voucher Program Supervisor and then to the Housing Choice Voucher Program Director or to investigations, if necessary.

Categories of Complaints

Complaints from families: If a family disagrees with an action or inaction of the PHA or owner.

Complaints from owners: If an owner disagrees with an action or inaction of the PHA or a family.

Complaints from staff: If a staff person reports an owner or family either violating or not complying with program rules, the complaint will be referred to **the Housing Choice Voucher Program Director.**

Complaints from the general public: Complaints or referrals from persons in the community in regard to the PHA, a family or an owner.

B. INFORMAL REVIEW PROCEDURES FOR APPLICANTS [24 CFR 982.54(d)(12), 982.554]

Reviews are provided for applicants who are denied assistance before the effective date of the HAP contract. The exception is that when an applicant is denied assistance for citizenship or eligible immigrant status, the applicant is entitled to an informal hearing.

When the PHA determines that an applicant is ineligible for the program, the family must be notified of their ineligibility in writing. The notice must contain:

- The reason(s) they are ineligible,
- The procedure for requesting a review if the applicant does not agree with the decision and
- The time limit for requesting a review.

When denying admission for criminal activity as shown by a criminal record, the PHA will provide the subject of the record and the applicant with a copy of the criminal record upon which the decision to deny was based.

The PHA must provide applicants with the opportunity for an informal review of decisions denying:

- Listing on the PHA's waiting list
- Issuance of a voucher
- Participation in the program
- Assistance under portability procedures

Informal reviews are not required for established policies and procedures and PHA determinations such as:

- Discretionary administrative determinations by the PHA
- General policy issues or class grievances
- A determination of the family unit size under the PHA subsidy standards
- Refusal to extend or suspend a voucher
- A PHA determination not to grant approval of the tenancy
- Determination that unit is not in compliance with HQS
- Determination that unit is not in accordance with HQS due to family size or composition

Procedure for Review

A request for an informal review must be received **in writing** by the close of the business day, no later than **10** days from the date of the PHA's notification of denial of assistance. The informal review will be scheduled within **30** days from the date the request is received.

The informal review may not be conducted by the person who made or approved the decision under review, nor a subordinate of such person.

The review may be conducted by:

- **A staff person who is at the supervisory level or above**
- **An individual from outside the PHA**

The applicant will be given the option of presenting oral or written objections to the decision. Both the PHA and the family may present evidence and witnesses. The family may use an attorney or other representative to assist them at their own expense.

A notice of the review findings will be provided in writing to the applicant within **10** days after the review. It shall include the decision of the review officer, and an explanation of the reasons for the decision.

All requests for a review, supporting documentation, and a copy of the final decision will be retained in the family's file.

C. INFORMAL HEARING PROCEDURES [24 CFR 982.555(a-f), 982.54(d)(13)]

When the PHA makes a decision regarding the eligibility and/or the amount of assistance, applicants and participants must be notified in writing. The PHA will give the family prompt notice of such determinations which will include:

- The proposed action or decision of the PHA;
- The date the proposed action or decision will take place;
- The family's right to an explanation of the basis for the PHA's decision.
- The procedures for requesting a hearing if the family disputes the action or decision;
- The time limit for requesting the hearing.

- When terminating assistance for criminal activity as shown by a criminal record, the PHA will provide the subject of the record and the tenant/participant with a copy of the criminal record upon which the decision to terminate was based.

The PHA must provide participants with the opportunity for an informal hearing for decisions related to any of the following PHA determinations:

- Determination of the family's annual or adjusted income and the computation of the housing assistance payment
- Appropriate utility allowance used from schedule
- Family unit size determination under PHA subsidy standards
- Determination to terminate assistance for any reason.
- Determination to terminate a family's FSS contract, withhold supportive services, or propose forfeiture of the family's escrow account.

The PHA must always provide the opportunity for an informal hearing before termination of assistance.

Informal hearings are not required for established policies and procedures and PHA determinations such as:

- PHA determination not to approve a unit or lease
- A PHA determination that an assisted unit is not in compliance with HQS, PHA must provide a hearing for family breach of HQS because that is a family obligation determination
- 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 or suspension of a voucher term
- A PHA determination that the unit is not in accordance with HQS because of the family size
- A PHA determination to exercise or not exercise any right or remedy against the owner under a HAP contract

Notification of Hearing

It is the PHA's objective to resolve disputes at the lowest level possible, and to make every effort to avoid the most severe remedies. However, if this is not possible, the PHA will ensure that applicants and participants will receive all of the protections and rights afforded by the law and the regulations.

When the PHA receives a request for an informal hearing, a hearing shall be scheduled within **30** days. The notification of hearing will contain:

- The date and time of the hearing
- The location where the hearing will be held
- The family's right to bring evidence, witnesses, legal or other representation at the family's expense
- The right to view any documents or evidence in the possession of the PHA upon which the PHA based the proposed action and, at the family's expense, to obtain a copy of such documents prior to the hearing. **Requests for such documents or evidence must be received no later than 7 days before the hearing date.**
- A notice to the family that the PHA will request a copy of any documents or evidence the family will use at the hearing. **Requests for such documents or evidence must be received no later than 7 days before the hearing date.**

The PHA's Hearing Procedures

- After a hearing date is agreed to, the family may request to reschedule only upon showing "good cause," which is defined as an unavoidable conflict which seriously affects the health, safety or welfare of the family.
- If the family does not appear and did not make arrangements in advance, the hearing will proceed.
- If a family does not appear at a scheduled hearing and has not rescheduled the hearing in advance, the family must contact the PHA within 24 hours, excluding weekends and holidays. The PHA will reschedule the hearing only if the family can show good cause for the failure to appear.

Families have the right to:

- Present written or oral objections to the PHA's determination. Examine the documents in the file which are the basis for the PHA's action, and all documents submitted to the Hearing Officer;
- Copy any relevant documents at their expense;
- Present any information or witnesses pertinent to the issue of the hearing;
- Request that PHA staff be available or present at the hearing to answer questions pertinent to the case; and
- Be represented by legal counsel, advocate, or other designated representative at their own expense.

If the family requests copies of documents relevant to the hearing, the PHA will make the copies for the family and assess a charge of \$.05 per copy. In no case will the family be allowed to remove the file from the PHA's office.

In addition to other rights contained in this Chapter, the PHA has a right to:

- Present evidence and any information pertinent to the issue of the hearing;
- Be notified if the family intends to be represented by legal counsel, advocate, or another party;
- Examine and copy any documents to be used by the family prior to the hearing;
- Have its attorney present; and
- Have staff persons and other witnesses familiar with the case present.

The informal hearing shall be conducted by the Hearing Officer appointed by the PHA who is neither the person who made or approved the decision, nor a subordinate of that person. The PHA appoints hearing officers who:

Are PHA management and/or professional mediators or arbitrators.

The hearing shall concern only the issues for which the family has received the opportunity for hearing. Evidence presented at the hearing may be considered without regard to admissibility under the rules of evidence applicable to judicial proceedings.

No documents may be presented which have not been provided to the other party before the hearing if requested by the other party. "Documents" includes records and regulations.

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.

The Hearing Officer will determine whether the action, inaction or decision of the PHA is legal in accordance with HUD regulations and this Administrative Plan based upon the evidence and testimony provided at the hearing. Factual determinations relating to the individual circumstances of the family will be based on a preponderance of the evidence presented at the hearing.

A notice of the hearing findings shall be provided in writing to the PHA and the family within 10 days and shall include:

- A clear summary of the decision and reasons for the decision;
- If the decision involves money owed, the amount owed **and documentation of the calculation of monies owed**;
- The date the decision goes into effect.

The PHA is not bound by hearing decisions:

- Which concern matters in which the PHA is not required to provide an opportunity for a hearing
- Which conflict with or contradict HUD regulations or requirements;
- Which conflict with or contradict Federal, State or local laws; or
- Which exceed the authority of the person conducting the hearing.

The PHA shall send a letter to the participant if it determines the PHA is not bound by the Hearing Officer's determination within **10** days. The letter shall include the PHA's reasons for the decision.

All requests for a hearing, supporting documentation, and a copy of the final decision will be retained in the family's file.

D. HEARING AND APPEAL PROVISIONS FOR "RESTRICTIONS ON ASSISTANCE TO NON-CITIZENS" [24 CFR Part 5, Subpart E]

Assistance to the family may not be delayed, denied or terminated on the basis of immigration status at any time prior to the receipt of the decision on the INS appeal.

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 PHA hearing.

INS Determination of Ineligibility

If a family member claims to be an eligible immigrant and the INS SAVE system and manual search do not verify the claim, the PHA notifies the applicant or participant within ten days of their right to appeal to the INS within thirty days or to request an informal hearing with the PHA either in lieu of or subsequent to the INS appeal.

If the family appeals to the INS, they must give the PHA a copy of the appeal and proof of mailing or the PHA may proceed to deny or terminate. The time period to request an appeal may be extended by the PHA for good cause.

The request for a PHA hearing must be made within fourteen days of receipt of the notice offering the hearing or, if an appeal was made to the INS, within fourteen days of receipt of that notice.

After receipt of a request for an informal hearing, the hearing is conducted as described in this chapter for both applicants and participants. If the hearing officer decides that the individual is not eligible, and there are no other eligible family members the PHA will:

- Deny the applicant family
- Defer termination if the family is a participant and qualifies for deferral Terminate the participant if the family does not qualify for deferral

If there are eligible members in the family, the PHA will offer to prorate assistance or give the family the option to remove the ineligible members.

All other complaints related to eligible citizen/immigrant status:

- If any family member fails to provide documentation or certification as required by the regulation, that member is treated as ineligible. If all family members fail to provide, the family will be denied or terminated for failure to provide.
- Participants whose termination is carried out after temporary deferral may not request a hearing since they had an opportunity for a hearing prior to the termination.
- Participants whose assistance is pro-rated (either based on their statement that some members are ineligible or due to failure to verify eligible immigration status for some members after exercising their appeal and hearing rights described above) are entitled to a hearing based on the right to a hearing regarding determinations of tenant rent and Total Tenant Payment.
- Families denied or terminated for fraud in connection with the non-citizens rule are entitled to a review or hearing in the same way as terminations for any other type of fraud.

E. MITIGATING CIRCUMSTANCES FOR APPLICANTS/PARTICIPANTS WITH DISABILITIES [24 CFR 982.204, 982.552(c)]

When applicants are denied placement on the waiting list, or the PHA is terminating assistance, the family will be informed that presence of a disability may be considered as a mitigating circumstance during the informal review process.

Reserved

Chapter 19

SPECIAL HOUSING TYPES

[24 CFR 982.601]

INTRODUCTION

The PHA will not set aside any program funding for special housing types, or for a special housing type. **A family may choose whether to rent housing that qualifies as a special housing type or to rent other eligible housing in accordance with requirements of the program.**

Verification of Need for Reasonable Accommodation

A copy of the PHA's response with supporting documentation will be maintained in the applicant/participant's file. The requested housing type must be approvable by all other HUD standards and HQS requirements in accordance with 24 CFR 982 Section M - Special Housing Types.

A. SINGLE ROOM OCCUPANCY [24 CFR 982.602]

HUD has determined that there is a demand for SROs in this area. Therefore, a single person may reside in an SRO housing unit.

The PHA will use a separate lease and housing assistance payment contract for each assisted person residing in a SRO. [24 CFR 982.603]

SRO Rent and Housing Assistance Payment [24 CFR 982.604]

Voucher Program

The PHA SRO payment standard is 75 percent of the zero bedroom payment standard schedule. For a person residing in an exception area the payment standard is 75 percent of the HUD-approved zero bedroom exception payment standard amount. While an assisted person resides in SRO housing, the SRO payment standard must be used to calculate the housing assistance payment.

Utility Allowance

The utility allowance for an assisted person residing in SRO housing is 75 percent of the zero bedroom utility allowance.

Housing Quality Standards

The PHA will ensure that all SRO units approved for the program are in compliance with all of the Housing Quality Standards for SROs as regulated in 24 CFR 982.605.

The owner of a shared housing unit may reside in the unit.

A resident owner may enter into a HAP contract with the PHA. However, housing assistance may not be paid on behalf of an owner. The PHA will not approve assistance for a person or family that is related by blood or marriage to a resident owner.

There will be a separate housing assistance payment contract and lease for each assisted family residing in a shared housing unit.

B. MANUFACTURED HOMES [24 CFR 982.620]

The PHA will permit a family to lease a manufactured home and space with assistance under the program.

The PHA **will** provide assistance for a family that owns the manufactured home and leases only the space.

The PHA may approve a live-in aide to reside with a family to care for a person with disabilities. The PHA will approve a live-in aide if needed as a reasonable accommodation so that the program is accessible to and usable by persons with disabilities. If the PHA approves a live-in aide, the live-in aide must be counted when determining the family unit size.

Housing Quality Standards [24 CFR 982.621]

A manufactured home must meet all the HQS requirements outlined in the "Housing Quality Standards and Inspections" chapter and regulated by 24 CFR 982.401. In addition the manufactured home also must meet the following requirements:

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.

A manufactured 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 wind overturning and sliding.

Manufactured Home Space Rental [24 CFR 982.622]

Rent to owner for a manufactured home space will include payment for maintenance services that the owner must provide to the tenant under the lease for the space.

Rent to owner does not include the cost of utilities and trash collection for the manufactured home. However, the owner may charge the family a separate fee for the cost of utilities or trash collection provided by the owner.

Reasonable Rent

During the assisted tenancy, the rent to owner for the manufactured home space may not exceed a reasonable rent as determined by the PHA.

The PHA will not approve a lease for a manufactured home space until the PHA has determined that the initial rent to owner for the space is a reasonable rent. At least annually during the assisted tenancy, the PHA will re-determine that the rent is reasonable.

The PHA will determine whether the rent to owner for a manufactured home space is a reasonable rent in comparison to rents for other comparable manufactured home spaces. The PHA will consider the size and location of the space and any services and maintenance provided by the owner in accordance with the lease.

By accepting each monthly housing assistance payment from the PHA, the owner of the manufactured home space certifies that the rent to owner for the space is not more than rent charged by the owner for unassisted rental of comparable spaces in the same manufactured home park or elsewhere. If requested by the PHA, the owner must provide the PHA information on rents for other manufactured home space.

Housing Assistance Payments for Manufactured Home Space [24 CFR 982.623]

The FMR for a manufactured home space will be determined by HUD.

HAP for the Regular Tenancy Program

For the Regular Tenancy Program the initial rent to owner for leasing a manufactured home space may not exceed the published FMR for a manufactured home space.

During the term of a voucher tenancy, entered prior to the merger date, the amount of the monthly housing assistance payment equals the lesser of:

The manufactured home space cost minus the:

- The Total Tenant Payment; OR
- The rent to owner for the manufactured home space.

"Manufactured home space cost" means the sum of: the amortization cost, the utility allowance, and the rent to owner for the manufactured home space.

The amortization cost may include debt service to amortize costs (other than furniture costs) included in the purchase price of the manufactured home. The debt service includes the payment for principal and interest on the loan. The debt service amount will be reduced by 15 percent to exclude debt service to amortize the cost of furniture, unless the PHA determines that furniture was not included in the purchase price.

Any debt service due to refinancing the manufactured home after purchase of the home is not included in the amortization costs.

The PHA **will not** approve as part of the monthly amortization payment, set-up charges to be included in the debt service incurred by a family that relocates its home.

The PHA **will not** include as part of the monthly amortization payment, set-up charges incurred before the family became an assisted family, if monthly payments are still being made to amortize such charges.

HAP for the Voucher Tenancy

There is a separate FMR for a family renting a manufactured home space. The payment standard is used to calculate the monthly housing assistance payment for a family. The FMR for rental of a manufactured home space is generally 40 percent of the published FMR for a two-bedroom unit.

Subsidy Calculation for the Voucher Program

During the term of a voucher tenancy, the amount of the monthly housing assistance payment for a family will equal the lesser of:

- The payment standard minus the total tenant payment; or
- The rent paid for rental of the real property on which the manufactured home owned by the family is located (the space rent) minus the total tenant payment.

The space rent is the sum of the following as determined by the PHA:

- Rent to owner for the manufactured home space;
- Owner maintenance and management charges for the space;
- The utility allowance for tenant paid utilities.

Utility Allowance Schedule for Manufactured Home Space Rental [24 CFR 982.624]

The PHA will establish utility allowances for manufactured home space rental. For the first twelve months of the initial lease term only, the allowances will include a reasonable amount for utility hook-up charges payable by the family, if the family actually incurs the expenses because of a move.

Allowances for utility hook-up charges do not apply to a family that leases a manufactured home space in place.

Utility allowances for manufactured home space will not be applied to cover the costs of digging a well or installation of a septic system.

Chapter 20

HOUSING CHOICE VOUCHER HOMEOWNERSHIP OPTION [24 CFR 982.627]

The VIHA will provide homeownership (HO) assistance to families receiving “tenant-based assistance” to purchase existing housing. Under this program, the HA will use voucher funding available under the ACC to help families meet monthly homeownership expenses. The Homeownership Assistance is not available to purchase a unit with Housing Choice Voucher Program project-based subsidy.

The homeownership option is used to assist a family residing in a home purchased and owned by one or more members of the family. Homeownership option will be offered to current tenant-based participants. The program will initially be limited to twenty-five (25) families, but can be modified by the Virgin Islands Housing Authority.

A. ELIGIBILITY REQUIREMENTS

- (1) Families must be a participant of the Housing Choice Voucher Program in good standing for a minimum of one year.
- (2) Be a first-time homeowner as defined by HUD
- (3) Meet minimum level of non-welfare income for a non elderly/non disabled family. (Federal minimum wage multiplied by 2000 hours) For an elderly/disabled family, meet the minimum income level of SSI for 1 person times 12 months.
- (4) Head or spouse must demonstrate sufficient monthly gross income to meet HA’s minimum income standard.
- (5) Family must demonstrate that head or spouse is employed and has been continuously employed for one year (except for elderly and disabled).
- (6) Head or spouse has no previous default on mortgage.
- (7) Must successfully complete a pre-assistance homeownership counseling program.
- (8) Must complete the pre- qualification process with the identified entity.
- (9) Have no outstanding debts to the V. I. Housing Authority or for unpaid rent.
- (10) Current Housing Choice Voucher Program participants must be in full compliance with their lease and program requirements and must terminate their current lease arrangement in compliance with the lease. Participants must be deemed to be “mortgage ready” before a homeownership voucher will be issued.

B. PREFERENCE FOR PARTICIPATION IN FSS

Applicants for the homeownership program are not required to participate in VIHA’s Family Self-Sufficiency Program, however, FSS participants shall have a preference for participation in the homeownership program.

C. HOMEOWNERSHIP COUNSELING REQUIREMENTS [24 CFR 982.630]

Eligible families must attend and satisfactorily complete homeownership-counseling program before a voucher can be issued to locate a home. These counseling sessions will be conducted by the **Virgin Islands** Virgin Islands Housing Authority

HCVP Administrative Plan (Amended) Effective 09/08

Housing Finance Authority or other housing counseling agencies as determined by VIHA. Such counseling shall be consistent with HUD-approved housing counseling. The combination of pre and post purchase homeownership education and counseling is required of all eligible homeownership program participants. A certificate of completion will be verified before commencement of homeownership assistance. The following topics will be included in the homeownership counseling sessions:

- **Preparation for Homeownership** – Recognize homeownership as a viable housing option . Curriculum will outline the advantages and disadvantages of home ownership.
- **Budgeting and Managing Money** – The process of budgeting and managing money requires planning and goal setting.
- **Mortgages** – How to determine what requirements are necessary to qualify for a mortgage. How income, expenses, and credit apply to the process and increasing “buying power.
- **Credit** - Understanding credit report.
- **How to Find a Home** and How to Negotiate the Purchase Price
- **Financing** – How to obtain homeownership financing.
- **Homeowners’ Insurance and Home Warranties** – A general overview of homeowner insurance.
- **Understand the fundamentals of home maintenance.**
- **The Fair Housing Law**
IRs taxes and proration requirements

D. FINDING AND FINANCING A HOME [24 CFR 982.629]

Families that meet the eligibility criteria and complete the pre-qualification process will then be issued a voucher to locate a home. Pre-qualification will be conducted by referral agencies such as the V. I. Housing Finance Authority and the United States Department of Agriculture - Rural Development.

Eligible families will be given an initial timeframe of 180 days to locate a home, secure financing and purchasing. Extensions may be given in 30-day intervals to complete the purchasing process up to an additional 90 days. The timeframe allotted to locate a home, secure financing and purchasing may not exceed 240 days.

Families may select homes to purchase that are existing at the time of eligibility or a unit that is under construction.

The PHA **will** require periodic reports on the family’s progress in finding and purchasing a home. **Such reports will be provided by the family at intervals of 30 days.**

If the family fails to find a home to purchase within the allotted time frame, the Homeownership voucher will be rescinded and the family will revert to a Housing Choice Voucher Rental Assistance Program participant.

E. HOME INSPECTIONS[24 CFR 982.631]

The unit must meet Housing Quality Standards, and must also be inspected by an independent professional inspector selected and paid by the family.

The independent inspection must cover major building systems and components. The inspector must be qualified to identify physical defects and report on property conditions, including major building systems and components. These systems and components include, but are not limited to:

- Foundation and structure;
- Housing interior and exterior;
- Roofing;
- Plumbing, electrical and heating systems

The independent inspector must not be a PHA employee or contractor. The PHA will not require the family to use an independent inspector selected by the PHA, but the PHA has established the following standards for qualification of inspectors selected by the family:

- Company/inspector must be able to provide the buyer with proof of liability insurance.
- Company/inspector must provide the buyer with a satisfactory sample of an inspection report before the inspection is performed.
- Company/inspector must be able to provide buyer with a written copy of the inspection report at the completion of the inspection or within 24 hours from the time of the inspection or return the fee paid by the buyer by the end of the same 24 hour time parameter.

Copies of the independent inspection report will be provided to the family and the PHA. Based on the information in this report, the family and the PHA will determine whether any pre-purchase repairs are necessary.

The PHA may disapprove the unit for homeownership assistance because of information in the report.

The family must enter into a contract of sale with the seller of the unit. A copy of the contract must be given to the PHA. The contract of sale must specify the price and terms of sale, and provide that the purchaser will arrange for a pre-purchase independent inspection of the home. The contract must also:

- Provide that the purchaser is not obligated to buy the unit unless the inspection is satisfactory;
- Provide that the purchaser is not obligated to pay for necessary repairs; and
- Contain the seller's certification that he or she has not been debarred, suspended or subject to limited denial of participation
- Provide that purchaser is not obligated unless necessary financing can be approved.

F. FINANCING [24 CFR 982.632]

The family is responsible for securing financing. The PHA has established financing requirements, listed below and may disapprove proposed financing if the PHA determines that the debt is unaffordable.

The HA will provide Housing Choice Voucher Program assistance as a source to assist the family. These funds may not be used to assist with financing cost (i.e. down payment, closing costs, etc.)The HA will provide the Housing Choice Voucher Program housing assistance on a monthly basis (after closing) to help family meet mortgage payments and home expenses.

The following types of financing are prohibited:

- Financing which includes balloon payments (Interest only)
- Variable interest notes (ARMS)
- Private seller financing

The family is responsible for securing financing from a lending institution that meets the following guidelines and qualifications:

- Be able to provide written pre-approval within sixty days after the buyer submits loan application
- Be able to provide written loan approval to buyer within sixty (60) days after purchase agreement has been negotiated. No more than ninety (90) days will be permitted
- Must agree to grant VIHA an opportunity to review their Good Faith Estimate of closing costs

- Must agree to make the buyer's HUD 1 Settlement Statement available for VIHA review before closing
- Must provide a fixed rate loan for up to thirty (30) years
- Must offer a product with no pre-payment penalty
- Must offer and require escrowing of taxes and insurance
- Must consent to the increase or decrease of VIHA's monthly Housing Assistance Payment (HAP) and the other HUD regulations on an annual basis, when considering buyer's income, family composition to finance credit insurance of any sort directly or indirectly (i.e. credit life, credit disability, credit unemployment, or any other life or health insurance products). Mortgage insurance premium (MIP) for FHA loans is permitted
- Must agree that financing will be provided, insured, or guaranteed by state or Federal government, complies with secondary mortgage market underwriting requirements, **or complies with generally accepted private sector underwriting standards.**

The family must provide a copy of contract of sale which specifies price and term of sale, provides for a pre-purchase inspection and seller certification that the seller is not debarred, suspended or subject to limited denial of participation.

G. DOWN PAYMENT

Payment Standard

The HA will use its voucher program payment standard schedule. No separate "homeownership" payment schedule will be established.

Note: Utility allowance – the HA will use its voucher program utility allowance schedule.

H. CONTINUED ASSISTANCE [24 CFR 982.633]

Homeownership assistance may only be paid while the family is residing in the home. The family or lender is not required to refund homeownership assistance for the month when the family moves out.

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, Use and occupancy of the home are subject to CFR 982.551 (h) and (i)
- The family must obtain VIHA's prior written approval for any financing or refinancing, or any liens to the property
- The family must supply information to the PHA or HUD as specified in CFR 982.551 (b). The family must further supply any information required by the PHA or HUD concerning mortgage financing, 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
- No family member may have any ownership interest in any other residential property
- The family must attend and complete ongoing homeownership counseling (see Family Eligibility page 19-8)
- The home must pass a HUD Housing Quality Standards inspection yearly

- For non disabled/non elderly families, at least 1 adult must maintain fulltime employment. In case of hardship, the VIHA shall allow 3 months for the family to resume full time employment. (Hardship includes death of a family member or layoff)

Before commencement of homeownership assistance, the family must execute a statement in which the family agrees to comply with all family obligations under the homeownership option

I. MAXIMUM TERM OF HOMEOWNERSHIP ASSISTANCE [24 CFR 982.634]

Except in the case of elderly or disabled families, the maximum term of homeownership assistance is:

- **10 years in all other cases**
- **15 years if the first mortgage is 20 years or longer**
- **For elderly/disabled families, for as long as they are eligible**

The elderly exception only applies if the family qualified as elderly at the start of homeownership assistance. The disabled exception applies if, at any time during receipt of homeownership assistance, the family qualifies as disabled.

If the family ceases to qualify as elderly or disabled during the course of homeownership assistance, the maximum term becomes applicable from the date assistance commenced. However, such a family must be afforded at least 6 months of homeownership assistance after the maximum term becomes applicable.

If the family receives homeownership assistance for different homes, or from different PHA's, the total is subject to the maximum term limitations.

J. HOMEOWNERSHIP ASSISTANCE PAYMENTS AND HOMEONERSHIP 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 in this plan for the Housing Choice voucher program.

The PHA will pay the homeownership assistance payment **to the family or to the lender at the discretion of the Lender.**

Some homeownership expenses are allowances or standards determined by the PHA in accordance with HUD regulations. These allowances are used in determining expenses for all homeownership families and are not based on the condition of the home.

Homeownership expenses include:

- Principal and interest on mortgage debt
- Mortgage insurance premium
- Taxes **and insurance**
- The PHA utility allowance used for the voucher program
- The PHA allowance for routine maintenance costs **and for major repairs and replacements as follows:**

- A. Single family homes up to 10 years of age (.75% of the purchase price, divided by 12)
 - B. Single family homes 10 years and older (1.5% of the purchase price, divided by 12)
 - C. Condos up to 10 years of age (.375% of the purchase price, divided by 12)
 - D. Condos 10 years and older (.75% of the purchase price, divided by 12)
- Principal and interest on debt for improvements

If the home is a cooperative or condominium, expenses also include operating expenses or maintenance fees assessed by the homeowner association.

Portability [24 CFR 982.636, 982.353(b) and (c), 982.552, 982.553]

Subject to the restrictions on portability included in HUD regulations and in Chapter 13 of this plan, the 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 receiving PHA arranges for housing counseling and the receiving PHA's homeownership policies apply.

K. MOVING WITH CONTINUED ASSISTANCE [24 CFR 982.637]

A family receiving homeownership assistance may move with continued tenant-based assistance. The family may move with voucher rental assistance or with voucher homeownership assistance. Continued tenant-based assistance for a new unit cannot begin so long as any family member holds title to the prior home.

The PHA prohibits more than one move by the family during any one year period.

The PHA will deny permission to move with continued rental or homeownership assistance if the PHA determines that it does not have sufficient funding to provide continued assistance.

The PHA may require the family to complete additional homeownership counseling prior to moving to a new unit with continued assistance under the homeownership option.

L. DENIAL OR TERMINATION OF ASSISTANCE [24 CFR 982.638]

Termination of homeownership assistance is governed by the policies for the Housing Choice Voucher program contained in chapter 15 of the Administrative Plan. However, the provisions of CFR 982.551 (c) through (j) are not applicable to homeownership.

The PHA will terminate homeownership assistance if the family is dispossessed from the home due to a judgment or order of foreclosure.

VIHA may deny or terminate homeownership assistance for the following reasons:

- **Family Obligations Violation – A family's home ownership assistance may be terminated if the family fails to comply with its obligations under the Housing Choice Voucher Program Homeownership Program policies, or**
- **Mortgage Default – If the family defaults on the mortgage – if required, the family must attend and complete ongoing home ownership and housing classes**
- **Homeownership assistance for a family terminates automatically 180 calendar days after the last housing assistance payment**

Down payment Assistance Grants [24 CFR 982.643]

VIHA cannot offer down payment assistance grants with HCVP Homeownership funds at this time.

Most of the regulations governing monthly homeownership assistance apply to down payment assistance grants. However, families receiving down payment assistance are not subject to the regulations concerning continued assistance, family obligations, the maximum term of assistance, amount and distribution of payments, or moves with continued assistance.

Eligibility for down payment assistance is limited to current participants in the voucher program. The maximum down payment assistance grant is the PHA's payment standard minus the family's TTP, multiplied by 12.

Down payment assistance must be applied to the down payment for purchase of the home. The PHA may allow the grant to be applied to reasonable and customary closing costs as defined by the PHA. If the family purchases a home with FHA mortgage insurance, closing costs are subject to FHA requirements.

The down payment assistance grant must be applied to the down payment for the home and the following closing costs:

- **Loan origination fees**
- **Credit report fees**
- **Escrow fees**
- **Title insurance fees**
- **Recording fees**
- **Appraisal reports**
- **Survey fees**

The PHA will offer down payment assistance if special funding is made available by HUD for down payment assistance.

Reserved

Chapter 21

FAMILY SELF- SUFFICIENCY PROGRAM (24 CFR 982.54)

The Family Self-Sufficiency (FSS) Program was created by the National Affordable Housing Act of 1990 and is also an initiative under the Home Ownership and People Everywhere (HOPE) Program. The program's mission is to assist families receiving rental subsidies to become independent of governmental assistance.

A. FAMILIES EXPECTED TO PARTICIPATE IN THE FSS PROGRAM

The V. I. Housing Authority was mandated to establish an FSS program with a minimum of 25 slots. Participants are selected from current Housing Choice Voucher (HCV) families territory-wide. A minimum of 80% enrollment will be maintained at all times. Aggressive outreach efforts will be carried out to achieve full enrollment status.

Family Demographics

The program also expects to serve families that are underemployed, welfare recipients and dislocated workers, many of which can be considered hard-to-serve. Attempts will be made to remove the barriers these families encounter to independence. All volunteering families will be given the opportunity to participate in the program regardless of race or ethnic background.

Special attempts will be made to assist welfare recipients that have been affected by welfare reform. Although these participants may have challenging situations to overcome, they will be eligible for many

supportive services offered by various agencies.

B. SELECTION PROCEDURES

Participants will be selected from current voucher holders. Periodically, all HCV participants will receive a letter describing the FSS program and its benefits. Any persons expressing interest in the program will have to attend a briefing session. Persons still having interest in the program after attending the sessions will complete an enrollment form. Upon receipt of the application, an interview with the FSS Coordinator will be scheduled. Applicants will also be required to complete a test to determine aptitude and ability.

One-on-one interviews with the FSS Coordinator are conducted to extract information needed to develop the Individual Training and Services (ITS) Plan. Testing will also be done to determine what type of educational services will be required.

C. PREFERENCES

The Virgin Islands Housing Authority will set aside fifty (50) percent of the FSS slots for persons having the following characteristics:

- ◆ **Enrollment in job training or educational advancement programs**

Job Training Programs include Job Training Partnership Act, Job Opportunities for Basic Skills

Education advancement include, enrollment in college, GED preparation, Adult education or Vocational training program)

- ◆ **FSS applicants receiving any other supportive services.**

Supportive Services include Community Development Block Grant Program or other childcare programs.

- ◆ FSS applicants exhibiting a high level of motivation and interest in the FSS program.
- ◆ Persons that are welfare tank recipients.
- ◆ A preference for the voluntary slots will be given to families that are ready to participate in a homeownership program but may need the supportive services and resources that are made available through the FSS program to realize their goal.

All other slots will be filled according to date of receipt of completed enrollment package. Families must return enrollment package, undergo aptitude testing and complete a one-on one interview to fulfill enrollment requirements.

FSS applicants will not be selected based on family's educational level, test results, number of children in the household or any other type of discriminatory selection criteria.

Applicants in excess of FSS slots will be placed on a waiting list by date and time of completed application package. Families will then be given a slot upon availability. If a family chooses not to participate immediately, their position on the waiting list can be maintained for one year. After the one-year period, the contract period must begin or the family's name will be removed from the waiting list. Families may re-apply after two years.

D. METHOD FOR IDENTIFICATION OF FAMILY SUPPORT NEEDS

The FSS Coordinator through case management is tasked with identifying the supportive service needs of participating families. One of the requirements for participation is the completion of the Individual Training and Services (ITS) Plan. Information needed to develop this plan will be gathered during personal interviews with FSS applicants. During this interview, participants will discuss their goals and their perceived stumbling blocks to achieving these goals.

Participants are also required to take a test to measure aptitude and ability. Test results will also assist the FSS Coordinator with determining what supportive services will be needed for each applicant to achieve their goals.

The Program Coordinating Committee (PCC) will review each ITS plan for soundness and reasonableness of stated goals. Upon approval from the PCC, the applicant will be asked to sign the contract of participation.

Once the contract has been executed, case management will be done on an ongoing basis. Participants will be required to contact their case manager to discuss progress. The FSS Coordinator will assess families to identify cases where the ITS plan should be modified or additional services will be needed in the best interest of the families. A progress report will be completed at least every 90 days for each participant.

A report will also be submitted to the Program Monitoring Sub-Committee to determine the progress of the program. The report will contain but is not limited to the following information:

- ◆ Total number of persons enrolled in the program
- ◆ Identification and total of supportive services that each person is receiving
- ◆ Total number of persons enrolled in job training, or education programs
- ◆ Demographic information of program participants
- ◆ Total number of persons on the waiting list
- ◆ Number of persons dropping out of program
- ◆ Number of persons receiving escrow monies

This information will be used to assist the Program Coordinating Committee with any policy changes that may be needed to ensure the maximum success of the program.

E. OUTREACH ACTIVITIES

It is the intent of the Virgin Islands Housing Authority to make recruitment of eligible FSS participants ongoing. Housing Choice Voucher Program participants will have numerous opportunities to learn about the FSS program and its benefits. Information on the FSS Program will be provided through:

Recertification Interviews
Housing Choice Voucher Program Briefings
Media Activities
Housing Choice Voucher Program News letter
Flyers/Brochures

F. FSS ACTIVITIES AND SUPPORTIVE SERVICES

The provision of services for low and very low-income families will be coordinated with various agencies. The FSS Coordinator in conjunction with the Program Coordinating Committee will locate and arrange services to assist families with reaching their goals.

The FSS Coordinator will coordinate resources and supportive serves to include but not limited to the following needs:

- Childcare
- Education
- Jobs/Job Training
- Home Ownership Programs/Training
- Life Skills Training
- Parenting Skills
- Medical Treatment
- Family Planning Program
- Substance Abuse
- Immunization Programs
- Entrepreneurial training
- Counseling

G. ESCROW ACCOUNT

The Virgin Islands Housing Authority will develop an escrow account on behalf of participating families of the FSS program. The difference in rent payments as a result of an income increase will be placed in this interest bearing account and will be given to families upon fulfillment of contract agreements. All calculations of escrow credits will be done in the manner prescribed by the federal regulations of the FSS programs.

Families must meet the following requirements to claim the escrow account:

1. Fulfill all of the responsibilities as negotiated in the contract and Individual Training Services Plan.
2. The family has been independent of welfare assistance for 12 consecutive months.
3. Participant is in good standing is not in debt to the Housing Authority.

If the above provisions have been met, the VIHA will issue a check for the amount in the escrow account. If monies are owed to the Housing Authority, the amount due will be deducted from the total. Participants will not be bound by any guidelines for utilization of escrow monies.

Families may forfeit amounts in escrow for the following reasons:

1. Non compliance with the regulations governing the Housing Choice Voucher Program.
2. Non compliance with the regulations governing the FSS program.
3. Failure to disclose income change.

H. PARTIAL ESCROW WITHDRAWAL

Participants may withdraw funds from the escrow account to assist them with reaching their goals. The PCC will make the final determination if the request has merit. Participants must submit application and state reasons for early withdrawal of funds.

Examples may include :

- ◆ Repayment of outstanding student loans
- ◆ School tuition
- ◆ Business start-up expenses
- ◆ Transportation

I. POLICY FOR TERMINATION OF ASSISTANCE

Participants' progress will be reviewed quarterly and reported upon. This will be done to determine each participant's compliance with program policies and, provisions in the Individual Training and Services Plan and the Contract of Participation. All FSS participants are subject to the rules and regulations of the HCV program. Termination from Section HCV renders the FSS Contract of Participation null and void.

A participant in good standing must attend activities of the FSS program and remain in contact with the FSS Coordinator. Each participant must also attend all appointments and have good attendance at school, on the job or similar activity. All participants are required to seek and maintain employment.

A family found not to be in compliance will receive a verbal warning of actions of non-compliance and the consequences of such behavior. An assessment of reasons for non-compliance will be done to determine what solutions can be offered as a remedy to the problem. Renegotiation of the ITS plan may be offered.

If the behavior persists, the family will receive a written warning and placed on probation for a period of at least six months. If the family is found in violation of any infractions during the probationary period, the FSS Coordinator will submit the case to the PCC for further disciplinary actions.

The Committee will then review the history of the case and determine what measures should be taken. The Committee may take the following corrective actions:

- 1) Withhold or terminate FSS supportive services for the family
- 2) Terminate the family from the FSS program
- 3) Termination of Housing Choice Voucher Program assistance

The family will be notified in writing of the Committee's decision. If the Committee determines the family should be terminated from the Housing Choice Voucher Program Program, a recommendation will be sent to the Executive Director of the Housing Authority. The Executive Director or his designee will then send a letter to the Family detailing the reasons for termination and also advising of the right to appeal in writing within 30 days from the date of the letter.

Upon receipt of the grievance letter, an informal hearing will be held at a time convenient for all parties involved. The family will be given an opportunity to present their case and any supporting documentation. The decision made by the PCC shall be final and shall be effective on the date identified by the PCC.

The Housing Authority is not bound by decisions of the PCC if:

- A. The decision contradicts HUD regulations
- B. Circumstances go beyond the jurisdiction of the PCC.

Families may receive an extension of their contract for up to two additional years. Families must demonstrate "good cause". Examples of good cause may include, but not limited to:

- ◆ Serious injury or illness
- ◆ Involuntary job loss
- ◆ Circumstances regarding training requiring a period of time greater than 5 years.

J. FSS PORTABILITY

A Housing Choice Voucher FSS Participant may exercise portability transfer options. A Housing Choice Voucher FSS family must lease an assisted unit in the PHA jurisdiction for 12 months after the effective date of the FSS Contract. After that period, the family may move outside the jurisdiction of the PHA. A family may not be terminated solely because they cannot participate in the FSS program in their new location. However, if a family is subject to termination in the FSS program because of failure to meet a contract obligation, the family will not be able to use a portability move to avoid the consequences. In this case, the HA may exercise its authority to terminate the family's Housing Choice Voucher Program assistance.

After 12 months from the effective date of the Contract, a Housing Choice Voucher FSS family moves outside of the HA's jurisdiction under portability, the VIHA may:

- Permit the family to continue to participate in its FSS program if the family demonstrates that it can meet its FSS responsibilities in the new location, or
- The Initial HA may terminate the Contract in cases where the family cannot fulfill its obligation in the new location, or if the Receiving HA does not allow the family to participate in its FSS program. In either of these cases, the family would forfeit the funds in the escrow account.

The receiving HA may also allow the family to participate in its FSS program.

K. CONTINUANCE IN THE INITIAL PHA PROGRAM

A relocating FSS family may continue in the Initial HA's FSS program if the family demonstrates they can fulfill their FSS responsibilities under the contract at the new location. This must be demonstrated to the satisfaction of the Initial HA.

Some examples are:

- The FSS family may be within commuting distance of the supportive services specified in the Initial HA's Contract, or

- The family may move to obtain employment as specified in the Initial HA's contract, or
- The family may have moved to enroll in a community college in the new location as specified in the Initial HA's contract.

The existing FSS Contract will remain in effect with no changes. The contract may be the initial or a modified contract. The Contract executed by the Initial HA will be the only contract.

Depending on the prevailing circumstance and policies VIHA may absorb a family that has ported to the jurisdiction. The Initial HA must transfer the family's FSS escrow account balance if and when the family is absorbed by the Receiving HA.

L. TRANSFER TO THE RECEIVING HA FSS PROGRAM

If an FSS family has been granted a portable transfer, a family may participate in the Receiving HA FSS program if approved by the receiving HA.

If the Receiving HA allows the family to participate, the Receiving HA enters into a new Contract with the family for the term remaining on the Initial HA's FSS Contract. The Initial HA will terminate its FSS Contract with the family.

The Expiration date of the Contract between the Receiving HA and the family MUST be the same as the expiration date of the contract between the Initial HA and the family.

The Receiving HA must use the amounts listed for Annual Income, Earned Income, and Family Rent on Page 2 of the Contract between the Initial HA and the family.

The Initial HA must transfer the family's FSS escrow account balance when the family is absorbed by the Receiving HA.

M. FSS ESCROW ACCOUNT

Regardless of whether the relocation FSS family is in the Initial or Receiving HA's program, there will be a single FSS account which is maintained by the Initial HA if the Receiving HA is administering the Voucher.

If the Receiving HA absorbs the family into its voucher program, the Initial HA will transfer the family's FSS account to the Receiving HA.

N. MONITORING FSS STATUS

The HA which is party to the FSS Contract will be responsible for monitoring the family's FSS status. This will be the Initial HA if the family remains in the Initial HA's FSS program.

It will be the receiving Ha if the family becomes a participant in the Receiving HA's FSS program.

O. FSS PROGRAM TERMINATION

The HA which is operating the FSS program is responsible for determining whether the family has violated the FSS Contract and whether the family's Housing Choice Voucher Program assistance should be terminated.

Where a family is not absorbed by the receiving HA but is participating in the Receiving HA's FSS program, the Initial HA must abide by the termination decision of the Receiving HA.

If a relocating FSS family is unable to fulfill its obligation under the FSS Contract, the HA which is party to the FSS Contract of Participation may:

- Terminate the family from the FSS program and the family's FSS account will be forfeited
- Terminate the family's Housing Choice Voucher Program assistance since the family failed to meet its obligation under the FSS Contract.

If the family's FSS account is forfeited, the funds in the account will revert to the HA maintaining the FSS account for the family and will be treated as program receipts.

Reserved

Chapter 22

PROJECT-BASED ASSISTANCE PROGRAM [24 CFR 983]

Project-based vouchers are a component of the VIHA's Housing Choice Voucher Program. Under the project-based program VIHA may attach up to 20% of its voucher assistance to specific housing units for which a housing assistance payment contract has been executed.

VIHA operates its project-based voucher program in accordance with regulations promulgated at 24 CFR 983. Except as expressly excluded or modified by part 983, the provisions in 24 CFR 982 (Housing Choice Voucher Program) apply.

- Any Housing Choice Voucher Program eligible family on the VIHA waiting list that is interested in moving to a project-based unit is eligible for a project-based voucher. The waiting list for project-based units is separate from the tenant-based waiting list and families are provided with the option of applying for more than one waiting list. .

Any Housing Choice Voucher Program project-based family that is interested in transferring to the tenant-based Housing Choice Voucher Program may submit a written request to the Section 8 Program Assistant. The request will be date and time-stamped according to receipt. The Housing Choice Voucher Program will use the following issuance procedure:

During months of new voucher issuance 25% of the total number of vouchers available for issuance will be given to project-based families who have submitted a prior written request.

If tenant-based vouchers are not available at the time of the request, the family's request will be kept on the list until such time as Housing Choice Voucher Program has vouchers available to issue.

Reserved

Chapter 23

PHA CODE OF CONDUCT [982.161]

The Virgin Islands Housing Authority (AMHA) has established a policy outlining the Core Values and Ethical Standards for Conducting Business. The PHA has established this Code of Conduct in order to emphasize to employees that the PHA, its employees or related parties are not to benefit from any relationship related to contracts, subcontracts or agents of the PHA. As such, the following is the code of conduct of AMHA and any employee violating the code may be terminated immediately.

- 1) The PHA shall not, nor shall any of its contractors or subcontractors, enter in to any contract or arrangement in connection with the tenant-based programs 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 programs;
 - Any public official, member of a governing body, or State or local legislator, who exercises functions or responsibilities with respect to the programs; or
 - Any member of the Congress of the United States.
- 2) Any member of the classes described in paragraph (1) of this section must disclose their interest or prospective interest or prospective interest to the PHA and HUD.
- 3) The conflict of interest prohibition under this section may be waived by the HUD field office for good cause.
- 4) Any member of the following classes must not accept any gift or gratuity. This class includes any officer, employee of the PHA, or any contractor, subcontractor or agent of the PHA. The Executive Office releases clarification on the issue at certain points during the normal business cycle.

Questions concerning the Code of Conduct should be directed to the Director's Office.

Reserved

GLOSSARY

A. ACRONYMS USED IN SUBSIDIZED HOUSING

AAF	Annual Adjustment Factor. A factor published by HUD in the Federal Register which is used to compute annual rent adjustment.
ACC	Annual Contributions Contract
BR	Bedroom
CDBG	Community Development Block Grant
CFR	Code of Federal Regulations. Commonly referred to as "the regulations". The CFR is the compilation of Federal rules which are first published in the Federal Register and define and implement a statute.
CPI	Consumer Price Index. CPI is published monthly by the Department of Labor as an inflation indicator.
ELI	Extremely low income
FDIC	Federal Deposit Insurance Corporation
FHA	Federal Housing Administration
FICA	Federal Insurance Contributions Act - Social Security taxes
FmHA	Farmers Home Administration
FMR	Fair Market Rent
FY	Fiscal Year
FYE	Fiscal Year End
GAO	Government Accounting Office
GFC	Gross Family Contribution. Note: Has been replaced by the term Total Tenant Payment (TTP).
GR	Gross Rent
HAP	Housing Assistance Payment
HAP Plan	Housing Assistance Plan
HCDA	Housing and Community Development Act
HQS	Housing Quality Standards
HUD	The Department of Housing and Urban Development or its designee.
HURRA	Housing and Urban/Rural Recovery Act of 1983; resulted in most of the 1984 HUD regulation changes to definition of income, allowances, rent calculations
IG	Inspector General
IGR	Independent Group Residence
IPA	Independent Public Accountant
IRA	Individual Retirement Account
MSA	Metropolitan Statistical Area established by the U.S. Census Bureau
PHA	Public Housing Agency
PMSA	A Primary Metropolitan Statistical Area established by the U.S. Census Bureau
PS	Payment Standard
QC	Quality Control
RFTA	Request for Tenancy Approval
RFP	Request for Proposals

RRP	Rental Rehabilitation Program
SRO	Single Room Occupancy
SSMA	Standard Statistical Metropolitan Area. Has been replaced by MSA, Metropolitan Statistical Area.
TR	Tenant Rent
TTP	Total Tenant Payment
UA	Utility Allowance
URP	Utility Reimbursement Payment

B. GLOSSARY OF TERMS IN SUBSIDIZED HOUSING

1937 ACT. The United States Housing Act of 1937 (42 U.S.C. 1437 et seq.)

ADMINISTRATIVE PLAN. The HUD required written policy of the PHA governing its administration of the Housing Choice Voucher Program tenant-based programs. The Administrative Plan and any revisions must be approved by the PHA's board and a copy submitted to HUD as a supporting document to the PHA Plan.

ABSORPTION. In portability, 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.

ACC RESERVE ACCOUNT (FORMERLY "PROJECT RESERVE"). Account established by HUD from amounts by which the maximum payment to the PHA under the consolidated ACC (during a PHA fiscal year) exceeds the amount actually approved and paid. This account is used as the source of additional payments for the program.

ADA. Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.)

ADJUSTED INCOME. Annual income, less allowable HUD deductions.

ADMINISTRATIVE FEE. Fee paid by HUD to the PHA for administration of the program.

ADMINISTRATIVE FEE RESERVE (Formerly "Operating reserve"). Account established by PHA from excess administrative fee income. The administrative fee reserve must be used for housing purposes.

ADMISSION. The effective date of the first HAP contract for a family (first day of initial lease term) in a tenant-based program. This is the point when the family becomes a participant in the program.

ANNUAL BUDGET AUTHORITY. The maximum annual payment by HUD to a PHA for a funding increment.

ANNUAL CONTRIBUTIONS CONTRACT (ACC). A written contract between HUD and a PHA. Under the contract HUD agrees to provide funding for operation of the program, and the PHA agrees to comply with HUD requirements for the program

ANNUAL INCOME. The anticipated total Annual 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.

ANNUAL INCOME AFTER ALLOWANCES. The Annual Income (described above) less the HUD-approved allowances.

APPLICANT. (or 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.)

ASSISTED TENANT. A tenant who pays less than the market rent as defined in the regulations. Includes tenants receiving rent supplement, Rental Assistance Payments, or Section 8 (HCVP) assistance and all other 236 and 221 (d)(3) BMIR tenants, except those paying the 236 market rent or 120% of the BMIR rent, respectively.

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.

CERTIFICATE. A Certificate issued by the PHA under the Section 8 (HCVP) pre-merger certificate program, declaring a family to be eligible for participation in this program and stating the terms and conditions for such participation. Will no longer be issued after October 1, 1999.

CERTIFICATE PROGRAM. Pre-merger rental certificate program.

CHILD CARE EXPENSES. Amounts paid by the family for the care of minors under 13 years of age where such care is necessary to enable a family member to be employed or for a household member to further his/her education.

CO-HEAD. An individual in the household who is equally responsible for the lease with the Head of Household. (A family never has a Co-head and a Spouse and; a Co-head is never a Dependent).

COMMON SPACE. In shared housing: Space available for use by the assisted family and other occupants of the unit.

CONGREGATE HOUSING. Housing for elderly persons or persons with disabilities that meets the HQS for congregate housing.

CONSOLIDATED ANNUAL CONTRIBUTIONS CONTRACT. (Consolidated ACC). See 24 CFR 982.151.

CONTIGUOUS MSA. In portability, 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 Housing Act if the family is already receiving assistance under any 1937 Housing Act program when the family is admitted to the voucher program.

CONTRACT. (See Housing Assistance Payments Contract.)

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.

DEPENDENT. A member of the family household (excluding foster children) other than the family head or spouse, who is under 18 years of age or is a Disabled Person or Handicapped Person, or is a full-time student 18 years of age or over.

DISABILITY ASSISTANCE EXPENSE. Anticipated costs for care attendants and auxiliary apparatus for disabled family members which enable a family member (including the disabled family member) to work.

DISABLED FAMILY. A family whose head, spouse, or sole member is a person with disabilities; or 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.

DISPLACED PERSON/FAMILY. A person or family 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 under federal disaster relief laws.

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, use, or the possession with intent to manufacture, sell distribute or use, of a controlled substance (as defined in Section 102 of the Controlled Substance Act (21 U.S.C. 802)).

DRUG TRAFFICKING. The illegal manufacture, sale, distribution, use, or possession with intent to manufacture, sell, distribute or use, of a controlled substance (as defined in section 102 of the Controlled Substances Act (21 U.S.C. 802)).

ECONOMIC SELF-SUFFICIENCY PROGRAM. Any program designed to encourage, assist, train or facilitate the economic independence of assisted families, or to provide work for such families. Can include job training, employment counseling, work placement, basic skills training, education, English proficiency, Workfare, financial or household management, apprenticeship, or any other program necessary to ready a participant to work (such as treatment for drug abuse or mental health treatment). Includes any work activities as defined in the Social Security Act (42 U.S.C. 607(d)). Also see 24 CFR 5.603 (c).

ELDERLY FAMILY. A family whose head, spouse, or sole member is a person who is at least 62 years of age; or 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 HOUSEHOLD. A family whose head or spouse or whose sole member is at least 62 years of age; may include two or more elderly persons living together or one or more such persons living with another person who is determined to be essential to his/her care and wellbeing.

ELDERLY PERSON. A person who is at least 62 years old.

ELIGIBILITY INCOME. May 10, 1984, regulations deleted Eligibility Income, per se, because Annual Income is now for eligibility determination to compare to income limits.

ELIGIBLE FAMILY (Family). A family is defined by the PHA in the administrative Plan, which is approved by HUD.

EXCEPTIONAL MEDICAL OR OTHER EXPENSES. Prior to the regulation change in 1982, this meant medical and/or unusual expenses as defined in Part 889 which exceeded 25% of the Annual Income. It is no longer used.

EXCEPTION RENT. In the pre-merger certificate program, an initial rent (contract rent plus any utility allowance) in excess of the published FMR. See FMR/Exception rent.

EXCESS MEDICAL EXPENSES. Any medical expenses incurred by elderly or disabled families only in excess of 3% of Annual Income which are not reimbursable from any other source.

EXTREMELY LOW-INCOME FAMILY. A family whose annual income does not exceed 30 percent of the median income for the area, as determined by HUD, with adjustments for smaller and larger families. HUD may establish income ceilings higher or lower than 30% of medical income if HUD finds such variations are necessary due to unusually high or low family incomes.

FAIR HOUSING ACT. Title VIII of the Civil Rights Act of 1968, as amended by the Fair Housing Amendments Act of 1988 (42 U.S.C. 3601 et seq.)

FAIR MARKET RENT (FMR). The rent including the cost of utilities (except telephone) that would be required to be paid in the housing market area to obtain privately owned existing decent, safe and sanitary rental housing of modest (non-luxury) nature with suitable amenities. Fair market rents for existing housing are established by HUD for housing units of varying sizes (number of bedrooms) and are published in the *Federal Register*.

FAMILY. "Family" includes but is not limited to:

- A family with or without children (the temporary absence of a child from the home due to placement in foster care shall not be considered in determining family composition and family size)
- An elderly family
- 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" can be further defined by the PHA).

FAMILY OF VETERAN OR SERVICE PERSON. A family is a "family of veteran or service person" when:

- The veteran or service person (a) is either the head of household or is related to the head of the household; or (b) is deceased and was related to the head of the household, and was a family member at the time of death.
- The veteran or service person, unless deceased, is living with the family or is only temporarily absent unless s/he was (a) formerly the head of the household and is permanently absent because of hospitalization, separation, or desertion, or is divorced; provided, the family contains one or more persons for whose support s/he is legally responsible and the spouse has not remarried; or (b) not the head of the household but is permanently hospitalized; provided, that s/he was a family member at the time of hospitalization and there remain in the family at least two related persons.

FAMILY RENT TO OWNER. In the voucher program, the portion of the rent to owner paid by the family.

FAMILY SELF-SUFFICIENCY PROGRAM (FSS PROGRAM). The program established by a PHA to promote self-sufficiency of assisted families, including the provision of supportive services.

FAMILY SHARE. The amount calculated by subtracting the housing assistance payment from the gross rent.

FAMILY UNIT SIZE. The appropriate number of bedrooms for a family, as determined by the PHA under the PHA's subsidy standards.

FMR/EXCEPTION RENT. The fair market rent published by HUD headquarters. In the pre-merger certificate program the initial contract rent for a dwelling unit plus any utility allowance could not exceed the FMR/exception rent limit (for the dwelling unit or for the family unit size). In the voucher program the PHA adopts a payment standard schedule that is within 90% to 110% of the FMR for each bedroom size.

FOSTER CHILD CARE PAYMENT. 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).

FUNDING INCREMENT. Each commitment of budget authority by HUD to a PHA under the consolidated annual contributions contract for the PHA program.

GROSS FAMILY CONTRIBUTION. Changed to Total Tenant Payment.

GROSS RENT. The sum of the Rent to Owner and the utility allowance. If there is no utility allowance, Rent to Owner equals Gross Rent.

GROUP HOME. A dwelling unit that is licensed by a State as a group home for the exclusive residential use of two to twelve persons who are elderly or persons with disabilities (including any live-in aide).

HAP CONTRACT. (See Housing Assistance Payments contract.)

HEAD OF HOUSEHOLD. The head of household is the person who assumes legal and financial responsibility for the household and is listed on the application as head.

HOUSING AGENCY. A state, county, municipality or other governmental entity or public body (or agency or instrumentality thereof) authorized to engage in or assist in the development or operation of low-income housing. ("PHA" and "HA" mean the same thing.)

HOUSING AND COMMUNITY DEVELOPMENT ACT OF 1974. Act in which the U.S. Housing Act of 1937 (sometimes referred to as the Act) was recodified, and which added the Section 8 Programs (HCVP).

HOUSING ASSISTANCE PAYMENT. The monthly assistance payment by a PHA. The total assistance payment consists of:

- A payment to the owner for rent to owner under the family's lease.
- An additional payment to the family if the total assistance payment exceeds the rent to owner. The additional payment is called a "utility reimbursement" payment.

HOUSING ASSISTANCE PAYMENTS CONTRACT. (HAP contract). A written contract between a PHA and an owner in the form prescribed by HUD headquarters, in which the PHA agrees to make housing assistance payments to the owner on behalf of an eligible family.

HOUSING ASSISTANCE PLAN. (1) A Housing Assistance Plan submitted by a local government participating in the Community Development Block Program as part of the block grant application, in accordance with the requirements of 570.303(c) submitted by a local government not participating in the Community Development Block Grant Program and approved by HUD. (2) A Housing Assistance Plan meeting the requirements of 570.303(c) submitted by a local government not participating in the Community Development Block Grant Program and approved by HUD.

HOUSING QUALITY STANDARDS (HQS). The HUD minimum quality standards for housing assisted under the tenant-based programs.

HUD. The Department of Housing and Urban Development.

HUD REQUIREMENTS. HUD requirements for the HCVP. HUD requirements are issued by HUD headquarters as regulations. Federal Register notices or other binding program directives.

IMPUTED ASSET. Asset disposed of for less than Fair Market Value during two years preceding examination or reexamination.

IMPUTED INCOME. HUD passbook rate x total cash value of assets. Calculation used when 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.

INDIAN. Any person recognized as an Indian or Alaska native by an Indian tribe, the federal government, or any State.

INDIAN HOUSING AUTHORITY (IHA). A housing agency established either by exercise of the power of self-government of an Indian Tribe, independent of State law, or by operation of State law providing specifically for housing authorities for Indians.

INITIAL PHA. In portability, the term refers to both:

- A PHA that originally selected a family that later decides to move out of the jurisdiction of the selecting PHA; and
- A PHA that absorbed a family that later decides to move out of the jurisdiction of the absorbing PHA.

INITIAL PAYMENT STANDARD. The payment standard at the beginning of the HAP contract term.

INITIAL RENT TO OWNER. The rent to owner at the beginning of the HAP contract term.

INTEREST REDUCTION SUBSIDIES. The monthly payments or discounts made by HUD to reduce the debt service payments and, hence, rents required on Section 236 and 221 (d)(3) BMIR projects. Includes monthly interest reduction payments made to mortgagees of Section 236 projects and front-end loan discounts paid on BMIR projects.

JURISDICTION. The area in which the PHA has authority under State and local law to administer the program.

LANDLORD. This term means either the owner of the property or his/her representative or the managing agent or his/her representative, as shall be designated by the owner.

LARGE VERY LOW INCOME FAMILY. Prior to the 1982 regulations, this meant a very low income family which included six or more minors. This term is no longer used.

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. In cooperative housing, a written agreement between a cooperative and a member of the cooperative. The agreement establishes the conditions for occupancy of the member's family with housing assistance payments to the cooperative under a HAP contract between the cooperative and the PHA.

LEASE ADDENDUM. For pre-merger Certificate, pre-merger OFTO, and pre-merger Voucher tenancies, the lease language required by HUD in the lease between the tenant and the owner.

LIVE-IN AIDE. A person who resides with an elderly person or disabled person and who is determined to be essential to the care and well-being of the person, is not obligated for the support of the person, and would not be living in the unit except to provide necessary supportive services.

LOCAL PREFERENCE. A preference used by the PHA to select among applicant families.

LOW-INCOME FAMILY. A family whose annual income does not exceed 80 percent of the median income for the area, as determined by HUD, with adjustments for smaller and larger families. HUD may establish income ceilings higher or lower than 80% for areas with unusually high or low income families.

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

MARKET RENT. The rent HUD authorizes the owner of FHA insured/subsidized multi-family housing to collect from families ineligible for assistance. For unsubsidized units in an FHA-insured multi-family project in which a portion of the total units receive project-based rental assistance, under the Rental Supplement or Section 202/Section 8 Programs (HCVP), the Market Rate Rent is that rent approved by HUD and is the Contract Rent for a Section 8 (HCVP) Certificate holder. For BMIR units, Market Rent varies by whether the project is a rental or cooperative.

MEDICAL EXPENSES. Those total 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% of Annual Income.

MERGER DATE. October 1, 1999.

MINOR. A member of the family household (excluding foster children) other than the family head or spouse who is under 18 years of age.

MIXED FAMILY. A family with citizens and eligible immigration status and without citizens and eligible immigration status as defined in 24 CFR 5.504(b)(3)

MONTHLY ADJUSTED INCOME. 1/12 of the Annual Income after Allowances or Adjusted Income.

MONTHLY INCOME. 1/12 of the 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.

NEGATIVE RENT. Now called Utility Reimbursement. A negative Tenant Rent results in a Utility Reimbursement Payment (URP).

NET FAMILY ASSETS. Value of equity in savings, checking, IRA and Keogh accounts, real property, stocks, bonds, and other forms of capital investment. The value of necessary items of personal property such as furniture and automobiles is excluded from the definition.

NET FAMILY CONTRIBUTION. Former name for Tenant Rent.

NON CITIZEN. A person who is neither a citizen nor a national of the United States.

OCCUPANCY STANDARDS. [Now referred to as Subsidy Standards] Standards established by a PHA to determine the appropriate number of bedrooms for families of different sizes and compositions.

OVER-FMR TENANCY (OFTO). In the pre-merger Certificate program: A tenancy for which the initial gross rent exceeds the FMR/exception rent limit

OWNER. Any persons or entity having the legal right to lease or sublease a unit to a participant.

PARTICIPANT. A family that has been admitted to the PHA's 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. A person who has a disability as defined in 42 U.S.C 423 or a developmental disability as defined in 42 U.S.C. 6001. Also includes a person who is determined, under HUD regulations, to have a physical or mental impairment that is expected to be of long-continued and indefinite duration, substantially impedes the ability to live independently, and is of such a nature that the ability to live independently could be improved by more suitable housing conditions. For purposes of reasonable accommodation and program accessibility for persons with disabilities, means an "individual with handicaps" as defined in 24 CFR 8.3. Definition does not exclude persons who have AIDS or conditions arising from AIDS, but does not include a person whose disability is based solely on drug or alcohol dependence (for low-income housing eligibility purposes).

PHA PLAN. The annual plan and the 5-year plan as adopted by the PHA and approved by HUD in accordance with part 903 of this chapter.

PORTABILITY. Renting a dwelling unit with HCVP tenant-based assistance outside the jurisdiction of the initial PHA.

PREMISES. The building or complex in which the dwelling unit is located, including common areas and grounds.

PRIVATE SPACE. In shared housing: The portion of a contract unit that is for the exclusive use of an assisted family.

PROCESSING ENTITY. Entity responsible for making eligibility determinations and for income reexaminations. In the HCVP, the "processing entity" is the "responsible entity."

PROGRAM. The Section 8 (HCVP) tenant-based assistance program under 24 CFR Part 982.

PROGRAM RECEIPTS. HUD payments to the PHA under the consolidated ACC, and any other amounts received by the PHA in connection with the program.

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). PHA includes any State, county, municipality or other governmental entity or public body which is authorized to administer the program (or an agency or instrumentality of such an entity), or any of the following:

- A consortia of housing agencies, each of which meets the qualifications in paragraph (1) of this definition, that HUD determines has the capacity and capability to efficiently administer the program (in which case, HUD may enter into a consolidated ACC with any legal entity authorized to act as the legal representative of the consortia members):
- Any other public or private non-profit entity that was administering a HCVP tenant-based assistance program pursuant to a contract with the contract administrator of such program (HUD or a PHA) on October 21, 1998; or

For any area outside the jurisdiction of a PHA that is administering a tenant-based program, or where HUD determines that such PHA is not administering the program effectively, a private non-profit entity or a governmental entity or public body that would otherwise lack jurisdiction to administer the program in such area.

REASONABLE RENT. A rent to owner that is not more than rent charged for comparable units in the private unassisted market, and not more than the rent charged for comparable unassisted units in the premises.

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. There are annual and interim re-certifications.

REGULAR TENANCY. In the pre-merger certificate program: A tenancy other than an over-FMR tenancy.

REMAINING MEMBER OF TENANT FAMILY. Person left in assisted housing after other family members have left and become unassisted.

RENT TO OWNER. The total monthly rent payable to the owner under the lease for the unit. 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 ("residency preference area").

RESIDENCY PREFERENCE AREA. The specified area where families must reside to qualify for a residency preference.

RESIDENT ASSISTANT. A person who lives in an Independent Group Residence and provides on a daily basis some or all of the necessary services to elderly, handicapped, and disabled individuals receiving HCVP housing assistance and who is essential to these individuals' care or wellbeing. A Resident Assistant shall not be related by blood, marriage or operation of law to individuals receiving HCVP assistance nor contribute to a portion of his/her income or resources towards the expenses of these individuals.

RESPONSIBLE ENTITY. For the public housing and HCVP tenant-based assistance, project-based certificate assistance and moderate rehabilitation program, the responsible entity means the PHA administering the program under an ACC with HUD. For all other HCVP programs, the responsible entity means the HCVP owner.

SECRETARY. The Secretary of Housing and Urban Development.

SECTION 8. Section 8 of the United States Housing Act of 1937 (42 U.S.C. 1437f).

SECURITY DEPOSIT. A dollar amount which can be applied to unpaid rent, damages or other amounts to the owner under the lease.

SERVICE PERSON. A person in the active military or naval service (including the active reserve) of the United States.

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.

SINGLE PERSON. A person living alone or intending to live alone.

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 24 CFR 982, which 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 husband or wife of the head of the household

SUBSIDIZED PROJECT. A multi-family housing project (with the exception of a project owned by a cooperative housing mortgage corporation or association) which receives the benefit of subsidy in the form of:

- Below-market interest rates pursuant to Section 221(d)(3) and (5) or interest reduction payments pursuant to Section 236 of the National Housing Act; or
- Rent supplement payments under Section 101 of the Housing and Urban Development Act of 1965; or
- Direct loans pursuant to Section 202 of the Housing Act of 1959; or
- Payments under the Section 23 Housing Assistance Payments Program pursuant to Section 23 of the United States Housing Act of 1937 prior to amendment by the Housing and Community Development Act of 1974;
- Payments under the HCV Housing Assistance Payments Program pursuant to HCVP of the United States Housing Act after amendment by the Housing and Community Development Act unless the project is owned by a Public Housing Agency;
- A Public Housing Project.

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.

SUBSTANDARD UNIT. Substandard housing is defined by HUD for use as a federal preference.

SUSPENSION/TOLLING. Stopping the clock on the term of a family's voucher, for such period as determined by the PHA, from the time when the family submits a request for PHA approval to lease a unit, until the time when the PHA approves or denies the request. If the PHA decides to allow extensions or suspensions of the voucher term, the PHA administrative plan must describe how the PHA determines whether to grant extensions or suspensions, and how the PHA determines the length of any extension or suspension.

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. The amount payable monthly by the family as rent to the unit owner (Housing Choice Voucher Program owner or PHA in public housing). For a tenancy in the pre-merger certificate program, tenant rent equals the total tenant payment minus any utility allowance.

TOTAL TENANT PAYMENT (TTP). The total amount the HUD rent formula requires the tenant to pay toward gross rent and utility allowance.

UNIT. Residential space for the private use of a family.

UNUSUAL EXPENSES. Prior to the change in the 1982 regulations, this was the term applied to the amounts paid by the family for the care of minors under 13 years of age or for the care of disabled or handicapped family household members, but only where such care was necessary to enable a family member to be gainfully employed.

UTILITIES. Utilities means water, electricity, gas, other heating, refrigeration, cooking fuels, trash collection and sewage services. Telephone service is not included as a utility.

UTILITY ALLOWANCE. If the cost of utilities (except telephone) including range and refrigerator, and other housing services for an assisted unit is not included in the Contract 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 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 healthy living environment.

UTILITY REIMBURSEMENT. In the voucher program, the portion of the housing assistance payment which exceeds the amount of the rent to owner.

UTILITY REIMBURSEMENT PAYMENT. In the pre-merger certificate program, the amount, if any, by which the Utility Allowance for the unit, if applicable, exceeds the Total Tenant Payment for the family occupying the unit.

VACANCY LOSS PAYMENTS. (For pre-merger certificate contracts effective prior to 10/2/95) When a family vacates its unit in violation of its lease, the owner is eligible for 80% of the Contract Rent for a vacancy period of up to one additional month, (beyond the month in which the vacancy occurred) if s/he notifies the PHA as soon as s/he learns of the vacancy, makes an effort to advertise the unit, and does not reject any eligible applicant except for good cause.

VERY LARGE LOWER-INCOME FAMILY. Prior to the change in the 1982 regulations this was described as a lower-income family which included eight or more minors. This term is no longer used.

VERY LOW INCOME FAMILY. A Lower-Income Family whose Annual Income does not exceed 50% 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% 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 pre-merger certificate and voucher programs.

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 there from under conditions other than dishonorable.

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 (rental voucher). A document issued by a PHA to a family selected for admission to the voucher program. This document describes the program and the procedures for PHA approval of a unit selected by the family. The voucher also states the 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 subsidy 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 (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.

WELFARE RENT. This concept is used ONLY for pre-merger Certificate tenants who receive welfare assistance on an "AS-PAID" basis. It is not used for the Housing Voucher Program.

If the agency does NOT apply a ratable reduction, this is the maximum a public assistance agency COULD give a family for shelter and utilities, NOT the amount the family is receiving at the time the certification or recertification is being processed.

If the agency applies a ratable reduction, welfare rent is a percentage of the maximum the agency could allow.

WELFARE-TO-WORK (WTW) FAMILIES. Families assisted by a PHA with voucher funding awarded to the PHA under the HUD welfare-to-work voucher program (including any renewal of such WTW funding for the same purpose).

C. GLOSSARY OF TERMS USED IN THE NONCITIZENS RULE

CHILD. A member of the family other than the family head or spouse who is under 18 years of age.

CITIZEN. A citizen or national of the United States.

EVIDENCE OF CITIZENSHIP OR ELIGIBLE STATUS. The documents which must be submitted to evidence citizenship or eligible immigration status.

HEAD OF HOUSEHOLD. The adult member of the family who is the head of the household for purpose of determining income eligibility and rent.

HUD. Department of Housing and Urban Development.

INS. The U.S. Immigration and Naturalization Service.

MIXED FAMILY. A family whose members include those with citizenship or eligible immigration status and those without citizenship or eligible immigration status.

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.

NONCITIZEN. A person who is neither a citizen nor national of the United States.

PHA. A housing authority who operates Public Housing.

RESPONSIBLE ENTITY. The person or entity responsible for administering the restrictions on providing assistance to non-citizens with ineligible immigration status (the PHA).

SECTION 214. Section 214 restricts HUD from making financial assistance available for non-citizens unless they meet one of the categories of eligible immigration status specified in Section 214 of the Housing and Community Development Act of 1980, as amended (42 U.S.C. 1436a).

SPOUSE. Spouse refers to the marriage partner, either a husband or wife, who is someone you need to divorce in order to dissolve the relationship. It includes the partner in a common-law marriage. It does not cover boyfriends, girlfriends, significant others, or "co-heads." "Co-head" is a term recognized by some HUD programs, but not by public and Indian housing programs.

PROGRAM INTEGRITY ADDENDUM

[24 CFR 792.101 to 792.204, 982.54]

INTRODUCTION

The VIHA is committed to assuring that the proper level of benefits is paid to all participating families, and that housing resources reach only income-eligible families so that program integrity can be maintained.

The PHA will take all steps necessary to prevent fraud, waste, and mismanagement so that program resources are utilized judiciously. This chapter outlines the PHA's policies for the prevention, detection and investigation of program abuse and fraud.

A. CRITERIA FOR INVESTIGATION OF SUSPECTED ABUSE AND FRAUD

Under no circumstances will the PHA undertake an inquiry or an audit of a participating family arbitrarily. The PHA's expectation is that participating families will comply with HUD requirements, provisions of the voucher, and other program rules. The PHA staff will make every effort (formally and informally) to orient and educate all families in order to avoid unintentional violations. However, the PHA has a responsibility to HUD, to the Community, and to eligible families in need of housing assistance, to monitor participants and owners for compliance and, when indicators of possible abuse come to the PHA's attention, to investigate such claims.

The PHA will initiate an investigation of a participating family only in the event of one or more of the following circumstances:

Referrals, Complaints, or Tips. The PHA will follow up on referrals from other agencies, companies or persons which are received by mail, by telephone or in person, which allege that a family is in non-compliance with, or otherwise violating the family obligations or any other program rules. Such follow-up will be made providing that the referral contains at least one item of information that is independently verifiable. A copy of the allegation will be retained in the family's file.

Internal File Review. A follow-up will be made if PHA staff discovers (as a function of a certification or recertification, an interim re-determination, or a quality control review), information or facts which conflict with previous file data, the PHA's knowledge of the family, or is discrepant with statements made by the family.

Verification of Documentation. A follow-up will be made if the PHA receives independent verification or documentation which conflicts with representations in the family's file (such as public record information or credit bureau reports, reports from other agencies).

B. STEPS THE PHA WILL TAKE TO PREVENT PROGRAM ABUSE AND FRAUD

The PHA management and staff will utilize various methods and practices (listed below) to prevent program abuse, non-compliance, and willful violations of program rules by applicants and participating families. This policy objective is to establish confidence and trust in the management by emphasizing education as the primary means to obtain compliance by families.

Things You Should Know. This program integrity bulletin (created by HUD's Inspector General) will be furnished and explained to all applicants to promote understanding of program rules, and to clarify the PHA's expectations for cooperation and compliance.

Program Orientation Session. Mandatory orientation sessions will be conducted by the PHA staff for all prospective program participants, either prior to or upon issuance of a voucher. At the conclusion of all Program Orientation Sessions, the family representative will be required to sign a "Program Briefing Certification" to confirm that all rules and pertinent regulations were explained to them.

Resident Counseling. The PHA will routinely provide participant counseling as a part of every recertification interview in order to clarify any confusion pertaining to program rules and requirements.

Review and Explanation of Forms. Staff will explain all required forms and review the contents of all (re)certification documents prior to signature.

Use of Instructive Signs and Warnings. Instructive signs will be conspicuously posted in common areas and interview areas to reinforce compliance with program rules and to warn about penalties for fraud and abuse

Participant Certification. All family representatives will be required to sign a "Participant Certification" form, as contained in HUD's Participant Integrity Program Manual.

C. STEPS THE PHA WILL TAKE TO DETECT PROGRAM ABUSE AND FRAUD

The PHA Staff will maintain a high level of alertness to indicators of possible abuse and fraud by assisted families.

Quality Control File Reviews. Prior to initial certification, and at the completion of all subsequent recertifications, 5% will be reviewed. Such reviews shall include, but are not limited to:

- **Assurance that verification of all income and deductions is present.**
- **Changes in reported Social Security Numbers or dates of birth.**
- **Authenticity of file documents.**
- **Review of signatures for consistency with previously signed file documents.**
- **All forms are correctly dated and signed.**

Observation. The PHA Management and Occupancy Staff (to include inspection personnel) will maintain high awareness of circumstances which may indicate program abuse or fraud, such as unauthorized persons residing in the household and unreported income. Observations will be documented in the family's file.

Public Record Bulletins may be reviewed by Management and Staff.

State Wage Data Record Keepers. Inquiries to State Wage and Employment record keeping agencies as authorized under Public Law 100-628, the Stewart B. McKinley Homeless Assistance Amendments Act of 1988, may be made annually in order to detect unreported wages or unemployment compensation benefits

Credit Bureau Inquiries. Credit Bureau inquiries may be made (with proper authorization by the participant) in the following circumstance:

When an allegation is received by the PHA wherein unreported income sources are disclosed.

When a participants' expenditures exceed his/her income and no plausible explanation is given.

D. THE PHA'S HANDLING OF ALLEGATIONS OF POSSIBLE ABUSE AND FRAUD

The PHA staff will encourage all participating families to report suspected abuse. All such referrals, as well as referrals from community members and other agencies, will be thoroughly documented and placed in the participant's file. All allegations, complaints and tips will be carefully evaluated in order to determine if they warrant follow-up. PHA Investigations will not follow up on allegations which are vague or otherwise non-specific. They will only review allegations which contain one or more independently verifiable facts.

File Review. An internal file review will be conducted to determine:

If the subject of the allegation is a client of the PHA and, if so, to determine whether or not the information reported has been previously disclosed by the family.

It will then be determined if the PHA is the most appropriate authority to do a follow-up (more so than police or social services). Any file documentation of past behavior as well as corroborating complaints will be evaluated.

Conclusion of Preliminary Review. If at the conclusion of the preliminary file review there is/are fact(s) contained in the allegation which conflict with file data, and the fact(s) are independently verifiable, the **Investigations Department** will initiate an investigation to determine if the allegation is true or false.

E. OVERPAYMENTS TO OWNERS

The PHA will make every effort to recover any overpayments made as a result of landlord fraud or abuse. Payments otherwise due to the owner may be debited in order to repay the PHA or the tenant, as applicable.

F. HOW THE PHA WILL INVESTIGATE ALLEGATIONS OF ABUSE AND FRAUD

If the PHA determines that an allegation or referral warrants follow-up, either the staff person who is responsible for the file, or a person designated by the Executive Director to monitor the program compliance will conduct the investigation. The steps taken will depend upon the nature of the allegation and may include, but are not limited to, the items listed below. In all cases, the PHA will secure the written authorization from the program participant for the release of information.

Credit Bureau Inquiries.

In cases involving previously unreported income sources, a CBI inquiry may be made to determine if there is financial activity that conflicts with the reported income of the family.

Verification of Credit. In cases where the financial activity conflicts with file data, a *Verification of Credit* form may be mailed to the creditor in order to determine the unreported income source.

Employers and Ex-Employers. Employers or ex-employers may be contacted to verify wages which may have been previously undisclosed or misreported.

Neighbors/Witnesses. Neighbors and/or other witnesses may be interviewed who are believed to have direct or indirect knowledge of facts pertaining to the PHA's review.

Other Agencies. Investigators, case workers or representatives of other benefit agencies may be contacted.

Public Records. If relevant, the PHA will review public records kept in any jurisdictional courthouse. Examples of public records which may be checked are: real estate, marriage, divorce, uniform commercial code financing statements, voter registration, judgments, court or police records, state wage records, utility records and postal records.

Interviews with Head of Household or Family Members. The PHA will discuss the allegation (or details thereof) with the Head of Household or family member by scheduling an appointment at the appropriate PHA office. A high standard of courtesy and professionalism will be maintained by the PHA staff person who conducts such interviews. Under no circumstances will inflammatory language, accusation, or any unprofessional conduct or language be tolerated by the management. If possible, an additional staff person will attend such interviews.

G. PLACEMENT OF DOCUMENTS, EVIDENCE AND STATEMENTS OBTAINED BY THE PHA

Documents and other evidence obtained by the PHA during the course of an investigation will be considered "work product" and will either be kept in the participant's file, or in a separate "work file." In either case, the participant's file or work file shall be kept in a locked file cabinet. Such cases under review will not be discussed among PHA Staff unless they are involved in the process, or have information which may assist in the investigation.

H. CONCLUSION OF THE PHA'S INVESTIGATIVE REVIEW

At the conclusion of the investigative review, the reviewer will report the findings to the Executive Director or designee. It will then be determined whether a violation has occurred, a violation has not occurred, or if the facts are inconclusive.

I. EVALUATION OF THE FINDINGS

If it is determined that a program violation has occurred, the PHA will review the facts to determine:

- The type of violation (procedural, non-compliance, fraud).
- Whether the violation was intentional or unintentional.
- What amount of money (if any) is owed by the family.
- If the family is eligible for continued occupancy.

J. ACTION PROCEDURES FOR VIOLATIONS WHICH HAVE BEEN DOCUMENTED

Once a program violation has been documented, the PHA will propose the most appropriate remedy based upon the type and severity of the violation.

1. **Procedural Non-compliance.** This category applies when the family "fails to" observe a procedure or requirement of the PHA, but does not misrepresent a material fact, and there is no retroactive assistance payments owed by the family.

Examples of non-compliance violations are:

- Failure to appear at a pre-scheduled appointment.
- Failure to return verification in time period specified by the PHA.

- (a) **Warning Notice to the Family.** In such cases a notice will be sent to the family which contains the following:

- **A description of the non-compliance and the procedure, policy or obligation which was violated.**
- **The date by which the violation must be corrected, or the procedure complied with.**

- **The action which will be taken by the PHA if the procedure or obligation is not complied with by the date specified by the PHA.**
- **The consequences of repeated (similar) violations.**

2. **Procedural Non-compliance - Overpaid Assistance.** When the family owes money to the PHA for failure to report changes in income or assets, the PHA will issue a Notification of Overpayment of Assistance. This Notice will contain the following:

- A description of the violation and the date(s).
- Any amounts owed to the PHA.
- A **10** day response period.
- The right to disagree and to request an informal hearing with instructions for the request of such hearing.

- (a) Participant Fails to Comply with PHA's Notice. If the Participant fails to comply with the PHA's notice, and a family obligation has been violated, the PHA will initiate termination of assistance.
- (b) Participant Complies with PHA's Notice. When a family complies with the PHA's notice, the staff person responsible will meet with him/her to discuss and explain the Family Obligation or program rule which was violated. The staff person will complete a Participant Counseling Report, give one copy to the family and retain a copy in the family's file.

3. **Intentional Misrepresentations.** When a participant falsifies, misstates, omits or otherwise misrepresents a material fact which results (or would have resulted) in an overpayment of housing assistance by the PHA, the PHA will evaluate whether or not:

- The participant had knowledge that his/her actions were wrong, and
- The participant willfully violated the family obligations or the law.

Knowledge: This will be evaluated by determining if the participant was made aware of program requirements and prohibitions. The participant's signature on various certification, briefing certificate, Personal Declaration are adequate to establish knowledge of wrong-doing.

Willful Intent: Any of the following circumstances will be considered adequate to demonstrate willful intent:

- An admission by the participant of the misrepresentation
- Repetition of the misrepresentation
- Use of a false name or Social Security number
- Admissions of the illegal action or omission by the participant to others
- Omission of material facts known to the participant (e.g., employment of the participant or other household member)
- Falsification, forgery or altering of documents
- Uttering and certifying to statements at an interim (re)determination that are later independently verified to be false

4. **Dispositions of Cases Involving Misrepresentations.** In all cases of misrepresentations involving efforts to recover monies owed, the PHA may pursue, depending upon its evaluation of the criteria stated above, one or more of the following actions:

- (a) Criminal Prosecution: If the PHA has established criminal intent, and the case meets the criteria for prosecution, the PHA will:
- **Refer the case to the local State or District Attorney, notify HUD's RIGI, and terminate rental assistance.**
- (b) Administrative Remedies: The PHA may:
- **Terminate assistance and demand payment of restitution in full or**
 - **Terminate assistance and pursue restitution through civil litigation.**
 - Permit continued assistance at the correct level and execute an administrative repayment agreement in accordance with the PHA's repayment policy.

5. The Case Conference for Serious Violations and Misrepresentations. When the PHA has established that material misrepresentation(s) have occurred, a case conference will be scheduled with the family representative and the PHA staff person who is most knowledgeable about the circumstances of the case.

This conference will take place prior to any proposed action by the PHA. The purpose of such conference is to review the information and evidence obtained by the PHA with the participant, and to provide the participant an opportunity to explain any document findings which conflict with representations in the family's file. Any documents or mitigating circumstances presented by the family will be taken into consideration by the PHA. The family will be given 10 days to furnish any mitigating evidence.

A secondary purpose of the Participant Conference is to assist the PHA in determining the course of action most appropriate for the case. Prior to the final determination of the proposed action, the PHA will consider:

- **The duration of the violation and number of false statements.**
- **The family's ability to understand the rules.**
- **The family's willingness to cooperate, and to accept responsibility for his/her actions**
- **The amount of money involved.**
- **The family's past history**
- **Whether or not criminal intent has been established.**
- **The number of false statements.**

6. **Notification to Participant of Proposed Action.** The PHA will notify the family of the proposed action no later than **30** days after the case conference by certified mail.

Reserved

APPROVED BOARD RESOLUTION NO. 3283

THIS INFORMATION IS MADE A PART OF THE 5-YEAR PLAN 2010-2014 AND FY2010 ANNUAL PLAN

Chapter 22

PROJECT-BASED ASSISTANCE PROGRAM [24 CFR 983]

INTRODUCTION

The Project Based Voucher (PBV) program attaches rental assistance to a particular unit rather than to a family (as with tenant-based rental assistance). This chapter outlines VIHA's policies pertaining to the administration of the PBV Program which shall not exceed 20% of its inventory.

A. PROJECT SELECTION PROCEDURES

The VIHA for administrating the Section 8 Project Based Voucher Program adapts the policies set forth herein:

VIHA's Policy

The VIHA will select Project based proposals by either of the following two methods:

Competitive – The VIHA will issue a Request for Proposal with rating and ranking per PHA published criteria that outline:

- Number of PBV units being made available
- 30-day proposal submission deadline
- Required format of proposals
- Required submission format (mail, fax, e-mail, etc.)
- Term of Housing Assistance Contract
- Other special requirements, i.e., labor standards/Davis Bacon requirements

Criteria will include, but is not limited to:

- Housing Type (new construction, rehab, existing)
- Resident Type (senior, family, etc.)
- Minimum/maximum total units in project
- Minimum/maximum PBV units in project

Scoring components will include, but are not limited to:

- Site location adequacy (proximity to mainstream services)
- Design adequacy (amenities and physical layout of project meets needs of population served)
- Project Feasibility – Financial
- Project Feasibility – Developer experience

Existing Competition (Using Another Program’s Selection Process) – VIHA may select a proposal for housing assisted under a federal, state, or local government housing assistance, community development, or supportive services program that *requires competitive selection of proposals* [e.g., HOME, and units for which competitively awarded Low Income Tax Credits (LIHTC) have been provided]:

- The proposal has been selected in accordance with such program’s competitive selection requirements within three years of the PBV proposal selection date.
- The earlier competitive selection proposal did not involve any consideration that the project would receive PBV assistance.

Subsidy Layering Reviews

A subsidy layering review is required if there is any other Federal, State or local housing assistance including tax concessions or tax credits.

Public Notice

The VIHA will advertise the RFP in a newspaper of general circulations for the jurisdiction once a week for 3 consecutive weeks. Only applications submitted in response to the advertisement will be considered.

Public Notice of selected proposals – VIHA will publish a public notice of selected proposals within 30 days of initial selection.

B. CAP ON NUMBER OF PBV UNITS

The VIHA may not select a proposal to provide PBV assistance for units in a project or enter into an Agreement or 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 is more than 25 percent of the number of dwelling units (assisted or unassisted) in the project.

(b): Exceptions to 25 percent per project cap:

In the following instances, PBV units are not counted against the 25% building cap:

- (i) Units in a single family building
- (ii) Elderly or disabled families
- (iii) Excepted Units in a multifamily building

Note: ‘Excepted’ units mean units in a multifamily building that are specifically made available for elderly or disabled families or families receiving supportive services (at least one family member must be receiving at least one qualifying supportive service).”

VIHA's Policy

VIHA may submit a proposal for project-based housing that is owned or controlled by the **VIHA**. HUD Field Office must review the selection process and determine if **VIHA** selections were based of **VIHA's** policy.

If the proposal for **the VIHA**-owned housing is selected, the **VIHA** will use an independent entity to review the **VIHA** selection and to administer the PBV program. The **VIHA** will obtain HUD approval of the independent entity prior to selecting the proposal for **VIHA**-owned housing.

The **VIHA** may only compensate the independent entity and appraiser from **VIHA** ongoing administrative fee income (including amounts credited to the administrative fee reserve). The **VIHA** may not use other program receipts to compensate the independent entity and appraiser for their services. The **VIHA**, independent entity, and appraiser may not charge the family any fee for the appraisal or the services provided by the independent entity.

C. SITE SELECTION STANDARDS

Compliance with PBV Goals, Civil Rights Requirements, and HQS Site Standards [24 CFR 983.57(b)]

VIHA 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 **VIHA** 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 **VIHA** Plan under 24 CFR 903 and the **VIHA Housing Choice Voucher Administrative Plan**.

In addition, prior to selecting a proposal, the **VIHA** 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).

VIHA's Policy

It is the **VIHA's** goal to select sites for PBV housing that provide for deconcentrating poverty and expanding housing and economic opportunities. In complying with this goal the **VIHA** will limit approval of sites for PBV housing in census tracts that have poverty concentrations of 20 percent or less.

However, the **VIHA** will grant exceptions to the 20 percent standard where the **VIHA** 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, 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 **VIHA** 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.

ENVIRONMENTAL REVIEW [24 CFR 983.58]

VIHA's 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.). **VIHA** 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.

VIHA may not enter into an agreement to enter into a HAP contract or a HAP contract with an owner, and **VIHA**, 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.

VIHA must supply all available, relevant information necessary for the responsible entity to perform any required environmental review for any site. **VIHA** 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.

D. HOUSING AUTHORITY-OWNED UNITS

A **VIHA-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 **VIHA-owned** units were appropriately selected based on the selection procedures specified in the **VIHA Housing Choice Voucher Program Administrative Plan**.

If the **VIHA** selects a proposal for housing that is owned or controlled by the **VIHA**, the **VIHA** must identify the entity that will review the **VIHA** proposal selection process and perform specific functions with respect to rent determinations and inspections.

Nature of Independent Entity

The independent entity that performs these program services maybe the unit of government for the **VIHA's** jurisdiction (unless the **VIHA** is itself the unit of general local government or an agency of such government) or another HUD approved or private independent entity. The independent entity that performs these program services may be the **Department of Planning and Natural Resources, Division of Building Permits**.

In the case of **VIHA-owned** units, the initial contract rent must be approved by an independent entity based on an appraisal by a licensed, **territorial** certified appraiser. In addition, housing quality standards inspections must be conducted by an independent entity.

VIHA's Policy

VIHA may submit a proposal for project-based housing that is owned or controlled by the **VIHA**. If the proposal for **the VIHA-owned** housing is selected, the **VIHA** will use an independent entity to review the **VIHA** selection and to administer the PBV program. The **VIHA** will obtain HUD approval of the independent entity prior to selecting the proposal for **VIHA-owned** housing.

Payment to Independent Entity: The **VIHA** may only compensate the independent entity and appraiser from **VIHA** ongoing administrative fee income (including amounts credited to the administrative fee reserve). The **VIHA** may not use other program receipts to compensate the independent entity and appraiser for their services. The **VIHA**, independent entity, and appraiser may not charge the family any fee for the appraisal or the services provided by the independent entity.

E. HAP CONTRACT

24 CFR 983.205 (a) & (b) (amended by Federal Register Notice FR-522-N-01): **provides** “The PHA may enter into a HAP contract with an owner for an initial term of up to fifteen 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 or more than fifteen years. Within one year of expiration, the PHA may agree to extend the term of the HAP contract for an additional term of up to fifteen years [maximum]if the PHA determines an extension is appropriate to continue providing affordable housing for low-income families.”

VIHA’s POLICY

All HAP contract terms under the PBV program will be agreed upon between the owner and **VIHA** up to maximum term of 15 years, with an option to extend for additional period(s) of up to 15 years at the discretion of **VIHA**.

If a PBV contract unit remains vacant or occupied by an ineligible resident for 6 months or longer, **VIHA** may remove that unit from the contract, thereby reducing the total number of units under contract.

F. RENT DETERMINATION

24 CFR 983.301 (b): **provides** “Except for certain tax credit units, the rent to owner must not exceed the lowest of: (1) An amount determined by the PHA, not to exceed 110% of the applicable fair market rent for the unit bedroom size minus any utility allowance; (2) the reasonable rent; or (3) the rent requested by the owner.” The VIHA has the authority for a rent exception up to 130% of the Fair Market Rents.

G. ANNUAL INSPECTIONS

24 CFR 983.103 (d): **provides** “(1) At least annually 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.

(2) If more than 20 percent of the annual 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.”

H. PARTICIPANT SELECTION

24 CFR 983.251 (b) (2): **provides** “In order to minimize displacement of in-place families, if a unit to be placed under contract is either an existing unit or one requiring rehabilitation is occupied by an eligible family on the proposal selection date, the in place family must be placed on the PHA’s waiting list and, once its continued eligibility is determined, given an absolute selection preference and referred to the project owner for an appropriately sized PBV unit in the project.”

VIHA’s POLICY

An eligible family residing in a proposed PBV contract unit on the date the proposal is selected by **VIHA** 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 **VIHA'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 **VIHA** 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.

24 CFR 983.251 (c) (1): **provides** "Applicants who will occupy PBV units must be selected by the PHA from the PHA waiting list. The PHA must select applicants from the waiting list in accordance with the policies in the PHA administrative plan."

VIHA's POLICY

Site Based Waiting List: **VIHA** will establish and manage separate waiting lists for individual projects or buildings that are receiving PBV assistance. **VIHA** currently has waiting lists for the following PBV projects:

- Croixville Apartments
- Patriot Manor

24 CFR 983.251 (a) (2): **provides** "Except for voucher participants (determined eligible at original admission to the voucher program), the PHA may only select families determined eligible for admission at commencement of PBV assistance."

VIHA's POLICY

VIHA will provide a selection preference when required by the regulation (e.g., eligible in-place families, qualifying families for "excepted units," mobility impaired persons for accessible units). **VIHA** will not offer any additional preferences for the PBV program or for particular PBV projects or units.

I. LEASE AND OCCUPANCY

24 CFR 983.352 (B) (1): **provides** "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."

24 CFR 983.259 (b) (1): “If the family is occupying a wrong size unit or unit with accessibility features that the family does not require, and the unit is needed by a family that requires the accessibility features, the PHA must offer the family the opportunity to receive continued housing assistance in another unit. (2): The PHA policy of such continued housing assistance must be stated in the administrative plan.”

24 CFR 983.260 (a): “The family may terminate the assisted lease at any time after the first year of occupancy. (b): If the family has elected to terminate the lease in this manner, the PHA must offer the family the opportunity for tenant-based rental assistance. (c)...If voucher or other comparable tenant-based assistance is not immediately available upon termination of the family’s lease of a PBV unit, the PHA must give the family priority to receive the next available opportunity for continued tenant-based rental assistance.”

VIHA’s POLICY

The following lease and occupancy rules will apply for PBV units:

- Vacancy payments (80% of the contract rent) may be made for up to 30 days for vacant PBV units provided the vacancy is not the owner’s fault and the owner gave prompt notice to the PHA of the vacancy.
- In cases where a PBV unit becomes overcrowded or under-occupied or the unit is needed by a family that requires its accessibility features, the residing tenant will be offered a tenant-based Housing Choice Voucher of the appropriate subsidy size and will be given reasonable time (90 days) to utilize that alternate assistance.

RENT TO OWNER FOR Certain TAX CREDIT UNITS

VIHA Owned Units

For VIHA owned units, the initial rent to owner and the annual re-determination of the rent at the annual anniversary of the HAP contract are determined by the independent entity approved by HUD in accordance to section B. The VIHA must use the rent established by the independent entity.